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DEMENTIA CARE AT BROOK HOUSE

Support and residents' wellbeing are at the heart of our community

Receiving a diagnosis of dementia can be a hugely emotional and challenging time, not only for the individual, but also for their friends and family. Depending on the type of dementia, the impact can be physical, emotional and psychological, and can also profoundly change the practicalities of everyday life.

WE'RE HERE TO OFFER SUPPORT

At Brook House we understand that dementia affects each person individually and that no two dementia journeys are the same. We use our extensive skills to help support those living with dementia by sharing our experience and knowledge. We provide an insight into what it is like to live with dementia and ways in which you can communicate with and care for a loved one who is living with the disease.

The team at Brook House provide the very best in residential and dementia care for those who need help and support. 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 offer a 'complete care pathway' with residential support through to more advanced dementia support.

HEARTFELT, PERSON CENTRED CARE

When a resident joins us we become an extension of their family, where care with love, support and understanding is at the heart of all we do. There is no single approach. A care plan is devised for each person so you can rest assured that your loved one will receive the best possible care. As needs change over time, we will adapt their plan accordingly, so they receive appropriate care and support.

Living with heart, and loving with care drives my deep passion for people's wellbeing supporting everyone who cares for people living with dementia. Seeing the person living with dementia as an individual, knowing we can make a difference to their lives every day is always the focus.

Michele Saunders,
Dementia and Lifestyles Manager

PASTIMES AND MEALTIMES

At Brook House we ensure your loved one has access to a wide range of pastimes whether that's social, creative or physical to encourage good mental health and help manage their symptoms. We ensure they have a purpose to their day and choose how they want to spend it.

We understand the importance of good nutrition and hydration, particularly for those living with dementia. Our nutritional menus are trialled and tested and also cater for each person's individual taste at any time of day or night. We know that taste is a powerful sense, stimulating memories and happiness. Dining experiences are not only generated by the food eaten, we welcome families and visitors to dine with us too.

Whether you're looking for permanent or respite care, or would like some advice on dementia, please get in touch. Come and meet our welcoming community and experience how we support people to live well with dementia.



ACH842

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Summer 2024

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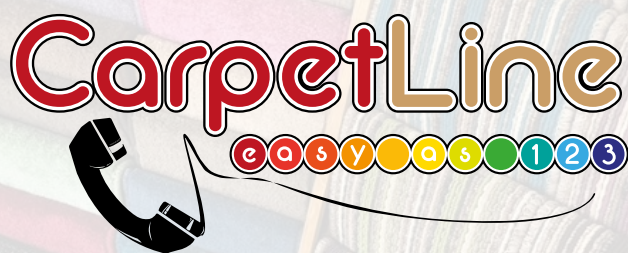
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Engage foreword

from the
Chief Executive

Our last financial year was our busiest ever as a record number of new clients contacted us and used our services.

Between April 2023 and the end of March 2024 there were 8,549 new clients, and at the end of March 2024 Age UK Northamptonshire was actively providing services to 9,191 clients. These numbers confirm the huge need amongst older people in Northamptonshire for advice and support. Our clients are concerned about the cost of living, access to services, transport, illness, loneliness and poor mental health. There has also been a rise in the number of people with heart and lung issues as a result of Covid and a rise in dementia and long-term health conditions.

The increasing number of clients also reflects another trend. One of the main aspects of the Mission of Age UK Northamptonshire is to be able to supply more services to more people that need us. This growth in numbers is also a reflection of the growth in the services we are able to provide. We now provide 29 distinct services, more than ever before, and those services are now working harder to each serve more people. I would like to highlight our Information & Advice team

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who dealt with 1,026 benefit enquiries and helped clients make 1,187 attendance allowance claims. These were up 40 per cent on the year before and the team brought in nearly £3.7million in benefits claimed for our clients. Each of these awards of welfare benefits represents a transformative story where a need has risen, often suddenly, and where the extra money can provide independence and a better quality of life for someone.

I am sure that the needs of older people in our county will keep on rising. For all of you who support our work – thank you. This financial year is likely to be tougher than ever, please continue to help us as we strive to be strong, resilient and relevant. Your support is needed more than ever.

