



Jubilee celebrations in day centres

The cost of living crisis

Helping you manage your finances

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Christopher Bryden
Programme Lead (Falls)
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Engage foreword

from the
Chief Executive

It has been wonderful to be able to join with so many other community organisations across the county to celebrate the Queen's Platinum Jubilee this year. On Friday 20th May we added our own little tree to the Queen's Green Canopy, choosing a flowering cherry to match the 25 year old tree planted when our William and Patricia Venton Centre in Northampton was built 25 years ago.

We felt that planting a tree is putting down a memory – not just for our Queen but also for all those who we have supported over the years. Many of our clients are a similar age to the Queen; they have all grown older with her. It was also Dementia Action Week 2022 when we planted the tree. This was, understandably, a subject that we care a lot about since more than half of our day centre clients have been diagnosed with one form or another of dementia

We were thrilled to welcome the Queen's representative in Northamptonshire, the Deputy Lieutenant John Griffiths-Elsden to plant our little cherry tree at the purpose-built day centre in Northampton. The day centre was built in 1997 and opened by the Queen Mother on 4th November 1998. Arguably over the last 25 years it has become our 'spiritual home'.

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Our centre is now, after all these years, about to be refurbished. It has never been upgraded since it was opened and we are very excited that the heating and air conditioning systems will be upgraded, bathrooms replaced and all internal decoration renewed. Our clients deserve facilities fit for the 21st century and we want them to feel comfortable and valued during their time with us.

We hope that our clients and other visitors to the William and Patricia Venton Centre will enjoy seeing this little tree flourish as a metaphor for the charity, Age UK Northamptonshire, also continuing to flourish in the future.

Chris Duff
Chief Executive

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THE
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Our day centres are great places to meet new friends

Throughout the coronavirus pandemic our day centres have continued to provide a safe, supportive environment where older people can meet up with friends and take part in fun, stimulating activities.



Ann and Doreen make Valentines Cards at our Kettering Day Centre



Derek with Andy and the Great Dane

Covid rules have been relaxed but we are continuing to take extra precautions, building them in to our regular routines to reduce the risk to our clients. Our staff wear facemasks during personal care and regularly test for covid. We continue to carry out more intensive cleaning and check clients' temperatures when they travel on our minibuses. We are adapting and re-arranging seating arrangements in our day centres so that people are no longer socially distanced. They can chat with their friends and play board games or join in arts and crafts activities.

There is always something happening at our day centres, whether it is a visit from The Mayor of Northampton or Andy and his Great Dane, every week is different.

Many of our clients live alone or do not

Our Day Centre cost is £35 to £43, transport £13 (return journey)

Why not visit one of our day centres in Northampton, Upton or Kettering.

have family nearby so we like to make a fuss of them on their birthdays, or the nearest day to it that they're with us. Our day centre managers work hard to ensure their clients feel part of the community and can join in topical activities. In February clients at our Kettering day centre enjoyed making Valentines Day cards and in March they cooked pancakes for Shrove Tuesday. We are already thinking about Halloween and planning activities for the Autumn.

We have availability in the Daventry, Northampton and Kettering areas. Please call us on 01604 611200 for an informal chat with the day centre manager. Why not arrange a taster day; all you pay is £5 for your lunch.

The William and Patricia Venton Centre

York Road, Northampton NN1 5QJ

Foxfields Day Centre

33 Latchet Lane, Upton, Northampton NN5 4GG

Kettering Day Centre

Baptist Church Rooms, Rockingham Road, Kettering NN16 9JA



Joy and David busy planting in the garden at The William and Patricia Venton Centre



Peter and Jean look forward to meeting up for a chat at Foxfields in Upton



Mollie making pancakes at our Kettering Day Centre



Margaret and Margaret make Valentines Day cards at our Day Centre in Kettering

Christine Forskitt's story

Christine Forskitt's husband David is 82 years old and was diagnosed with Alzheimer's disease four years ago, but she says it is easy to see in hindsight that he had been having difficulties for a while. "We were very happy together but were the sort of couple that always had our own hobbies and interests. We were not Howard and Hilda," says Christine. "So it has been quite a change for us to have to spend all our time together."

Covid and the lockdown changed things dramatically for 78 year old Christine. "You felt very cut off and isolated. Even though I have a son and daughter living in Northampton, we weren't able to see them for such a long time. It has been very difficult. My daughter-in-law suggested we contact Age UK Northamptonshire because she knew about the day centre. Things had become hard to manage and I needed a regular break. David enjoys coming here and always

I feel so lucky to have the day centre. It brings benefits for both of us.



smiles when I ask if he's had a good time. He can't remember what he's done, or what he had for lunch, but he has never once said he didn't want to go.

