

# Engage

Age UK Northamptonshire **Summer 2023**



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enjoy later life**

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# Engage foreword

from the  
Chief Executive

I hope you are enjoying our 'mixed' English Summer. I want to highlight two big issues for you.

The first issue is that Age UK Northamptonshire, your local independent charity, is busier than ever. In the last financial year, our database shows that we supported 18,197 clients. This was a big increase from 13,616 (as of the end of March 2022). As we came out of Covid lockdowns, we realised just how much people needed and wanted help. New clients were 8,014. This is a huge jump in numbers from previous years and reflects the additional services we provide and the increased dedication of our staff and volunteers. It also evidences the pent-up need for support for wellbeing from older people across the county. I am sure that ongoing issues with health and care services will continue and that our Age UK Northamptonshire services will be needed more than ever.

The second issue is that we depend on the kind generosity of our clients, their families and friends to fund us through donations, legacies and fundraising events. Many people are mistaking Age UK for us. We are Age UK Northamptonshire. If you donate to Age UK then you are not helping frontline services in Northamptonshire.

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We do not benefit directly from their fundraising. If you send a donation to Age UK it will mean you will fund what they do and it will not fund frontline services, either here in Northamptonshire or anywhere else in England. So please, if you do mean to leave your donation, however little or large to us, then please make sure it is made out to Age UK Northamptonshire. In this way your kind generosity will help fund frontline services here in the county.

**Telephone: 01604 611200**

**Website: [www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)**

I hope you are able to stay fit and well.

Kindest regards

**Chris Duff**

Chief Executive

Age UK Northamptonshire

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MEET  
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TEAM

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# Dealing with Dementia

## – the disease of our times

In June, it was reported that Coronation Street star, Julie Goodyear – known to millions as Bet Lynch – was diagnosed with dementia. In the same month, Gordon McQueen, former Leeds and Manchester United footballer, died aged 70 after a battle with dementia, so confirming the increased risk that professional footballers have of developing dementia.



You will perhaps also know of Fiona Phillips, journalist and broadcaster, whose parents died of dementia – together with grandparents and other family members who were affected by it. She has recently confirmed that she was diagnosed with Alzheimer's a year ago, aged 61. She had previously suffered from brain fog and anxiety.

I am writing this article to highlight the challenges of dementia. In writing this I am grateful for, and have drawn heavily on, a range of excellent articles that are available from The Telegraph newspaper.

There are an estimated 900,000 people in the UK living with dementia, including one in six of those over the age of 80. This number has been predicted to rise to 1.6 million by 2040 as the population gets older. The condition will have an impact on many of us in our lifetimes, either through a loved one or because we will experience it ourselves through our own loss of memory. Dementia is one of Britain's biggest killers, with one in 10 male deaths and one in eight female deaths, caused by the neurodegenerative condition.

Dementia is not a single disease but is a broad term that encompasses numerous

**Positive social relationships can extend your life.**



**Think of us if a family member is struggling to manage.**

conditions affecting the brain. According to the charity, Dementia UK, there are more than 200 subtypes of dementia, each progressively destroying brain cells or neurons, preventing them from functioning properly in specific regions of the brain, affecting a person's memory, speech and ability to reason and think.

Genetics can make a person more vulnerable to developing this damage. Alzheimer's is the most common form of dementia, accounting for 60 per cent of cases. Around 40-60 per cent of those have a gene called APOE-e4.

Early detection is key to fighting the disease. At the very least it will allow time to plan ahead. We need to look out for macular degeneration, cataracts or diabetes related eye disease, where there is a 61 per cent heightened risk. People who go out for a meal at a noisy restaurant but who can't hear what their friends are saying may be at increased risk of dementia. If you find that your loved one's sense of humour has changed significantly, it might be worth getting some medical advice. Regularly not being able to remember your own phone number and finding it hard to organise your own thoughts may be warning signs.

“Scientists have long known that depression and dementia go hand in hand,” (Harvard Medical School). “If somebody appears to have the beginnings of dementia and they are depressed, it’s very important to treat their depression, and to treat it as aggressively as possible.”

In 2020, The Lancet estimated that about 40 per cent of all dementia cases are preventable through making appropriate lifestyle choices, such as avoiding excessive alcohol use in midlife, staying active and avoiding obesity or diabetes through following a healthy diet.

There is no cure for dementia, the damage to the brain is physical and, so far, cannot be regenerated. Breakthrough medical treatments are starting to appear, such as the drug donanemab which delays the worsening of symptoms by 35 per cent and by up to 60 per cent if administered early. It will potentially slow the progress of the disease although not reverse it. We know that the signs of cognitive impairment

Making sure  
your **finances** are in  
order can give you  
**peace of mind.**



**Our Day  
Centres and  
Care Support at  
Home services  
enable people  
with dementia  
to enjoy their  
day.**

first appear decades before you have a dementia diagnosis, so prevention through lifestyle modifications is very important.

Any form of regular exercise is known to be a proven way of staving off cognitive decline. While brain size naturally decreases at a rate of about 5 per cent a decade after the age of 40, with the rate of decline increasing once you pass 70, research has shown that this shrinkage slows in those who do regular aerobic exercise. This includes any physical activity that gets the blood pumping, such as brisk walking, running, swimming and cycling.

Researchers at University College London (UCL) found that people who got six to eight hours of sleep per night on average do better on cognitive-performance tests. The scientists also noted that regular exercise could reduce the risk of developing dementia, but not for those who generally slept for less than six hours a night in their 50s and 60s. UCL researchers also identified that short daytime naps



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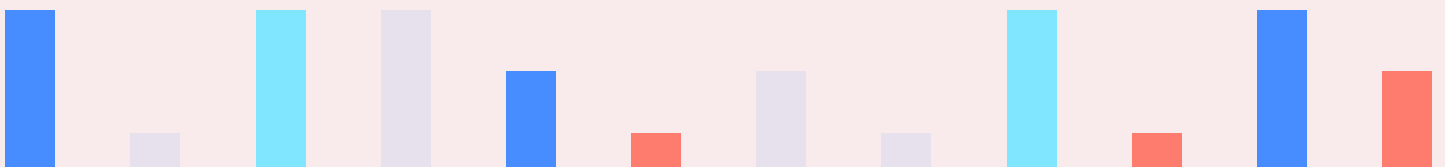
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could help preserve brain health in old age.

Traumatic brain injury is also a known risk factor for cognitive decline. This has been highlighted in recent years by the number of sportspeople who have gone on to develop dementia in later life, particularly those involved in contact sports.