Telephone (main reception):
01604 611200 and see our website
www.ageuknorthants.org.uk

Kindest regards,

Chris Duff
Chief Executive

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**MEET
THE
TEAM**

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Working in our retirement

It has always been important to plan for later life. There are many things that feel uncertain nowadays and we have more choice about how we live and work when we are older. The days of a 'sudden stop retirement' are over for many people. It may feel that planning for retirement has become more complicated but, for some, there will be more choice about when to retire and what they will do in retirement.

Planning your retirement involves thinking about where you want to live, the sort of house or flat you can afford, how you will be able to keep in touch with family and friends, what sorts of hobbies and activities that you want to do or the holidays that you can afford. You may also want to continue working later into life, potentially part time, to maintain your skills and bring in income. These are very personal decisions but also ones that affect your family, friends and work colleagues.

Research has shown that people who approach the task positively and who discuss it widely, including with their employer, are more likely to have a successful transition into retirement. Those who consider the financial and practical challenges together with the social and emotional wellbeing aspects are likely to be more successful. We are also faced with many seemingly arbitrary uncertainties that will afflict us in older age. This is not a reason for avoiding planning but rather a reason to anticipate and recognise the dangers and what we can do to mitigate them.

A report from the national charity Age UK in 2018 found that a quarter of pensioner households in Britain had no savings at all, leaving them very vulnerable to uncertainty. The UK social care system is increasingly under strain. Expenditure by local authorities has failed to keep up with the growth in demand. This means that the number

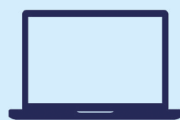
of older people receiving local authority long-term care has also decreased year-on-year. This is a situation that the coronavirus pandemic has exacerbated and also means that more people will need to rely on their own savings for their retirement.

One in three of us will develop dementia and after diagnosis most of those affected will still need to be able to live in their community. For many people, the cost of a care home will be too expensive. Many of us will develop a serious long-term health condition, some will lose their loved one and carer or our children will move further away from us for work or other reasons and so will not be close by to help when needed. What is beyond doubt is that all of us will need social networks, friends, good neighbours and a range of contacts if we are to stay independent and to maintain a good quality of life. It is certainly the case that we will need support networks as well as savings if we are to negotiate the many challenges to come.

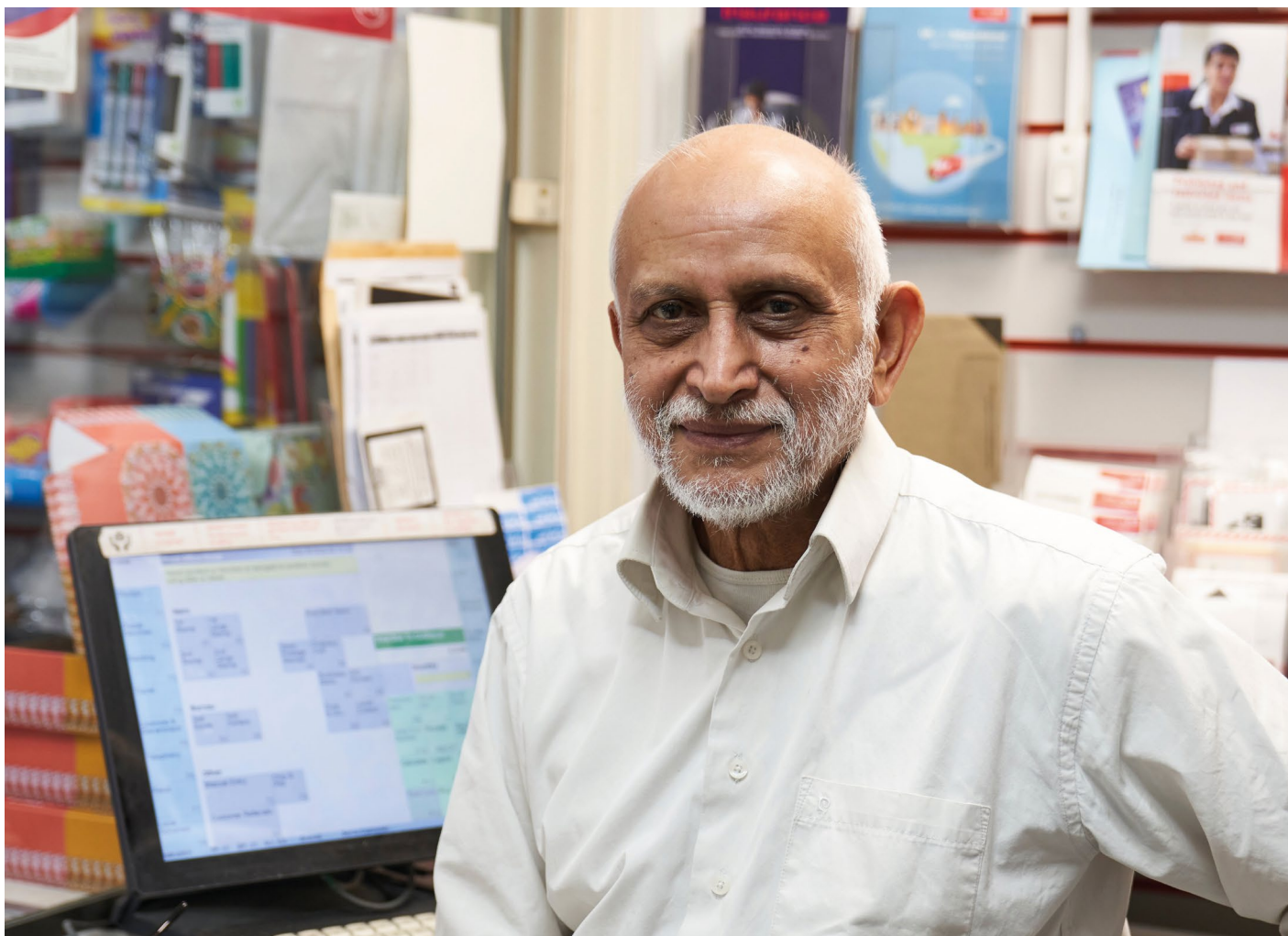
We are allowed to continue working for the company or organisation where we are employed later than our 66th birthday or date of retirement as the pension age rises. Semi-retired workers are increasingly seen as normal. And working longer could actually be good for you. A 2016 study of about 3,000 people in the journal of Epidemiology and Community Health, suggested that working even one more year beyond retirement age was associated with a 9-11 percent lower risk of dying during the 18 year study period, regardless of health.