I feel so sad I have lost the real David. Sometimes I look at David and don't recognise my husband of nearly 60 years. When I feel bogged down I have to remember all the wonderful things David has done over the years, the happy memories I have of him as a father and grandfather, as well as a husband, even fairly recently.

I feel so lucky to have the day centre. It brings benefits for both of us. He enjoys going three days a week and always feels happier after he's been. Now that his condition is deteriorating he's not able to do very much on the days that he's not at the day centre. He gets very tired after even a short walk. I am so grateful and glad to do anything I can to help Age UK Northamptonshire."

Cost of Living Crisis

We are increasingly concerned about the rising cost of living and the effect it is having on those older people who are on low and modest incomes. Prices of everyday items are going up quickly and many pensioners are finding that monthly budgets are not adding up anymore and that they must cut back on their spending. The main price rises are for food and fuel with large increases in April, however, those increased costs are likely to continue to increase given the war in Ukraine and inflationary pressures around the world. Many more of our clients are calling Age UK Northamptonshire to ask for advice and help.

It is described as the worst cost of living crisis in a generation. The biggest change for most has been the increase in the energy cap on 1st April but other price rises will add hundreds of pounds to a household's annual spending. The cap on energy bills has risen by a record-breaking £693, which means the average household is now paying £1,971 a year for gas and electricity (if they pay by direct debit).

Council tax for the average home has risen to almost £2,000, up from £1,898, as local authorities try to make up for income lost during the pandemic.

The cost of the weekly food shop is increasing, with nine in ten people reporting a higher bill at the checkout, according to the Office for National Statistics.

Grocery price inflation hit 5.2% in April this year, rising to its highest level since April 2012. Clothing and footwear prices increased by 8.8% in the year to February 2022, reaching its highest level since records began in 1988. Petrol retailers have been accused of profiteering from the cost of living crisis by raising their profit margins, even when the wholesale price of oil has fallen. The price of petrol was at 161.8 pence per litre in April 2022, compared with 125.5 pence per litre the year before.

There have also been a number of other punishing changes making everyone feel poorer: the rise in National Insurance contributions, rail users hit by the biggest increase in rail fares since records began, the rise in the VAT rate charged on food, accommodation and attractions, the rise in the cost of stamps by 10p to 95p and interest rate rises leading to much higher mortgage rates. The cost of new and second hand cars has also risen substantially.

The energy regulator, Ofgem, has announced that Britain's energy price cap would rise to around £2,800 in October 2022, meaning households will pay 42%, or around £830, more than they do now, making average household energy bills around £1,500 higher than in 2021.

This will pile more pressure on to already struggling households.

It is estimated that two million older households won't have enough income to cover their essential spending in 2022-23 (Age UK research, May 2022).

Many older people report they have no money left for anything but the basics. The majority had significantly cut down their spending but many report they simply cannot cut back any more. People are going to extreme lengths, such as eating just one meal a day or showering once a fortnight, to try to keep costs down.

People who are ill and disabled are particularly struggling with higher bills. People with disabilities and those caring for them face higher costs to keep safe and well. Many say their mental health is deteriorating and they feel very anxious about the coming winter. Of those who have yet to reach retirement age, many are on benefits or unable to find well-paid work and have found themselves just scraping by

We're here to help more people love later life

People who are ill and disabled are particularly struggling with higher bills. People with disabilities and those caring for them face higher costs to keep safe and well. Many say their mental health is deteriorating and they feel very anxious about the coming winter.

until they receive their State Pension.

Older people tell us that they are cutting back or struggling to afford heating, food, petrol, holidays and little luxuries. People are turning their heating off, only making essential trips, buying cheaper food, cancelling holidays and going without the treats that they look forward to.