Lifestyle factors can also contribute to dementia risk, most notably excessive alcohol intake. Regularly consuming more than 21 units of alcohol per week can prove toxic to neurons and blood vessels within the brain, resulting in alcohol-related brain damage.

Finally, loneliness and social isolation is thought to be one of the most damaging factors for brain health. In 2022, a study in the journal *Neurology* found that 60 to 79-year-olds who were lonely were three times more likely to develop dementia. This is thought to be because lack of social engagement leads the brain to shrink in size at a much greater rate than normal.

A long-term study of more than 10,000 Australians found that: "the frequency of computer usage, writing letters and journals, and playing crosswords and puzzles showed an association with reduced dementia risk across men and women."

We are well aware of the challenges of dementia at Age UK Northamptonshire and many of our services are designed to provide appropriate support. A service that is particularly relevant is our Care Support at Home. The work of the team has been growing quickly this year. We now have 14 members of staff providing direct support in the home to older people who do not have a carer but would like a little additional support, to carers and to the people they care for. A friendly, caring person will visit and stay for a chat, providing company and the support that

**Physical activity**  
can improve  
your mood.



**We encourage  
our day centre  
clients to move  
around during  
the day.**

suits each person and their carer, if they have one. Another relevant service is our Money Management Service, particularly where there is a risk of someone having reduced capacity to manage their own financial affairs. We also help people with wills and powers of attorney which can make it easier to manage if they or someone close to them develops dementia.

"It's not your mother, it's her dementia." This is an unhelpful observation. For those caring for loved ones, understanding that the fundamental changes (in their mother) are because of the disease do not make them easier to live with. I am quoting from an article written by Anthea Brown about her mother in *The Telegraph* on 6<sup>th</sup> June 2023.

"Those changes were subtle to start with. So subtle we attributed them to age. When a friend's name eluded her, we dismissed it as a 'senior moment'. I regard a photo of mum taken a year ago, at a restaurant, after a hair appointment. Dementia has stormed our lives since: today I cannot get her out of the house, she barely eats, and I cut her hair myself with a pair of kitchen scissors."

Dementia is arguably the most destructive and insidious disease of our time, since it takes away personality, is incurable and destroys the very essence of what makes us an individual and part of our family and community. The condition is estimated to cost the country some £34.7 billion each year and is now the leading cause of death. We need to find ways to avoid it and help people who have it carry on doing the things that make life enjoyable and rewarding.

**Chris Duff**

Chief Executive

Age UK Northamptonshire



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# Our End of Life Team, providing care.

## Our values

We are a friendly, professional team of 30 carers who are passionate about providing care to support individuals and their families at home at a vulnerable time. You can trust us to be compassionate and understanding whilst providing quality patient-focused care adapted to individual patient needs. We are proud of our service and feel privileged to work with patients who are in the last eight weeks of life. Between us we work 24 hours a day, 365 days a year.

Whilst providing care, the Extra Help Team promises to be compassionate, trustworthy, professional, friendly and supportive.

A poem by one of the team perhaps expresses it best of all...

The care is wonderful, and they are lovely people.

Last year we provided over 18,500 hours of care to over 300 people.



The team looked after Sam Dobbs' father in 2022, he said: "In church and work life, which exposes me to death and bereavement regularly, I have a mantra that for the living we can ask but for two things of the inevitability that death brings: firstly, that we all die loved, and secondly that we can have a good death. Because of the Age UK Northamptonshire team, Dad died loved – because we were allowed to put in second place the practical things and leave them to you, leaving first place to our relationships with him. Because of the Age UK Northamptonshire team, he died a good death."

## EOL

Sounds like a rock band!  
What it really is, is End of the Road.  
END OF LIFE

Extra Help – exactly what it says -  
This is the brilliant team I am part of.

Who sets out to work  
surrounded by death?  
Those who care that is who.  
No day in the team is the same,  
Working with that endless  
ball of string that is life.  
Only the string we deal  
with has a visible end.

Each carer is a vessel who at  
the start of a visit is full,  
At the end they are empty.  
Sounds depressing – nowhere near true.  
They say four seasons in one day,  
How about every emotion is one visit?  
The team was born in 2010; I was there!  
I expected lots of tears, what I got was  
a huge amount of laughter.  
To be surrounded by death and the dying  
is a privilege of life.

To be invited into a family's raw  
emotional time is humbling.  
To help guide, comfort and  
support is priceless.  
Those of us who deal with this constantly  
every day also need understanding,  
support and a team who  
care for each other.

The thank you from those  
we help is uplifting.  
The overall memories are the  
characters we have met,  
The diversity of life,  
The lives lived.  
Challenges faced by those we help.  
At the end of  
A WONDERFUL LIFE.

**Susan Coats**

Extra Help, End of Life Team

# Handyperson Service

Key safes are a trusted and secure way to enable carers or the emergency services to access your home if you are unable to let them in because of illness or some other reason.

We only supply and fit key safes that carry the Secured By Design (SBD) accreditation. SBD is an official police initiative that works to improve the security of buildings and items that need to be attack resistant.

Our handyperson team are trained to install the Supra C500 in a safe and secure manner. Once it is in place, it's virtually impossible to gain entry to a property without the correct code. It is easier to break into a property through a window or door than it is to break into a key safe.

If you already have a personal alarm installed (sometimes known as lifelines), have you ever wondered how the emergency services might gain access to your home. A key safe is the ideal companion to a personal alarm. Once installed you just need to register the code with your personal alarm provider and, should they need to contact the emergency



We only supply and fit the **Supra C500** key safe.

The Supra C500 key safe

**Careline 365 are our preferred partner for personal alarms, and we can fit them for you.**

services on your behalf, they will be able to advise them of the code required to enter your property. This means there would be no need to break a window or door to force entry, leading to costly repairs.

A key safe could also come in handy if you need to give pet walkers and sitters quick and easy access to your home. There is no need to give them a spare key – simply share your key safe code with them and they can open the key safe and use the one stored securely inside.