According to the Office for National Statistics, from 2006 to 2023 the rise in the employment rate for those 65 and over rose fairly steadily from 6.6% to 11.4%. The number of people aged 66 and older working part time has risen from 661,000 in 2021 to 781,000 in 2023. The number of over 70s still working has more than doubled over the last ten years to half a

**Stay active
find out how
to volunteer
for us.**



**Retiring is
a huge life
event, and can
sometimes leave
us feeling like
we have lost our
identity.**



million. There are many reasons for this rise in the older workforce. There are a growing number of over 60s who enjoy working and there are those who continue working because they have second families or grandchildren who they want to help get a start in life, go to university or to buy a place to live.

A particular category are those men and women who take the opportunity to work in jobs that they find fulfilling and which they prefer to the, perhaps stressful, occupations that they had previously, utilising their knowledge and skills, honed over many years to help others. This is a particular characteristic of many who work for Age UK Northamptonshire. We have time and energy to devote to a role that gives job satisfaction and which improves our personal wellbeing together with the wellbeing of clients.

Age UK Northamptonshire has recognised this and makes every effort to provide for

**Job
satisfaction
improves
personal
wellbeing.**



**Retirement
can be an
opportunity
to work more
flexible hours.**

flexibility to balance work and personal life commitments. Clearly, making part-time working more available is a positive step for Age UK Northamptonshire, and for all employers, who want to realise the benefits of recruiting people in their 50s, 60s or 70s. Part time jobs make the workplace more accessible for people, in particular, those who have a caring responsibility.

Working later and doing more can all help to maintain our resilience in the face of the challenges of retirement and older age. It is an option worth considering. There are those who don't have the finances or the inclination to travel the world or to play golf every day and would prefer to maintain their skills and their contribution to work and to their community. This may be an option worth considering.

Chris Duff

Chief Executive,
Age UK Northamptonshire



The importance of writing a Will.

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For more information, please contact Dave Haynes or Debbie O'Sullivan on **01604 611211**.



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When toenails are trimmed and filed neatly it helps maintain good foot health and comfort, as well as a healthy wellbeing.

Many different factors in life can make it difficult for people to bend down or to see properly with the nail clippers in their hand.