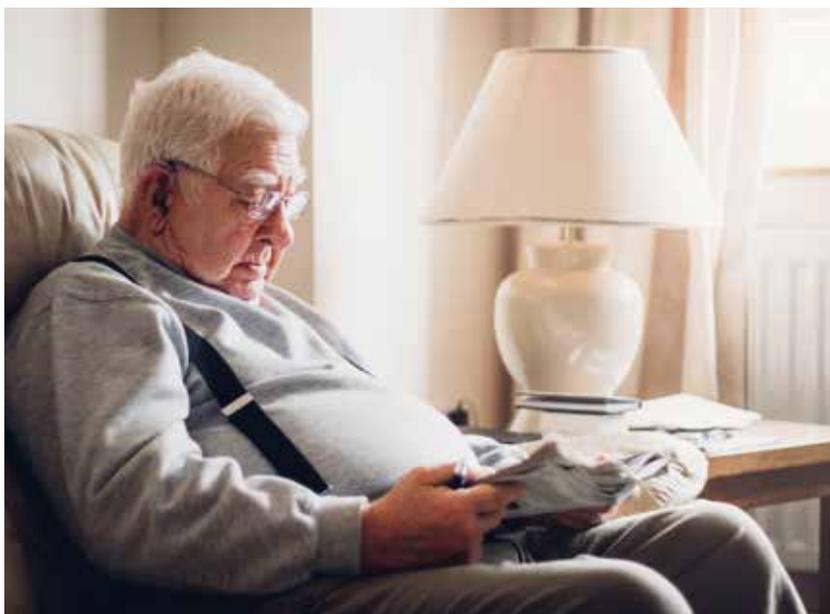
The Chancellor's package of support – announced on 26th May – will be a relief to many older people, particularly those receiving means-tested benefits or living with a disability. Pensioners will, at a minimum, receive £700 to help with their bills this year.

There will be money off energy bills. All electricity customers will get £400 off their energy bills between October 2022 and April 2023. This is a grant, not a loan – so you don't have to pay this money back through future bills.

Depending on the Council Tax band of property, you may be entitled to a non-repayable £150 from your council. Payments will be made from April 2022 and you'll need to make a claim unless you pay your bill via direct debit, in which case you'll be paid automatically.

This year (2022-23), you may also be entitled to one or more lump-sum payments. These are:

- a £300 Pensioner Cost of Living Payment for households that receive the Winter Fuel Payment. This is a top-up to your Winter Fuel Payment in November/December.
- a £650 Cost of Living Payment for households on means-tested benefits, such as Pension Credit and Universal Credit. You'll be paid in two instalments if eligible. Your eligibility for the first instalment will depend on your circumstances on 25th May 2022.



Check if you are entitled to any additional benefits



The Chancellor's cost of living crisis support package will cover just a fraction of the cost increases that older people will face this year. The worry is that more older people will turn to debt or cut back on essential items even more.

- a £150 Disability Cost of Living Payment for those receiving disability benefits, such as Attendance Allowance. To get this payment in September, you must have a successful claim for a disability benefit in progress on 25th May 2022.

None of these payments are taxable and they won't count towards the benefit cap or affect your benefit entitlement.

There is also a Household Support Fund. This is a payment to help those considered most in need with the rising cost of food, energy and water bills. Each local council will decide their own eligibility criteria – though money should be specifically set aside for older people.

We were also relieved to see the Chancellor committed to bringing back the Triple Lock next year.

However, the Chancellor's cost of living crisis support package will cover just a fraction of the cost increases that older people will face this year. The worry is that more older people will turn to debt or cut back on essential items even more.

It is really important that the Government get the message that they need to increase state pension and the benefits system for older people.

For now, the most important thing to do is for older people to check as soon as possible if they are entitled to additional benefits as it may entitle them to an extra payment if they apply in time.



Celebrating with our Jubilee-themed activities

One of the best things about attending one of our day centres is that there is always something fun and topical to enjoy.

In the middle of May, Derek who attends The William and Patricia Venton Centre, gamely agreed to raise the Union Jack on the building's flag pole so that it was flying in time for the coming Jubilee celebrations. First up was the planting of our tree for the Queen's Green Canopy, followed by the Platinum Jubilee parties and other activities.

In the week of the Jubilee bank holidays our day centre clients had a whale of a time, taking part in Platinum Jubilee-themed activities and being able to feel part of the royal celebrations. At our day centre in Rockingham Road in Kettering manager Mark Morgan and his team organised arts and crafts activities with a royal theme. Les and Nev are seen here decorating plates.

The day centre was decked with Union Jack flags and bunting and a scrumptious cream tea was added to the usual delicious lunch.

Everyone was thrilled by the amazing Jubilee cake, kindly baked and brought along by Fred's wife Jill.

Doreen and Carol spent the day painting plates together.

At The William and Patricia Venton



Doreen and Carol painting plates at our Rockingham Road Day Centre in Kettering

Everyone was **thrilled** by the amazing **Jubilee cake**



The day centre was decked with Union Jack flags and bunting and a scrumptious cream tea was added to the usual delicious lunch.