Handyperson team with Loredana from The Key Safe Company



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## Hermitage House Care Home

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To find out more about life at Hermitage House contact our Customer Relations Manager Sarah-Beth Preston on 07754 559 526 or email [sarah-beth.preston@countrycourtcare.com](mailto:sarah-beth.preston@countrycourtcare.com)



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# Collaborative Care Team

Amy Shelton who is the Wellbeing Integration Lead at Age UK Northamptonshire says; “I have the pleasure of leading two fantastic community-based teams. The Collaborative Care Team and Ageing Well Team. I have worked for Age UK Northamptonshire for five and a half years and couldn’t be happier in my work because every person that works for us, supporting older people in the county, is so kind and friendly. They work tirelessly to help people live their best lives. I can whole-heartedly say, it doesn’t feel like a workplace, but like an extended family.”



Amy Shelton, Wellbeing Integration Lead



Natalie Kindon (left) and Angela Moles (right) CCT Wellingborough

## What is the Collaborative Care Team?

The Collaborative Care Team (CCT) is made up of three smaller teams who work in the north of the county covering Wellingborough, East Northants, Kettering and Corby. The service is funded by the 3Sixty Care Partnership. Our teams are knowledgeable, caring and understanding of people’s needs and can access support services to help individuals live their best lives, and to continue living independently in their own home in a happy, healthy and safe way.

## Meet the team

### Our Wellingborough team

Natalie Kindon and Angela Moles support people living in Wellingborough and the surrounding villages. Having had experience of working in the health and social care sector, together they have a vast knowledge of the NHS, West Northamptonshire Council Social Care Services, and of local Community Services.

I am  
**beyond grateful**  
for your help...

The  
Collaborative  
Care Team  
supported 1,238  
people in 2022  
to help them  
to access the  
services and  
support they  
needed.

### Our East Northants team

Zena Pettit and

Hannah Hassall support people in the East Northants area. They also have excellent knowledge and experience of community services, residential care services and housing association property services.

### Kettering and Corby team

Paula Fox and Kirby Haddon support people living in Kettering and Corby. They use their experience and expert knowledge gained working in respite facilities and with GP surgeries, to help people living in the community to access the support and care they need.

## How our service works and what to expect

Often people will visit their GP for a specific health-related reason. They may also discuss aspects of their life which they are struggling with, and which is impacting their health and wellbeing. For example, not being





Paula Fox (left) and Kirby Haddon (right) CCT, Kettering and Corby



Zena Pettit (left) and Hannah Hassall (right) CCT East Northants

able to get out and about, feeling isolated or lonely, unable to do the housework or shopping. They may also be struggling financially, struggling to access transport services, struggling with mobility, struggling emotionally and not knowing what to do for the best in the future. People often do not know what to do or where to turn to for advice or guidance. They may need support with someone they care for, practical support around the home or perhaps have housing or care worries. Whatever people discuss with their GP, they can be offered the chance to be referred to our Collaborative Care Team, who work closely and in collaboration with the Ageing Well

## Family feedback

*"I wanted to thank Age UK Northamptonshire for their unbelievable help these past few weeks. My dad has been declining in health rapidly and over the past few weeks we have engaged with Age UK Northamptonshire, and in particular Zena Pettit, for help as we haven't known which way to turn. We honestly do not know what we would do without this help and support.*

*We have been at our wits end with regard to the GP, referrals for help with my dad's safety and equipment to help him move around the house. Zena has been nothing short of an angel. The reassurance that Zena has given us has been such a help. Both with physical items such as wheelie walkers and toilet seats but also the care and compassion in how she dealt with my dad when she went to see him, and help getting his GP to support our insistence and finally get him a neurological referral.*

*My dad has always made monthly donations to Age UK Northamptonshire, but we will be supporting you much more going forward. We couldn't have got where we are today without Zena.*

*We really cannot thank you enough, your service is quite literally lifesaving. Thank you from the bottom of our heart, we are indebted to you."*

**Rachael Lee**

**...without it I  
wouldn't be  
where I am now.**

**A service for  
older people  
registered with  
GP surgeries in  
Wellingborough,  
Kettering and  
East Northants.**

Team. GP surgeries ask us to get in touch to see if we can help. We will then give the person a ring, and with their agreement we arrange to visit their home to chat through what is happening and what is important to them. We aim to enable them to live happy, healthy, independent lives. Our team has a wealth of knowledge and experience to draw on and can help to organise the support needed. Together the staff member and the individual put a plan together, and work towards reaching realistic goals to resolve and alleviate the challenges being faced. We work with people throughout their entire journey, ensuring that the best possible outcomes are achieved. Although we work closely with GP surgeries, our service is open to everyone living in the north of the county, aged 65 years and over, and who needs help in some way or another.

To find out more about our service call **01604 611200** or visit our website **[www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)**

# Crazy about pets, serious about insurance



Animal Friends are proud to be working in partnership with Age UK Northamptonshire, and we're thrilled to introduce Animal Friends Insurance cover for cats, dogs, and horses!

Animal Friends Insurance is the only leading UK pet insurer founded to make a difference. Since 1998, our multi-award-winning pet insurance has protected the nation's dogs, cats, and horses and helped animals in need around the world.

We know that pets are more than just chosen companions, they're part of the family. It doesn't matter what you look like, how well (or badly!) you sing, or what sort of day you've had, your four-legged friend loves you unconditionally.

Whether you're a dog-person, prefer feline friends, or have a horse, we understand they're there for you – which is why we're here for them.

Animal Friends is dedicated to creating a better life for every animal. By donating over £7.8 million to more than 700 animal welfare charities and conservancies, we're paving the path to a better future for pets and wildlife.

## Why choose Animal Friends?

### Choice of policies

Animal Friends policies provide a range of cover options to make it easier than ever to protect your best fur-iend(s). Our quote system's step-by-step process helps you to make the best decision for your dog, cat, or horse.

### Policy benefits

Join over 1 million of the UK's pet parents and access brilliant benefits available to Animal Friends customers.

- Free vet video consultations (24 hours a day, 7 days a week), from the comfort of your own home, via the Joii Pet Care app.
- Enjoy exclusive exercise rewards with Animal Friends and Biscuit. Earn points by simply walking your dog!
- Claims paid direct to your vet at no extra cost.

### Supporting charities

We create pet policies with purpose. By choosing Animal Friends to protect your pet, you're supporting charities that make a difference to animals across the globe.

A selection of our latest campaigns:

- Make Chips Count – as part of this campaign, we're supporting changes in microchipping laws, e.g. giving cats the same legal protection as dogs.
- Pets are more than property – we're fighting to make pet theft a specific offence.
- Tougher sentences for animal abuse – we fought to bring justice to those who aren't able to speak for themselves (Finn's Law).