If you are diabetic or taking blood thinning medication, safe and clean nail cutting is imperative to prevent skin damage. Our fully-trained and insured Toenail Cutting Workers can help you to keep an eye on your foot health and monitor changes in your feet.

We operate an easy and efficient payment system. All our staff carry mobile card readers so that you can pay on the day.

To book an appointment please call Lynsey Jenkins on **01604 210585**.



Handyperson Service

If you have ever used our Handyperson Service, you will know how helpful it can be.

Our team of handypersons can assist with a variety of jobs around your home. A few members of the team can provide painting and decorating services too.

So, if you are finding some jobs are just too difficult, or you feel unsure about them, we can help.

Our dedicated team will ensure that you get the best person for the job and that it will be carried out as soon as possible, to your requirements.

Some of our recent handyperson jobs have been:

- Installing a key safe
- Connecting a personal alarm
- Replacing light bulbs around the house
- Putting up pictures and shelves
- Fixing kitchen cupboard doors
- Fitting a doorbell

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£30 an hour.

Whatever your requirements, please contact Richard A'Court on 01604 210587. He will be able to provide you with further details and prices.

- Installing a smoke alarm
- Putting up curtain rails
- Fitting a number plaque to the outside of the house
- Fitting grab rails in the bathroom
- Constructing furniture from flat packs
- Painting rooms
- Moving furniture from one room to another, or into a vehicle

You can visit our website at

www.ageuk.org.uk/northamptonshire/our-services/handyperson-service/

"Gail has just finished doing three grab rails for me and I'm absolutely delighted with all three of them and I feel a lot safer now. It was lovely to meet her. A huge thank you to Gail, she's done a super job and all the dust was beautifully cleaned up."

**Elizabeth,
Handyperson Service client**



9.7

Average Group
Review score 2024
carehome.co.uk*

*carehome.co.uk scores are based on independent reviews with
a maximum score of 10. Rating correct as at 11/06/2024.

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**The residents are treated
with such care, as if they are
their own family.**

Overstone House relative carehome.co.uk review

In a 2023 survey of all our care homes, when asked if
'Staff treat them with kindness, dignity and respect',
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Visit anchor.org.uk/care-home

Our Social Prescribing and **SPRING** Team



Social Prescribing Link Workers help people focus on 'what matters to me'

Age UK Northamptonshire employs eight social prescribers on behalf of the NHS covering three quarters of GP surgeries in the north of the county. They work with people aged 18+ who need support with non-medical issues affecting their lives and negatively impacting on their health.

Lee Johnson, Social Prescribing Link Worker (SPLW) in Kettering tells us:

"*Joseph was telling me that since lockdown everything has 'just been different'. People around him are dying, his physical health is worsening, a lot of paperwork is coming through for assessments and appointments. Also, that some appointments are being postponed or cancelled, transport is failing him leading to appointments being missed and he has feelings of isolation due to poor health.

After the initial phone call, I organised a face to face with Joseph to help put a level of focus on the situation. We managed to

Non medical solutions to problems that **affect your health.**

prioritise the issues that were causing him the most stress and set up a plan of action regarding future appointments and goals to achieve week by week. This is what we achieved:

- Changed the arrangements for the payment of a private pension to avoid fines being incurred.
- Looked into Breathing Space groups that he might like to attend when he is ready, to help him manage his COPD symptoms better.
- Helped make phone calls to energy companies as he found such calls stressful and his account was getting into a mess. It is now in credit and a faulty smart meter has been replaced.



SPRING and Social Prescribing team

- Accompanied Joseph to the shop enabling him to do a large shop and stock up. His COPD prevents him from walking more than 5-10 metres before getting short of breath. We helped him sign up with community transport for future shopping trips.
- Helped him put in for an increase in his welfare benefits which will help to fund community transport for shopping and appointments.
- Invested in a woodworking tool to keep his hands busy at home and he has found the motivation to use it to create his own wooden chess set.”

SPRING

Social Prescribing in Northamptonshire is a partnership of social sector organisations, commissioned by Integrated Care Northamptonshire. SPRING at Age UK Northamptonshire is made up of two teams covering Kettering and Corby in the north and Daventry, Brackley and Towcester in the west. They work with adults 18+ who live with at least one long-term physical health condition.

SPRING Link Workers bring people together in groups around a common theme which helps to reduce feelings of social isolation across the county.