Centre in Northampton names were drawn out of a hat to choose someone to be "Queen of the Day". On Wednesday 1st June it was Shirley's turn to be royalty and she gracefully agreed to wear the sparkly tiara and record a short message "for her subjects".



Les and Nev decorating plates at our Kettering Day Centre



Derek raises flag at William and Patricia Venton Centre with Roger



Planting a tree for the Queen's Green Canopy



Shirley, our Queen of the Day at our William and Patricia Venton Centre, with Eileen and Sarah

Supporting you to manage your finances

Age UK Northamptonshire is now able to act as an appointee for a person who has lost the mental capacity to manage their own financial affairs. This could be in the short term when someone is in hospital recovering from a major operation or for longer term issues such as dementia.

The appointeeship allows us to open a bank account on someone's behalf to receive any welfare benefits they're entitled to, such as State Pension and Attendance Allowance. We can use these funds to ensure that a client has what they need on a day to day basis and also make necessary payments on their behalf such as household bills.

Jamie Christie is the new Appointeeship Coordinator at Age UK Northamptonshire. He was previously a lawyer specialising in care fees funding and later life planning and is still a member of the Chartered Institute of Legal Executives. He is highly experienced in this field, winning the Junior Lawyer of the year Award at the 2021 Northamptonshire Law Society Awards and being shortlisted in 2017 and 2019 for his work with older people.

We aim to offer comprehensive financial assistance

Denise is able to help people who do have capacity to manage their own affairs, but need some assistance.

The Appointeeship service will run alongside our already established Money Management Support service provided by Denise Anderson. Denise has over 30 years experience of working in banking, and fraud prevention and investigation. She is able to help people who do have the capacity to manage their own affairs, but need some assistance. This could be assistance with setting up or cancelling direct debits or standing orders, cash collection or organising post and paperwork. Denise works closely with Trading Standards and the Police to resolve financial matters for clients.

By providing both Money Management Support and Appointeeship we aim to offer comprehensive financial assistance to older people in Northamptonshire, whether they have capacity and just need a lower level of help, or they do not have capacity and need us to manage their day to day finances for them.

Jamie Christie also offers fixed-fee meetings with friends or family members of loved ones who are starting to require either part-time or full-time care. In these meetings he can provide the information relatives or carers need to confidently move forward in the minefield that is care fees funding.



Denise Anderson, Money Management Support and Jamie Christie, Appointeeship Coordinator

For more information about any of the above services please call Age UK Northamptonshire on **01604 611200** or visit our website **www.ageuknorthants.org.uk**



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These types of community transport are essential services for vulnerable people in Northampton. They are a lifeline for shopping, social interaction and wellbeing, to help prevent social isolation and keep our community active, independent and involved.

www.voluntaryimpact.org.uk

Home Care Cleaning Service can help

Many older people enjoy living independently in their own home but find that the housework has become too much for them. They might have difficulty standing or carrying things, or maybe they suffer from shortness of breath, so washing the kitchen floor or cleaning the bath is just not possible.

For whatever reason, if you or a relative or neighbour are looking for a reliable person to help you keep your home safe and comfortable, please get in touch with Age UK Northamptonshire on 01604 611200.

We can help with domestic duties in your home and charge £17.50 per hour. This is paid by monthly invoice in arrears. The minimum service we can arrange is one hour per fortnight. Most clients prefer a weekly visit. Please ring us to discuss your requirements.

Moya Jones was caring for her husband who was in poor health and had not had much success finding a cleaner that suited



Rosy says Sonia is a blessing



Rosy Daisley uses our service

We can help with domestic duties in your home

“I couldn’t actually manage without her, in all honesty. It would be a desperate worry if my house was not kept clean, so it provides a certain sense of security knowing that Julie will deal with it.”

them. She was struggling to keep on top of the housework because of her arthritis but hadn’t realised that Age UK Northamptonshire might be able to help. Fortunately, her GP referred her to the Falls Management Service who suggested she contact our Home Care Cleaning Service. After a home assessment, the Service Coordinator arranged for Domestic Care Worker Julie Tear to visit every week. Moya says “I couldn’t actually manage without her, in all honesty. It would be a desperate worry if my house was not kept clean, so it provides a certain sense of security knowing that Julie will deal with it.”