For more information about Animal Friends, visit [www.animalfriends.co.uk/age-uk-northants](http://www.animalfriends.co.uk/age-uk-northants)

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## Look after your eye health with Specsavers home visits

Many people believe that to have an eye examination, you need to visit your local opticians. Specsavers Home Visits service covers Leicestershire and Northamptonshire and can offer you the same great eye care in the comfort of your home.

### More than an eye test

Umesh Jungi, customer service partner at Specsavers Home Visits, explains, 'We offer NHS-funded eye tests for those that qualify.. We use the same specialist equipment we use in-store, it's just been adapted for use at home.'

'At the same time, we look at your overall eye health and offer our guidance about diagnosed conditions, such as glaucoma.'

### Plenty of options

We provide an additional visit to deliver and fit your glasses, removing the need for any visits to a store. The team offers an aftercare service, giving you 100 days to contact us if any problems occur.



Rizwan Desai, optometry director at Specsavers Home Visits, adds, 'It's so important for us to offer this service. If we can relieve the pressure of trying to get to a store, that's one less thing our customers need to worry about.' For more information visit <https://www.specsavers.co.uk/home-eye-tests>

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# A funeral is the final tribute you give to your loved one

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We take the time to understand your needs and work with you to make sure this meaningful occasion reflects your feelings and your memories; after all, the funeral is a final tribute to your loved one.

The main questions you will have is how will I know which funeral directors is right for me?

Who is capable of providing the advice and support that I need?

Who understands my need to make the funeral service a personal service for my loved one?

And who will give me the confidence of knowing my loved one is in safe hands?

You can be assured that we offer the individual care and support that only an independent funeral director can offer. We have both the commitment and experience to ensure that you and your loved one are indeed in safe hands.

Abington Funeral Services was established in 1994 and is still an independent family run funeral home on the Wellingborough Road in Northampton. Our staff are either family members or very close friends which obviously adds to the very personal touch our funeral service brings to the bereaved.



We serve not only the whole of Northamptonshire, but we have often conducted funeral services all over the UK for many of the families we have served. Having had personal bereavements within our own families we fully understand the wishes and needs many families have at this sad time and all our funeral directors have over 28 years' experience. Lee, James, Dennis and our hygienist Alison take very seriously their commitment to all of our families and have had many great reviews on all the major online platforms such as Google, Facebook and yell.com, while many families also recommend our services to others in their time of need.

Please feel free to contact us with any questions you may have as all of our staff are very approachable and are very pleased to help you.

You can contact us by telephone on **01604 259922** or email **[abingtonfunerals@btinternet.com](mailto:abingtonfunerals@btinternet.com)**

*We are proud to be working in association with Age UK Northamptonshire, a local independent charity supporting older people in Northamptonshire.*



# Care Support at Home

The Centre for Ageing Better states “The UK’s population is undergoing a massive age shift. There are over 11 million people aged over 65 and in ten years’ time this will have increased to 13 million people, 22% of the population.”

Age UK Northamptonshire has always been a great support to the people of the county. Following the coronavirus pandemic, we decided to make available our Care Support at Home Service to as many people over 55 as possible in our county who need it.

Care Support at Home provides so much; we offer homemade meals prepared in your kitchen, companionship and friendship, with the same carer visiting. We take clients



Aruna takes clients out for a short walk

Sign up for a regular visit, weekly or fortnightly, it's up to you.

shopping or to a hair appointment and support and assistance with hospital visits.

We show people that they may be alone but by having a cup of tea and cake with them or taking them to groups such as Parkinson’s, we assure them they do not have to feel lonely. We also take clients to the library or play dominoes or cards and do jigsaws and crosswords at home. We recently had a client of 94 who had advanced Alzheimer’s but could answer the toughest quiz questions!

Being a carer can be so hard. We can step in by offering daytime respite care, giving the carer time to attend medical appointments, go shopping or catch up with friends. We also cover longer periods of care, supplying up to eight hours of care in case of emergencies or special family occasions. Please note that this service does not offer personal care and we can only prompt people to take their medication.

We charge £20 per hour. Call us on **01604 611200** for details.



Sue encourages clients to join in activities

# Are you vaccine ready for the colder months?

As we move into the colder months, infections including COVID-19, Flu, and Pneumonia start to circulate more in the community. People stay indoors more, which means viruses can pass more easily from one person to another, and the cold weather can weaken a person's resistance to fighting infection, meaning we are all more susceptible to illness. To help protect yourself from infections, the West Northamptonshire Public Health Team are encouraging you to get vaccinated.



**COVID-19** is still circulating. You may be able to get a seasonal COVID-19 vaccine in Autumn 2023 if you are at increased risk of getting seriously ill from COVID-19. For example, this may be due to a health condition or your age. The NHS will contact you if your NHS record suggests you may be eligible.

**Flu** (or Influenza) symptoms can be similar to a bad cold but affects more than just the nose and throat. A person can also experience a temperature and feel exhausted and too unwell to carry on as normal. The national Flu Programme begins in Autumn 2023 until early 2024 and is expected to include people who are 65 years old or over, people under 65 years old who have certain health conditions or are in long-stay residential care. Your GP will contact you when they are offering the Flu vaccination with information about how to arrange this with them, or you can go along to a Community Pharmacy or other site offering this service.

**Pneumonia** is an inflammation of the lungs caused by bacteria which can cause a

serious infection that can lead to you being hospitalised. This can help to be avoided by ensuring you have had your pneumococcal vaccine; this vaccine is offered to those aged 65 and over who are more at risk of developing a serious infection. You should be invited by your GP when you are eligible.

**Shingles** is caused by a viral infection that leads to the development of a painful rash which normally appears on the chest and tummy but can appear anywhere on the body. The virus can have serious health outcomes and can also be fatal. Those aged 70-79 are offered the shingles vaccine to help protect themselves later in life and avoid any related health complications. When you are eligible your GP will invite you to attend.