In the west of the county, our focus is on how to help people to help themselves, and bend the trend from medicalisation to socialisation. We are working closely with the GP surgeries in Towcester, Daventry and Greens Norton areas, aligning our SPRING groups to meet the health priorities of the local surgeries.

We offer research-based, non-clinical therapies to support patients with long-term health conditions. We collaborate

People aged
18 and over.



We provide support for six to 12 months, enabling people to take steps to improve their health and wellbeing.

closely with Health-Works, Reach for Health and Northamptonshire MIND, working towards creating a range of comprehensive, sustainable programmes. We are also in the process of putting together a map of local mental health gateways to know where to direct people. The aim is to improve communications between organisations and create more appropriate referrals.

As well as visiting local groups to tell them about SPRING, SPRING North arranges regular courses in pain management such as MELT, Emotional Freedom Tapping (EFT) and ZEN. The Link Workers in Kettering and Corby host their own regular groups in the local community:

- Weekly coffee drop-in group at Bewitched Coffee, Kettering
- Monthly cinema visits in Kettering and Corby
- Weekly wellbeing walk in Corby

We also organise regular group visits to local voluntary and community-based organisations. This enables us to introduce SPRING participants to what is available in their community. Such as Greenpatch, Heart n Soul social group, Active in Motion Gym and KHL Community Workshop. A group visit to Kettering Community Unit is also being planned.



Claire (third from left) Link Worker for SPRING at Bewitched coffee drop-in session

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Their showroom was already the largest mobility showroom in the area, but in 2023 the business expanded to include another spacious retail unit on the Grafton Industrial estate nearby. The aim of this expansion was to aid customers struggling with the current cost of living, to purchase mobility equipment at a lower cost.

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For further information please call **01604 602000**.

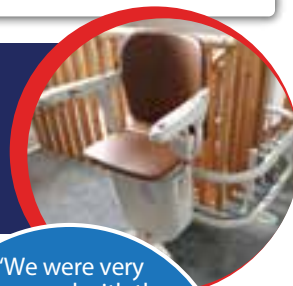
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“You are not alone” – Community Responders supporting older people across Northamptonshire

Who are we and what do we do?

Community Responders is funded by the NHS through Integrated Care Northamptonshire and we work in partnership with Serve supporting Northamptonshire befriending services. The service operates with a team of friendly, compassionate volunteers across the county Monday to Friday.

We accept referrals from Emergency and Primary care services in Northamptonshire, supporting them to meet the social needs of older people and prevent unnecessary admissions to A&E where there is no medical treatment required.

Upon referral, a local volunteer will visit you at home for up to two hours. Our volunteers offer compassionate reassurance and low-level support. This could be anything from a welfare check following an unsettling event or to offer companionship when there is a wait for the next part of your care support to arrive. Our volunteers are there to be a much needed “friendly face” when family or friends are not available during your time of need.

After our volunteer has visited you, our service coordinator who works in collaboration with social, health and voluntary sector care partners will have a conversation with the volunteer. This identifies any needs that may have been discussed or highlighted during the visit, such as loneliness, a change in circumstances, health or mobility which will require a follow up call. The follow up call gives you the opportunity to discuss any



We're
recruiting
volunteers for
this service.

Company,
reassurance and
low-level social
support when
needed.

current or emerging needs. We will take the time to arrange referrals to countywide services so that people get the support they need to continue living safe and as well as possible at home.

Mr D says “The volunteer took his time and was in no hurry to get away. He was very clear about why he was here for me. Really great.”

Following our visit which required a call back, Mr D is now being supported by Age UK Northamptonshire who will carry out a free benefit check and an assessment for a cleaner as Mr D has been struggling with his mobility for some time.

If you would like to volunteer as a Community Responder we would love to hear from you. Please email communityresponders@ageuknorthants.org.uk or visit our website for more information.
www.ageuknorthants.org.uk

Hospital Discharge & Community Team

Our Hospital Discharge & Community Team (HD&CT) offer short-term practical and emotional help following a stay in hospital. This service helps people aged 55+ living with long-term health conditions who do not have other networks of support such as family or friends nearby.

"It is coming up to the first anniversary since my husband passed away. I wanted to thank Age UK Northamptonshire for the support at a very difficult time. My husband sadly passed away the day that the Age UK Northamptonshire End of Life team were booked to start supporting us. The Coordinator Susan got in touch with Sham the HD&CT Senior Coordinator who phoned to check how I was coping. I was able to talk through my concerns and it helped me clarify who I needed to notify as this was all overwhelming.