Age UK Northamptonshire’s Domestic Care Workers are DBS (Disclosure and Barring Service) checked and have provided references, which have been checked. They can help with domestic duties such as cleaning kitchens and bathrooms, changing beds and vacuuming. They can also do small amounts of washing and ironing and light shopping at local shops.

“It is lovely to have a chat with Julie every week. She has been visiting for around three years now and is utterly and completely reliable,” says Moya.

Rosy Daisley says “Sonia is such a blessing.” I have always worked and been a bit of a perfectionist about the housework but I have had to accept that I could no longer manage by myself. During the lockdown in 2020 my neighbours were fantastic nearby, and I have some very good friends, but it’s good to have a regular cleaner I can rely on. I found out about the service after being referred to another Age UK Northamptonshire service by my GP. I am always so glad to see Sonia when she arrives at my door.”

Sonia McKenzie visits Rosy Daisley every week to vacuum the bedroom and the downstairs rooms, ensuring that Rosy does not worry that her home is not being looked after. Sonia says she loves her job as she likes to make a difference. The flexible hours also suit her and she can work in her local area. “I look forward to seeing my clients as much as they look forward to seeing me.”

Would you enjoy working for us?

Sara Boon has worked as a Domestic Care Worker for over 15 years, having taken voluntary redundancy from her management role at a bank. After a few months she decided she’d like a part-time job, something local, and responded to an advert in the local Post Office. She says that getting to know her clients and their families, makes the work hugely enjoyable. Knowing that she is making a positive difference every time she visits gives her job satisfaction.

“Several of my clients hardly leave their homes and sometimes I am the only visitor they see that week. They tell me they like it when I come as it keeps them in touch with the outside world,” says Sara.

Many people find they lose their confidence as they get older and things that they took for granted when they were younger can feel beyond them. Just knowing that a caring, friendly person will be visiting can make daily life less of a worry. Sara is happy to change the

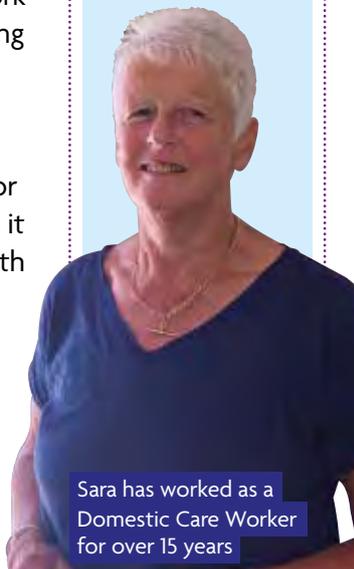


Moya Jones says she couldn't manage without her cleaner Julie

Julie is a great support

Our Home Care Cleaning Service makes a **huge difference**

“Several of my clients hardly leave their homes and sometimes I am the only visitor they see that week.”



Sara has worked as a Domestic Care Worker for over 15 years

kitchen roll in the dispenser or post a letter, for example. She often picks up a loaf of bread or pint of milk for a client if they tell her they have run out.

Sara says one of her clients in his nineties takes great pride in his appearance and still enjoys regular day trips using public transport. But he cannot stand for long periods and tires easily, so after she has cleaned the kitchen and bathroom she will tackle his ironing pile, ensuring he can enjoy dressing smartly. Sara says she always asks her clients what tasks they would like her to do and how they would like her to do it. “It’s important that people feel able to tell me if they’d like something done differently,” says Sara.

Visit our website

www.ageuknorthants.org.uk
to find out more about our job vacancies or call **01604 611200**.

Our **Home Care Cleaning Service** makes a huge difference to older people living independently in Northamptonshire. You can help our clients look after their home by cleaning the kitchen and bathroom and carrying out domestic tasks that keep the home safe and comfortable. No personal care is involved, just a willingness to do a good job and provide a reliable service. £11.10 per hour.



Prescribing social harmony

The Social Prescribing team has grown within Age UK Northamptonshire from four Social Prescribing Link Workers in 2019 to seven colleagues working in over twenty GP surgeries in the north of the county.

It also includes the exciting launch of SPRING the partnership of social sector organisations, commissioned by Northamptonshire Health and Care Partnership.

If you are new to social prescribing, it empowers people to take control of their health and wellbeing through referral to non-medical 'link workers' who give time and focus on "what matters to me."

SPRING was launched in July 2021 and is designed to improve the wellbeing of people across the county. SPRING works with adults 18+ with long term health conditions. It supports people to make positive changes to better manage their health. One participant said "It's good to know that someone is in my corner."