**For further information please visit**  
[www.westnorthants.gov.uk/health-protection/immunisation](http://www.westnorthants.gov.uk/health-protection/immunisation)

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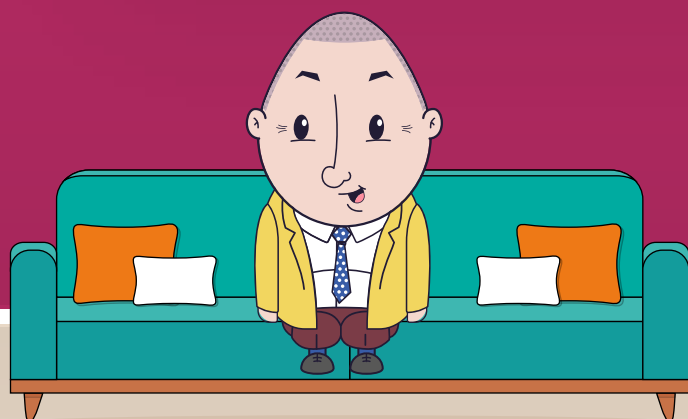


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# Celebrating our volunteers



Chris with  
volunteer Eileen

“Volunteering for Age UK Northamptonshire is a wonderful opportunity to give something back to our community, to help older people who need our support and to find purpose and ‘calling’ in a job well done. Our volunteer team is building up again after Covid challenges and making an invaluable difference to improving the lives of the people we support. Thank you to each and every one – you are appreciated and valued for the unique dedication, skills and experience that you bring. Our services would not be the same without you.”

*Chris Duff, Chief Executive*

“During Volunteers’ Week 2023 (1st - 7th June) we celebrated our fabulous volunteers. They make a huge difference to the lives of so many local older people. The feedback we get from our clients says it all!

They dedicate their time to us which we value greatly so Volunteers’ Week was a great way to show our appreciation. We held a Cream Tea celebration and entertainment at The William and Patricia Venton Centre in Northampton on Wednesday 7th June.

They are inspirational, patient, motivated, exude compassion, and always go above and beyond. We thank you all.”

**Caroline Roy, Volunteers Coordinator**

**Lisa says:**

“I just wanted to thank you for a nice afternoon. Jan, Ali and I thoroughly enjoyed

**Contact  
Caroline Roy,  
Volunteers  
Coordinator on  
07553 894931.**

**We have 212  
volunteers who  
help make a  
difference.**



Lisa, Jan and Ali, Higham Ferrers  
charity shop volunteers

the delicious buffet, and it was so kind to be recognised for volunteering – something we all enjoy very much and really don’t expect thanks for.”

**Ron says:**

“I just wanted to thank you and all the staff who worked so hard to make our celebration a big hit. The food was excellent, and the magician was magic.”

## Making a difference

**Our clients say...**

“I definitely benefit from my weekly calls and really look forward to them.” Michael, Telephone Befriending client.

“Sheila is the only person who talks to me and I’m happy to hear from her.” Joan, Telephone Befriending client.

**Our volunteers say...**

“I joined the Telephone Befriending Service to help people. I am presently working towards getting qualified as a counsellor, and I was told about this service that



Caroline Roy, Volunteers Coordinator and  
Eileen and Eunice, day centre volunteers





Ron, Hazel and Carol,  
Admin Volunteers

Age UK Northamptonshire offer to older people. I applied in June 2023 in the hope to help people and learn more about how it could help me become better at listening to others. It's been a great experience, the support given to us volunteers is second to none. The clients look forward to their chats each week and I would recommend volunteering for this service, only an hour a week is asked for and it is so rewarding and it is great to know you are making a difference to an older person's day."

**David, Volunteer Telephone Befriender**



David, Volunteer  
Telephone Befriender



Rebecca, Volunteer  
Telephone Befriender

"I speak to my lovely telephone friend about all of her favourite things, this leads on to her telling me about her life and I can hear the smile on

her face as she relives some things. It brings such joy to hear her stories and experiences.

I know my calls are appreciated, especially to those either completely alone or with carers that are tight for time. I still get immense pleasure from speaking to my clients and looking out for them the best I can. I am always actively trying to recruit people to sign up for the role of telephone befriending and will be over the moon to hear from someone I know saying they are a volunteer. It's also really

You can help us  
**make a difference**  
to older people in  
Northamptonshire.



Our volunteers make  
a huge difference

**In June 2023  
our volunteers  
provided an  
average weekly  
grand total of  
788 hours of  
service, working  
the equivalent  
of 21 full-time  
roles.**

nice to receive the support from Caroline, Volunteers Coordinator and being invited to a volunteers day to say thank you. I can't imagine not contributing my time anytime soon. It's so rewarding, and I thoroughly enjoy it."

**Rebecca, Volunteer Telephone Befriender**

**Our staff say...**

**Yvette Prior, Retail**

**Development Manager:**

"The skills the volunteers bring with them are invaluable, we have superknitters who make pumpkins, poppy brooches. Every doll that comes in is sold with a new hand knitted outfit! Our other superknitter knits beautiful cardigans for us to sell. Our seamstress volunteer makes sure that items in need of some TLC are fixed so we can get the best possible price for them."



Yvette, Retail  
Development Manager

**Judith and Julie, Hospital Discharge and Community Team:**

"Jenny has been volunteering with us for a couple of years now, she is kind and easy to chat to, especially to our clients over the phone. She will also help in a shop if needed in her area. We and the clients are very fortunate to benefit from her service to Age UK Northamptonshire."

**Alex Knight, Day Care Manager:**

"We could not manage at our day centres without our amazing volunteers."

**Roger Harris, Sales and Marketing Manager:**

"I like seeing the volunteer's joy when they know they have made a difference. They are a major help to my teams. Without volunteers we would not be as successful as we are."

If you would like to volunteer, please contact Caroline Roy on **07553 894931** or email **volunteers@ageuknorthants.org.uk**

# Home Care Cleaning Service



## Do you need help cutting your toenails?

There are many factors that might contribute to difficulty in managing your own toenails. Physical health problems can occur at any age or stage in life, sometimes when we don't expect it; and it is very common to require assistance with this task.

Overgrown toenails can become troublesome and be detrimental to your mobility, balance, foot health and general wellbeing. If you are diabetic, it is very important to maintain skin health and having your toenails cut safely is greatly recommended. Our Toenail Cutting Service Workers can help you by raising any concerns they may have about your feet so that you can seek timely medical advice.

Our much-needed Toenail Cutting service offers toenail cutting in the comfort of your own home and we will visit as often as you require.

Our Toenail Cutting Service Workers are given full training by a highly qualified podiatrist. We find that in many cases, clients that need help with their feet only need their toenails cut and do not need a foot specialist.

We know that our clients benefit from regular visits by our Toenail Cutting Service Workers. A friendly face and a chat can make all the difference along with the pleasant feeling of comfortable well-maintained toenails. We charge £27.50 per treatment.

For more information about this service please call **01604 611200** or visit our website **[www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)**

Age UK Northamptonshire's Home Care Cleaning service offers help with light housework in your home.