Sham and her colleague Marian helped me get in touch with Citizens Advice and Community Law Service as they would be better suited to help in my specific circumstances.

The boiler had also broken down and I had no heating or running hot water. HD&CT helped me get in touch with services to get the house warm again. HD&CT also arranged for Age UK Northamptonshire's Handyperson Service to provide a free home energy check. They also helped me register on The National Grid's Priority Services Register and organised a council-funded

Short-term
practical and
emotional
support.



"Thank you
Judith, for your
help, advice and
support. For
your caring and
listening during
my time of grief,
you're an angel
sent to me."
Mrs L



food shopping voucher.

Marian and Sham took turns to make a weekly phone call to encourage me and prompted me to make calls to energy and internet providers, sort out my television, and get paperwork ready for my next appointments. I looked forward to the phone calls; they motivated me to meet with friends, encouraged me to go for walks. I also kept in touch with my church.

I had volunteered at my local library before my husband's illness. Marian and Sham encouraged me to get back in touch with the library when I was ready to start volunteering again.

Through the grief of losing my husband David, my faith has kept me going.

I am truly grateful for all the services that have been there for my husband and myself.

I know if I ever needed support that I can always rely on Age UK Northamptonshire."

Mrs B kindly made a donation for all the help received to support Age UK Northamptonshire.



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Do you need, personal care, assistance with medication and meals, a live in carer?

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Work for us

At the heart of Age UK Northamptonshire lies a profound commitment to improving the quality of life for older people, ensuring they receive the care, respect, and dignity they deserve. By joining our organisation, you become part of a community dedicated to making a tangible difference in the lives of those who have contributed so much to society.

One of the most rewarding aspects of working for a charity supporting older people is the opportunity to forge genuine connections and meaningful relationships. Every interaction becomes a chance to listen to someone's stories, learn from their experiences, and offer companionship that can brighten their days. In turn, these relationships often transcend the professional realm, fostering a sense of fulfilment and purpose.

Furthermore, a career at Age UK Northamptonshire offers diverse opportunities for personal and professional growth. Whether you're passionate about healthcare, social work, community engagement, or administration, there's a role suited to your skills and interests. These roles often come with the chance to collaborate with multidisciplinary teams, engage in continuous learning and contribute to innovative solutions that address the evolving needs of older adults.

In conclusion, working for Age UK Northamptonshire is more than just a job; it can be a calling, a commitment to serving others with compassion and respect. It's an opportunity to have



Nicky says "I love working here and making a difference."

We
currently have
328
employees.

Work part-time,
full-time or
flexible hours
with us and
enjoy making a
difference.

a positive impact, make meaningful connections, and embrace a purpose-driven career that enriches both the lives of others and your own.

So, if you're looking for a career that combines passion with purpose, consider joining a charity dedicated to supporting older adults. Together, let's create a future where ageing is celebrated, and every older adult is valued, cherished and supported.

Nicky enjoys working for us, she says "I like helping people, I like the friendliness of the organisation."

Pamela Kom
HR Manager

Please visit our website <https://www.ageuk.org.uk/northamptonshire/get-involved/work-for-us/> for a list of all our current vacancies.

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Please give us a call for friendly advice and professional treatments on 01604 532 089 or 07990 995246

Recently on... Sky TV and Northamptonshire Telegraph doing live bee removals, and on ITV News and BBC Radio Northampton.



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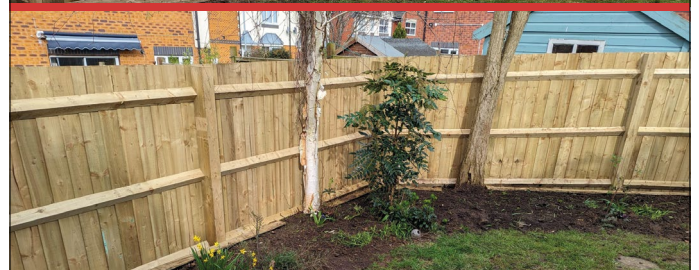
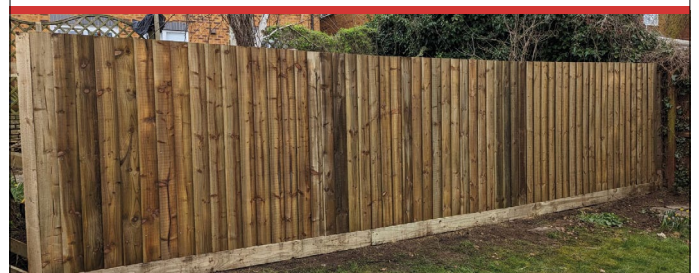
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Celebrating our volunteers



Caroline Roy, Volunteer Co-ordinator

Volunteering is a terrific idea. At its heart is a simple concept: we give something that is incredibly precious – our time – to help people, our community or wider society.