Two social prescribing link workers cover Brackley, Towcester, Daventry, and surrounding villages. In the North of the county we have three colleagues covering Kettering and Corby. The teams are supported by a lead role and two business support colleagues.

Our link workers are well established over primary and secondary care-partnering with St Mary's and Berrywood hospitals taking referrals leading up to discharge, the local

It's good to know that someone is in my corner

It empowers people to take control of their health and wellbeing through referral to non-medical 'link workers' who give time and focus on "what matters to me."

council, Department of Work and Pensions, housing associations and VCSE partners. Since its launch, Spring has received 408 referrals from 39 sources.

We run community surgeries where participants can meet their link workers, as well as being flexible about arranging home visits.

We have used SPRING funding to set up a range of groups from helping participants with chronic pain together with Northants Chronic Pain Support, a social support group for participants with Autistic Spectrum Conditions in partnership with En-Fold, a craft group, health walks to coffee mornings to reduce isolation. Following a visit with their link worker to a community gardening project a participant said "I did three hours weeding, had a nice time, all friendly, don't feel too bad health wise. I'm so happy, see you next week. Thanks for getting me back at Green Patch – it's done me the world of good."

For further details please call 01604 974 995 or visit the website www.springnorthamptonshire.org

Lifetime team are back

The Lifetime Team have been working together with county wide companies to bring Dance, Exercise, Art and social groups back to your community. We are working hard to create fun and social classes in a safe and inviting environment. Now more than ever these groups are playing an important role encouraging family, friends and communities to socialise together after what has been a tempestuous time for so many.

Age UK Northamptonshire has partnered with Academy No. 1 Dance company to bring people with a shared interest in dancing together at Daventry Community Centre. Whether you are a beginner, experienced dancer or just want to come along for the Afternoon Tea and socialising, the relaxed and fun atmosphere is welcoming to all. We had the most wonderful time at our Platinum Jubilee-themed Tea Dance in June with everyone looking fabulous in their red, white and blue. We were supported by local companies with raffle donations and snacks to accompany the afternoon tea.

We danced into May introducing our partnership with Moving Together, a dance



Laura from Moving Together in Wellingborough



Over 55s dance and fitness

Photo credit: TS Photographics

fun and social
classes in a safe
and **inviting**
environment

Now more
than ever
these groups
are playing an
important role



company who run fun and friendly over 55s dance-fitness classes countywide welcoming you to join us in our venues in Kettering, Wellingborough, Northampton and Daventry. After each session there is the opportunity to stay and socialise, recharging with refreshments. The dance-fitness classes are accessible for all abilities and with a FREE taster session on offer why not come along and begin your fitness journey with us.

For further information on any of the classes above or to see what is available in your area contact the Lifetime Team on 01604 611200 or email us at lifetimeaukn@ageuknorthants.org.uk



Our monthly Tea Dance in Daventry

Fundraising and news

Age UK Northamptonshire is a local, independent charity and all donations and fundraising for us is used to support older people in Northamptonshire. There are many ways you can help us make life for older people more enjoyable and less lonely.

The Big Knit 2021-2022 – A big thank you to all our lovely knitting supporters who have sent in hats over the past 18 months. We have joined in the Big Knit campaign every year since it began in 2003 and believe it is a fun way for knitters to help older people in the community. Every little hat you have sent into us is worth 25p! Our target of 20,000 little hats will raise an amazing £5,000 which will help us to continue to support older people in Northamptonshire so thank you!

Local Masons fund defibrillator - Following an appeal to the Provincial Grand Charity of Northamptonshire & Huntingdonshire they generously made a grant of £1,300 to enable us to buy an automated defibrillator. We cannot thank them enough. The small device, which comes with full instructions and is mounted on an internal wall, could make all the difference if someone goes into cardiac arrest at the day centre. On Monday 25th April, Provincial Grand



Local Masons fund defibrillator at our William and Patricia Venton Centre



“We raise funds precisely so that we can support this kind of community project.”

Charity Steward, WBro Gerry Crawford, and the Secretary of the Provincial Grand Charity, WBro John Rivett, handed over the defibrillator to the Chair of Age UK Northamptonshire’s Board of Trustees, Paul Bertin, and Sales and Marketing Manager, Roger Harris. Roger was the driving force behind the charity acquiring the defibrillator, having had personal experience of being with a work colleague who suffered a heart attack and would have benefited from a defibrillator being available. Gerry Crawford said “We are very happy to fund the purchase of the defibrillator for Age UK Northamptonshire because the Provincial Grand Charity is all about supporting the local community. We raise funds precisely so that we can support this kind of community project and we have been very impressed by the work that Age UK Northamptonshire does in the county.”