Whatever your reason for wanting help with your housework, we are here to help you and make your life a little easier.

We will begin by arranging for a member of our Assessment Team to visit you in your own home – they will discuss with you the help that you will require and decide on the length of time needed to provide our service.

After your initial assessment, our Home Care Cleaning service will contact you to arrange a convenient day and time for your cleaner to visit – this can be on a weekly or fortnightly basis and will always be with the same person.

Our friendly, reliable Domestic Care Workers are fully insured and DBS (Disclosure and Barring Service) checked and have provided references, which we have checked. We charge £18.50 per hour.

From experience, we know that many of our clients look forward to their regular visits, with a friendly face helping to support them, and our Home Care office team are only a phone call away if ever you need them. Call 01604 611211.

**Our staff say...** "I have been really enjoying the job so far and getting to know both my clients. I am looking forward to gaining more clients very soon." Mary.







# ARE YOU LOOKING FOR A LITTLE EXTRA SUPPORT AND HELP?

**QUALITY CARE AND RESIDENTS' WELLBEING ARE AT THE CORE OF BROOK HOUSE.**

## CHOOSING THE BEST CARE FOR YOUR NEEDS

There are many benefits to residential care including safety, companionship and peace of mind knowing that your loved one receives care when they need it. But it can be a difficult choice to make, particularly if it is the first time you have been faced with such a decision. At Brook House care home, we welcome families to visit for the day and experience our care and award winning hospitality first hand.

The team at Brook House provide care from the heart. It shows in all that we do. We provide the very best in residential, nursing and dementia care for those who need help and support. Understanding their rich and colourful life stories,

their interests and their needs, helps shape all that we do for them. We always provide support that's as personal and unique as they are, and care for them as though they are a part of our family.

We're here to help make later life as fulfilling and enjoyable as possible. Our highly skilled teams, combined with the latest in care management technology enables our teams at Brook House to deliver exceptionally high levels of care and helps the people to maintain their independence.

## PASTIMES AND MEALTIMES

At Brook House there is a range of pastimes whether that's social, creative or physical to encourage good mental health. We help to

ensure everyone has a purpose to their day, it's their life and they choose the way they want to live it.

We understand the importance of good nutrition and hydration. Of course, dining experiences are not only generated by the food eaten, the company and atmosphere can completely define our enjoyment. This is why we tailor the experience for everyone and welcome families and visitors to dine with us too.

## PROUD TO BE 'GOOD'

Aria Care and the team at Brook House are delighted that the Care Quality Commission (CQC) have awarded the home with the rating of Good in all key inspection areas for being safe, effective, caring, responsive and well-led.

Whether you're looking for permanent or respite care, or would like some advice, please get in touch. We would be happy to give you a tour of our home and meet our team. Whatever your needs there is a place for you at Brook House.

0808 223 5401

[ariacare.co.uk](http://ariacare.co.uk)

Water Lane, Towcester,  
Northamptonshire NN12 6HR



Scan here  
for a virtual tour

**BROOK HOUSE**

ARIA CARE



# Our Day Centres are taking new clients

The effects of the coronavirus pandemic have not completely gone away but we are working hard to get back to normal and increase the number of people able to enjoy a day at our day centres. We currently have vacancies in Northampton and Kettering, so please get in touch if you or a family member is interested in coming to one of our day centres. Our day centre managers are always happy to have an informal chat and to answer any questions you may have.

Our day centre staff arrange all kinds of activities and entertainment to ensure that our clients get the best out of their time with us. They also encourage people to join in gentle physical activities and not spend the whole time sitting down.

David looks forward to seeing his friends every week and says coming to the day centre “makes a good day out.” David’s balancing tricks with the bean bags amused



David amuses the little visitors with his bean bag tricks



Kaysha helps Maureen on to the minibus

Monday  
to Friday, 10am  
until 3pm.

All meals are  
freshly prepared  
on the day.

our little visitors from Footsteps Nursery when they called into the William and Patricia Venton Centre in June.

Being able to travel to the day centre independently is important to many of our clients. A few people make their own way on foot, and some come by taxi, and others are transported in our specially adapted minibus. It means they do not have to rely on relatives to take them in the car. All our minibus drivers have received First Aid, Dementia Awareness and Manual Handling training. They have also completed training from MiDAS (the Minibus Driver Awareness Scheme) which is administered by the Community Transport Association and provides a nationally recognised standard



Enjoy getting out to meet your friends in Kettering





Mark escorts Monica carefully to the activity room



Wendy (right) offers Margaret and Bernice more fruit

for the assessment and training of minibus drivers. We currently have eight minibuses and are working to maximise the capacity of each minibus so that more people can attend our day centres.

The freshly prepared two-course meal can be the highlight of the day for many of our day centre clients because it can save them the trouble of cooking for themselves that day, but they also enjoy a snack of fresh fruit.

For many people it is a real treat to sit at a dining table and to eat lunch in company. It is much easier to chat and hear what people are saying and also means you can have a conversation with a variety of people. Being encouraged and supported to get out of a chair and walk the short

**Our drivers  
receive training  
in First Aid  
and Manual  
Handling.**

distance to the table is good for everyone, particularly if you have mobility or circulation issues.

Our day care costs £36.75 per day and £45 per day if additional support is needed.

If you choose to use our accessible transport this will cost an extra £14 per day for your return journey.

Visit [www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk) to find out more or call us on **01604 611200**.



Geoff and Sharon ensure Fred never forgets his hat!




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Age UK Northamptonshire and Careline365 have partnered to offer local residents a 24/7 personal alarm monitoring service from as little as £2.67 per week.

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Registered Charity No. 105995

# Business and Trades Directory

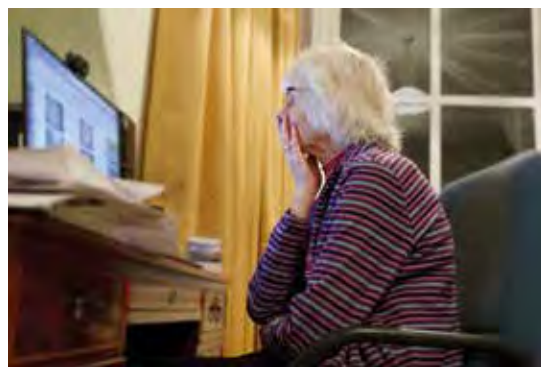
Age UK Northamptonshire launched our Business and Trades Directory to protect older people from rogue traders by connecting them with local reputable businesses which have been vetted by ourselves. We hold copies of all their insurance certificates and take up references by satisfied customers.