For most of my adult life, I've volunteered: initially as an Advocate, with Kent County Council prior to becoming a mother, at community events, and for several local Age UKs across Kent, and now with Age UK Northamptonshire. I always get something back from giving up some of my time. I've made lifelong friends, I've learnt new skills, and I hope I've made a small difference.

Every volunteer makes a difference, and we are extremely fortunate at Age UK Northamptonshire that so many people volunteer for us and that we are able to offer many volunteering opportunities. We have an astonishing 240 active volunteers across our services. They all make an extraordinary contribution to our work in supporting local older people. And of course, many of our volunteers are older people themselves.

Terry celebrated his 80th birthday in April and says he loves making a difference to older people and looks forward to seeing his colleagues' lovely faces each week.

"I volunteer every Monday morning and love coming in. Our shop is like a boutique."



Happy birthday to volunteer Terry



Volunteering makes a huge difference!



150 hrs per week
Day Centres



137 hrs per week
Student Placements



732 mins per week
Telephone Befriending



32 hrs per week
Reception/Admin



3 hrs per week
Community Responders



2 hrs per week
Hospital Discharge &
Community Team



3 hrs per week
Handyperson Service



Indoor Bowls
1 hr per week



0.5 hr per week
Electronic Device Sessions

Our fantastic volunteers and students provide an average weekly grand total of 343 hours of service!



Northamptonshire
ageUK

Call
Caroline Roy on
01604 210625.



Val (Volunteer at our charity shop in Higham Ferrers).

James helps at our shop in Higham Ferrers for his Duke of Edinburgh Award.

"I brought some preloved items into the shop and wanted to let you know that



Val, volunteer at Higham Ferrers



James a student from Sharnbrook Academy gives a great service in our Higham Ferrers shop

the young man on the till was an absolute joy to deal with. A lovely smile on his face, polite, cheerful, and helpful.” Sue (customer).

Nicholas, a customer, said “I was very impressed - he was engaging, polite, had good eye contact and provided an excellent customer service.”

Volunteer Katie makes regular telephone calls to Dorothy.

Dorothy says: “I really appreciate the calls; it means an awful lot. The good feeling stays with me for days and I often find I have a smile on my face about something we laughed about.”

Katie says: “It is an absolute pleasure to chat with Dorothy. We share perspectives on the everyday, such as what we like (and don't like!) to eat, music, interests, and memories of school, through to tough, deeper issues, such as global events and challenging times.”

Val volunteers in our Kettering charity shop.



Sharon with volunteer Val and Nerissa at our Kettering shop



Rose and Lesley are friends and volunteer at our Brackley shop

Val says “I like to serve the community and enjoy doing something useful with my spare time.”

Rose and Lesley love volunteering and making new friends in Brackley.

“We enjoy volunteering because everyone is so friendly, and the customers are lovely.”

Sharon and Nerissa who manage our shop in Kettering say: “Our shop wouldn't function without our lovely volunteers.”

Volunteer Nicola says: “I love meeting the local people in Burton

Latimer, and every day at the shop is different. I take pride in giving time back to people and love feeling part of a great team.”



Nicola loves making a difference

You can make a difference too.

Whether you can spare 30 minutes, a few hours, or a whole day a week, find out how you can give your time to help us support older people.

www.ageuk.org.uk/northamptonshire/get-involved/volunteer/

Care Support at Home

Terena Lovesay says she enjoys working for the Care Support at Home Service because “I like the variety and flexibility of the job. I just love being around people. I was a hairdresser previously and also a taxi driver.”

86-year old *Jonathon's sister has arranged for us to visit him four times a week and she likes to know he has regular support. I take Jonathon shopping because he has dementia and gets a bit confused. He especially appreciates a trip to the café where the staff are friendly to him. They always have a bit of a laugh together. We have tea and cake and he enjoys the independence of being able to choose for himself.