Thank you to everybody for supporting us in The Big Knit





The Mayor meets Frank and Grace at our William and Patricia Venton Centre

Mayor of Northampton gets a guided tour - When Cllr Rufia Ashraf became Northampton's first female Mayor with Bangladeshi heritage in May 2021 she said she hoped to inspire others from a similar background. She was also keen to carry on with her community work and use her experience of working in social services to help improve life for local people. Chief Executive Chris Duff was delighted to welcome the Mayor to The William and Patricia Venton Centre on Friday 22nd April. It is vital for local politicians to be able to see first hand the benefit older people get from being able to socialise and meet up with friends and also take part in fun activities. The Mayor was able to view the facilities at our day centre and talk to staff and clients about the positive difference it makes to many older people every week.

Bathing Equipment Fund - Please help us buy vital equipment, we need to raise £16,000. Around 25% of our day centre clients would love to have a regular bath but do not have suitable facilities or the help they need to bathe safely at home. We need to replace essential but unusable equipment at our day centre in Northampton. Being able to lower yourself into a hot, cleansing bath can be the highlight of someone's week if they have arthritis, dementia or some other long-term health condition that restricts their mobility or movement. Having a soak in warm, fragrant water and feeling your muscles relax in a safe environment can be hugely beneficial to a person's wellbeing.

We could also provide a bathing service to around 20 visitors every week.

Find out how you can help us buy a tiltable bath and an electric hoist so that vulnerable older people can come to our day centre and enjoy a regular bath in a safe environment. This can be hugely beneficial to their health and wellbeing. www.justgiving.com/campaign/bathingequipment

Always here for you, when you need us

Social Care Day of Remembrance and Reflection Together we paid tribute to bravery, dedication and kindness. Staff from our Extra Help at the End of Life Service, family members who had been supported by the service and the Deputy Mayor of Irthlingborough Cllr John Farrar joined together at our offices in Irthlingborough on Thursday 17th March to thank social care workers for their work during the pandemic. Service Manager Su Brazell said "The Social Care Day of Remembrance has been organised by Skills for Care in collaboration



Extra Help at the End of Life staff pay tribute to Social Care Day of Remembrance and Reflection

with 20 other partners across the social care sector and is being held to pay tribute to the dedication of social care workers throughout the pandemic. It is also a time to remember those social care workers who we sadly lost to Covid-19; an estimated 922 social care workers lost their lives from the virus between March 2020 and May 2021.

Throughout it all, our Extra Help at the End of Life team continued to provide care as usual, visiting and supporting people in their final weeks when they had chosen to be cared for and die at home. Due to the hospitals and hospices having to close their doors to visitors, care at home became more in demand, so that people could be with their loved ones right to the end.”

Su told her staff “So much of what you do is about the emotional support and reassurance you give and being behind a mask and unable to stay for a cuppa meant that what you do best was challenged. But as a team you rose to the occasion, giving all that you could to help everybody you visited, whilst at the same time being unable to do that with your own families and friends in lockdown. Like so many other frontline care workers, this was your job and you continued to deliver a service with dedication and compassion. Thank you for all that you did then, and all that you do now.”



Anne Dodds and Sadie Howton of John Lewis & Partners present cheque donation

So much of what you do is about the emotional support

John Lewis & Partners – A huge thank you to Anne Dodds and Sadie Howton from John Lewis & Partners who came along to our William and Patricia Venton Centre to present us with a fantastic cheque for £2,000 towards our Bathing Equipment Fund. We need to raise £16,000.

Find out about the services and support we provide in your local area – Our staff are always pleased to be given the opportunity to tell you about the services and support we offer in Northamptonshire.

Please get in touch if you are holding an event or organising a group meeting who might be interested in hearing a few words from Age UK Northamptonshire. Call us on 01604 611200 or email access@ageuknorthants.org.uk.

If you'd like to raise funds to improve life for older people in Northamptonshire, please get in touch on 01604 611200 or visit our website www.ageuknorthants.org.uk. We always need more help!

Our collecting goblets – If you are a local business, shop or garage and could display one of our red plastic goblets to collect small change, all that small change adds up, we would love to hear from you. Call Jo Bird on 01604 611200.