We do not make a charge for supplying contractor's details, but all work carried out by the contractor must be paid to them in the normal way.

You can access our Business and Trades Directory by visiting our website [www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk) or call us on **01604 213086**.

"I appreciated their **punctuality and precision.**"

Use our  
directory to  
find a reputable  
contractor  
near you!



## Are you interested in becoming one of our trusted traders?

We are always looking to expand our list of reliable, local companies. You can help new customers find you by advertising on our website. It's a great way to advertise your business and services to our 18,000 clients, their families and people who enquire with us and visit our website daily. On average 3,000 people visit our website every month.

For more information, please call Jo Bird on **01604 213086** or email [jo.bird@ageuknorthants.org.uk](mailto:jo.bird@ageuknorthants.org.uk)



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The Mark of **EXCELLENT** Care.



# Our shops

We hope all our readers have been enjoying the fine sunny weather but are also looking after yourselves in the heat.

Back in May our Stock Control team took part in the Mayor's May Market celebrations for the King's Coronation in Higham Ferrers. A huge thank you to Savour the Flavour coffee lounge who allowed us to pitch our gazebo and set up our stalls outside their premises.



Raising funds at the Mayor's May Market Higham Ferrers

We are looking for crafters to create angels using recycled material. You can knit, sew, crochet, carve, twill, weave any type of angel! These will all be displayed in St Marys Church, Higham Ferrers from 17th-19th November during the Festival of Angels weekend. Please drop your angels off to any of our Age UK Northamptonshire shops by 11th November. Thank you.



Raising funds Windmill Primary School's Summer Fair in Raunds

In July the Stock Control team was invited to take part in the Summer Fair at Windmill Primary School in Raunds. With volunteer Jo Knight and our young assistant Hana Billson on hand to help, it was a successful day.

Sylvia Tuckey our volunteer in Brackley took part in the 'Step by Step' Strictly Come Dancing competition. After losing her husband, Sylvia's daughter felt she needed a challenge, so she entered Sylvia



Sylvia joins in the 'Step by Step' Strictly Come Dancing competition

into the local competition for non-dancers.

Week one, Sylvia was paired up with her professional partner Paul and given two dances, the Cha-Cha-Cha and the Viennese Waltz. With only six weeks to master the steps Sylvia took on some extra lessons to get ready for the charity dance at the local football club.

On the day of the show Sylvia was all glammed up ready to be swirled around the dance floor then a quick dress change for her second dance. Sylvia came away with the glitter ball for 'best achievement', she has kept in touch with friends she made, and some have popped into the shop to see her. Well done, Sylvia, 'keeeeeeeeep dancing.'

A big thank you to Rushden Lakes Shopping Centre for giving us the opportunity to sell donated stock from John Lewis & Partners at their Community Shed on Friday 14th July. We had a fantastic day on the Friday but unfortunately had

We have **eight charity shops** in Northamptonshire.

We are looking for volunteers to help in our shops. Call Yvette on 01604 636736.

We were selling brand new items at the Community Shed in Rushden



to cancel on the Saturday due to the bad weather. A huge thank you also to John Lewis & Partners for their kind donations. Look out for us on the following dates and fingers crossed the rain stays away.

- Sunday 3rd September
- Sunday 17th September

'Thrapston goes Wild(life)' was this year's theme at the Thrapston Charter Fair. Tracy, Dianne and their team of volunteers did not disappoint. The windows were a stunning display and had all sorts of wildlife creatures focusing on The Wind in the Willows. All volunteers dressed up as various animals to continue the theme outside on the tombola stall.

Every now and again we are lucky enough to have some beautiful watches and jewellery donated in our shops. There are occasions when we need more of a professional help in pricing, changing watch batteries, replacing watch straps, or just general advice on an item. Steffans the Jewellers are a local independent jeweller in Northampton, and they are our go to shop for help with jewellery and they also provide guidance on how to describe the item and what price to sell it for. Steffans are fully aware of how important it is for the charity to raise as much money as possible and they are always on hand to give us all the help we need and also to offer top prices for items we cannot sell.

We were lucky enough to have two strings of Baroque Pearls donated and the guidance we received will help us get the best price in the shop for them. Thank you Steffans!

In eight shops across the county you can always rely on finding a bargain, we have been so lucky in receiving some amazing



Our 'Thrapston goes Wild(life)' shop window display



Our volunteers at Thrapston Charter Fair

**Every penny raised in our shops improves later life for older people.**

**With your support our shops raise vital income that enables us to help over 18,000 local older people and their families every year.**

donations from John Lewis & Partners which are available in our shops. You need to be a regular customer as we never know what is coming in or when, it's the element of surprise that keeps us all waiting and regular customers coming back. All I would say is... it's never too early to start to shop for Christmas. Thank you John Lewis & Partners



Two strings of Baroque Pearls kindly donated







Jack and Vince collect donations throughout the county

for your continued support.

House clearances is something we are still looking to expand. We have a small team of support operatives who can do this for you. If you know of anyone that maybe interested, please call Yvette Prior on 07785 451939.

We are trying to increase our followers on social media, did you know Age UK Northamptonshire Retail has a Facebook and Instagram page showing what the shops have on offer? Please take a look and follow us. You will see posts with our themed windows, dress for less will show you a full outfit for less than £25. We will also show you special items each shop has for special occasions such as Mother's Day and Father's Day. It's worth taking a look for some ideas and inspiration.

If you have any ideas or suggestions for retail, if you know of a great location that we can hold one of our static donation collections, if you know of someone that is in need of a house clearance, if you know of a business with excess stock, please email [yvette.prior@ageuknorthants.org.uk](mailto:yvette.prior@ageuknorthants.org.uk) and we will do the rest.



Thank you to everyone who came along to Bugbrooke



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the heart is...  
...Lets keep it there.**



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[bluebirdcare.co.uk/northampton](http://bluebirdcare.co.uk/northampton)  
[northampton@bluebirdcare.co.uk](mailto:northampton@bluebirdcare.co.uk)





# Fundraising and news

## Thank you for choosing us as your Charity of the Year 2023

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.



We are thrilled that the lovely **Morris Minor Owners Club Northamptonshire Branch** have chosen us as their charity of the year 2023. Trace was sponsored to run the 2023 London Marathon raising an amazing £1,608 for us and the club is holding various events at their base at Overstone Manor.