Warmington Annual Village Meeting



Mature Driver Roadshow

Our shops



Age UK Northamptonshire ended the last financial year in a good position, with stretching targets and challenges set for 2022/23.

To hit those targets we need new and interesting stock for our customers to buy, so we always welcome more good quality donations. One way of increasing donations is to hold our static donation collections in different locations. So far this year we have completed four very successful collections with more planned. If you have any suggestions where a collection could be held please contact our Retail Development Manager Yvette Prior, email: yvette.prior@ageuknorthants.org.uk

Some of our shops have missed significant anniversaries because they were closed during the coronavirus lockdowns. In 2020 Kingsthorpe never had an official opening, Rothwell was 21, Thrapston was 30 and it will be St Giles 30th birthday in July 2022. We don't want these anniversaries passing by without recognition, so please keep a look out for our celebration dates and pop along and join us.

**Excellent
in every way,
thank you**

**Our ebay shop
has received
some great
feedback with
178 positive
comments left.
"Fab – Delighted
with items and
glad to be able
to support your
charity."**



eBay is always a bit slow for sales just after Christmas, however it is starting to pick up pace and is creating some good sales for the charity, it seems there is a buyer for just about everything out there.

Our ebay shop has received some great feedback with 178 positive comments left. Here are a few recent ones.

- "Fab – Delighted with items and glad to be able to support your charity."
- "Excellent quality products and communication."
- "Lovely item, just as described and well packaged. Thank you."
- "Excellent in every way, thank you."

One way of helping

Age UK Northamptonshire's shops raise vital income is by using social media to spread the word. We are still trying to build up our followers on the retail Facebook page and we would really appreciate you sharing and liking our posts. With your help our retail online presence can reach a bigger audience.



@ageuknorthantsretail



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Our shop windows are the biggest feature and we always like to make them look as eye-catching and enticing as we can. Every month brings a new window theme. One of our favourites was 'May 4th be with you', a notable day for any Star Wars fan. We have shown our support to those in Ukraine by decorating the windows in blue and yellow and we produced some amazing patriotic displays to celebrate the Queen's Platinum Jubilee in June.

Our shop staff and volunteers include some amazing crafty people. Take a look at the jointed teddy and hair scrunchy in the picture. Would you believe they were made from an old rain mac?



Our **shop staff** and volunteers include some **amazing crafty** people

Take a look at the jointed teddy and hair scrunchy in the picture. Would you believe they were made from an old rain mac?

The skirt made from recycled ties was created by the wonderful team at The Zip Yard, Northampton, working together in the community.



the zip yard
garment alterations



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If you are a crafty person with the skills to knit, sew, patchwork, quilting or any craft talent, and would like to help boost the shop sales with your handmade crafts then please let us know.

Our passion for preventing waste and recycling wherever possible means we reuse hundreds of carrier bags every week. We have appealed before for anyone who has any spare carrier bags and this is an ongoing request, if you do have any then please drop them off at your nearest shop and they will be gratefully accepted.

We have finally filled the position for our house clearance role. This will enable us to offer house clearances, removals and large donation pickups, all for a competitive fee. Martyn has joined the team which will allow us to actively promote these services.

We are **always** on the look out for **crafty people**

Our passion for preventing waste and recycling wherever possible means we reuse hundreds of carrier bags every week



If this service may be of interest or you have any suggestions for our retail team then please drop an email to yvette.prior@ageuknorthants.org.uk.

Find a local electrician, builder or plumber who will do a good job
Browse our Free online Business and Trades Directory of trusted businesses in Northamptonshire. Or call us on 01604 611200 for details.
www.ageuk/northamptonshire/directory

Our heating has now been fixed and I just wanted to let you know how wonderful they were.

I am more than happy with the work that was carried out and will certainly be using them again in the future.

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You can raise vital funds for Age UK Northamptonshire by playing our lottery

Pay by debit card over the telephone or sign up online. Call the make a smile lottery office on 0300 303 4500 for details.

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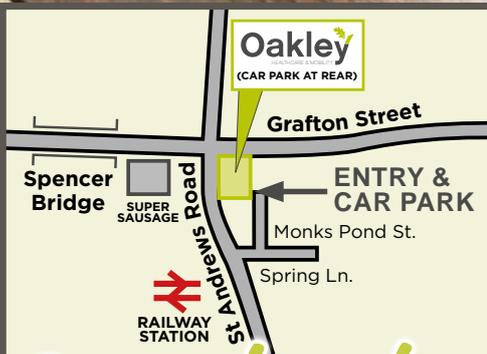


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