Huge thanks to Ady, Alesha and their generous colleagues at **Kettering Jobcentre Plus** for choosing to raise vital funds that will enable us to support older people in Northamptonshire. They are holding numerous events throughout the year, including abseiling down the National Lift Tower in Northampton. Ooer!



**Arnold Thomson** have chosen Age UK Northamptonshire as “we wanted to support local older people and to help out where we can.” They are planning on holding various fundraising events to support us this year.



Esther and Jan and the wonderful people at the **Bowls Clubs of Northamptonshire** are supporting us in 2023. They plan to hold several events and have taken ten collecting goblets to fill up with spare change. Our grateful thanks to them for choosing Age UK Northamptonshire as their Charity of the Year.



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- ✓ Probate and the administration of estates
- ✓ Resolving disputes over Wills, Trusts, and Probate
- ✓ Obtaining a Grant of Probate  
or Letters of Administration
- ✓ Powers of Attorney
- ✓ Court of Protection and Deputyship
- ✓ Living Wills



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Thank you to everyone at **ID Card Centre** in Moulton Park, Northampton! Their team of 11 intrepid staff members took part in the Inflatible 5k Obstacle Run in Towcester on Saturday 13th May to raise money for Age UK Northamptonshire. Woo hoo! They raised an amazing £480 for us.



Thank you to **Deputy Lieutenant of Northamptonshire John Griffiths-Elsden** and his mother Joy for judging our fundraising Staff Bake Off competition in March.

We are thrilled that donations and grants have enabled us to reach our **£16,000 target** for the Bathing Equipment Fund. We plan to hold a celebration when the new bathroom is fully installed. Chris Chapman tells us he has more fundraisers in the pipeline. *Watch this space...*

## Out and about in Northamptonshire

We are always pleased to be given the opportunity to tell people about the services and support we provide. Please get in touch if you'd like a speaker. Call us on 01604 611200 or email [access@ageuknorthants.org.uk](mailto:access@ageuknorthants.org.uk)



Neil (right) with Ron in Brackley

Our Age Well Coordinator, **Neil Mitchell**, was pleased to represent Age UK Northamptonshire at the much-delayed Grand Opening of Brackley Medical Centre on Saturday 13th May.



**Paula and Kirby** from our Collaborative Care Team were at Oundle Library in June during Carers Week 2023.



**Roger Harris** attended a Carers event in Weston Favell Shopping Centre on 19th June.



# How you can help...

## Play the make a smile lottery.

Why not support us by purchasing single tickets.

Choose when you want to play for **as little as £1 per play!**

Every £1 makes a **huge difference** to local older people.

**[www.ageuk.org.uk/northamptonshire/  
get-involved/make-a-smile-lottery](http://www.ageuk.org.uk/northamptonshire/get-involved/make-a-smile-lottery)**

Terms and Conditions: You must be 18 or over to play make a smile lottery. Please play responsibly. Responsible gambling support: <http://www.begambleaware.org> make a smile lottery is wholly owned by St Helena Hospice, a hospice working with other hospices to raise much needed funds. Promoter: St Helena Hospice trading as make a smile lottery. St Helena Hospice Limited is licensed and regulated in Great Britain by the Gambling Commission [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk) under account number 4685 <https://www.gamblingcommission.gov.uk/public-register/business/detail/4685> St Helena Hospice is a company limited by guarantee. Registered in England and Wales Number 01511841. Registered Charity Number 280919. Registered Office: Myland Hall, Barncroft Close, Highwoods, Colchester CO4 9JU. make a smile lottery office: 4 The Atrium, Phoenix Square, Wyncolls Road, Colchester CO4 9AS



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Raise vital funds for us by:

- Donating online using Just Giving.
- Send us a cheque.
- Use Easyfundraising.
- Leave us a legacy in your Will.



Come and drink tea with us and maybe enjoy a turn around the dance floor at our monthly Tea Dance in Daventry on the second Thursday of the month.



Claire Phillips in Corby at one of the many NHS Dementia Next Steps workshops we attend around the county.



**Hayley Mills, Kathy Smith and Sue Jobbins** from our SPRING team supported the Care Network Day in Daventry on Wednesday 21st June. Sue also attended the Connect Northants wellbeing lunch in Milton Malsor.



Joan from the WI

**Julie Spikesley** from our Hospital Discharge & Community Team attended the Macular Awareness Day in Wellingborough on 20th March.

We attended the **Northamptonshire Federation of WI's** monthly coffee morning in Northampton on 10th March.



# Voluntary trustees recruitment



We wish to recruit new people to our Board of Trustees for an initial three-year term.

Age UK Northamptonshire is an independent and local charity, dedicated to making Northamptonshire a great place in which to grow old. Age is different for everyone and its challenges and demands are individual. At Age UK Northamptonshire we are many things to many people – a source of advice, information, companionship and support. We put the interests of older people living in Northamptonshire at the heart of everything we do, helping them to achieve and maintain their independence and wellbeing.

Can you think **creatively** and **strategically**?

You will be supported by the **Chief Executive and senior management team.**

Age UK Northamptonshire has been supporting older people across Northamptonshire for over 60 years, especially those who are frail, vulnerable or have no family living nearby. We are at a pivotal stage in our journey. We are shaping the future of the charity to review and update our services to ensure we meet the changing needs and expectations of older people. We are also looking to build a network of funding streams to secure the longer term sustainability of the organisation. By joining our Board of Trustees, you will play a critical role in forming our strategy and the roadmap for the next five years.

We are looking for Trustees who have a range of skills and experience including leadership and senior management in the commercial sector or health sector or have senior legal or financial professional expertise. Ideally, the successful candidates will be able to demonstrate:

- A track record of meaningful roles in the private, public or voluntary sector.
- The ability to operate at Board level effectively in a significant organisation.
- Ability to think creatively and strategically; the skills to challenge current thinking at Board level.
- The time commitment needed to make a difference to the charity – meeting twice quarterly, attend the annual away day and AGM as well as aligning with one of the services the charity provides.

## How to apply

Please contact the Chief Executive's office to express an interest by sending an email to [sharon.hepplescott@ageuknorthants.org.uk](mailto:sharon.hepplescott@ageuknorthants.org.uk) or telephone **01604 611203** and ask for Sharon Hepple-Scott.

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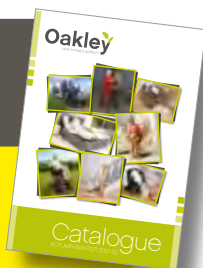
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