We have been visiting Jonathon for ten months now and I have seen a difference in his confidence. He has got to know me and to trust me. Initially he was not sure he wanted the service and was not very talkative. Now he looks pleased when I arrive. If the weather is nice we will go for a walk. We have a really good chat and talk about anything from world affairs to the slugs in his garden.

*Name changed for privacy



Information & Advice Service

Age UK Northamptonshire offers a free, quality assured Information & Advice Service for older people, their families and carers.

We can advise on:

- **Income** - applying for pension-age entitlements and information about local grants.
- **Home** - improving the efficiency of your home and adaptations to help maintain your wellbeing and independence.
- **Local services** - provided by us and other organisations.
- **Combating isolation** - supporting you to enjoy an active later life and find the social interaction you need.

Make a donation

Our Information & Advice Service is funded by local income generation. We urgently need financial donations to enable us to carry on supporting older people in our community.

If you would like to make a donation, please send any cheques payable to

Age UK Northamptonshire, The William and Patricia Venton Centre, Northampton NN1 5QJ.

For more information you can call us on

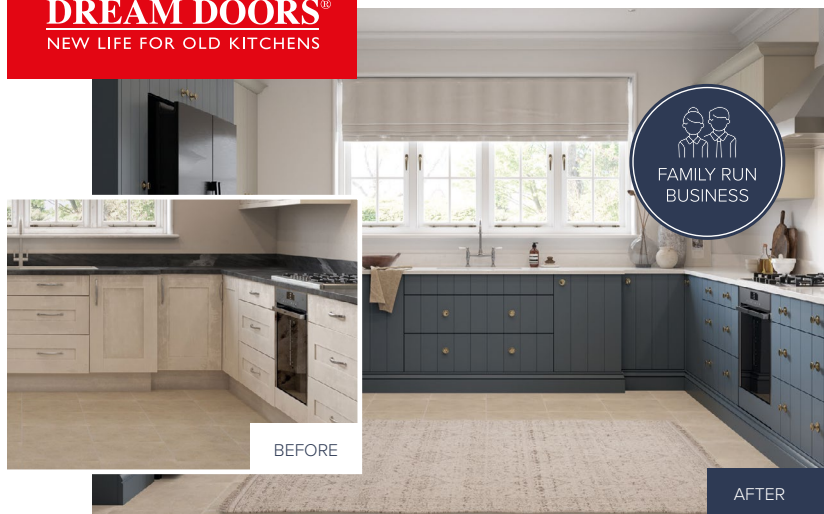
01604 611200 or email

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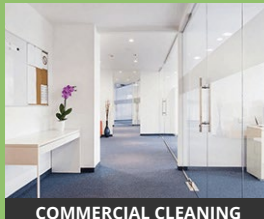
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Our Day Centres



Day Centre client Dennis helped manager Amey pick the winning raffle ticket in March

Age UK Northamptonshire Day Centres provide a safe, supportive environment where older people can meet up with friends and take part in enjoyable, stimulating activities.

New day
centre in
Towcester
opening soon!

We have two centres located in:

- Northampton – The William and Patricia Venton Centre – York Road
- Kettering – Baptist Church Rooms – Rockingham Road

We always welcome the support of volunteers and students to help with



Faye and Terri enjoy a chat and a game of Dominoes together in Kettering

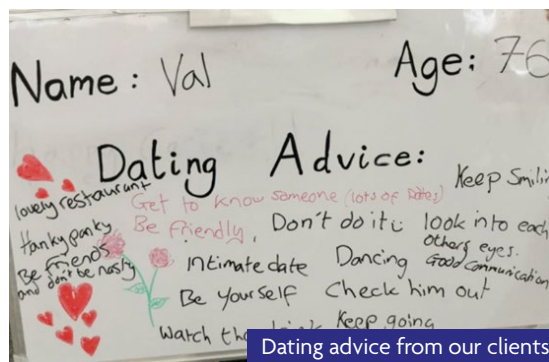


Jane, Marion and Joy enjoy a regular game of dominoes

The client was **very complimentary** about the minibus driver this morning, she said he was very patient.

activities and wellbeing of clients.

Our Kettering day centre works in partnership with The Prince's Trust providing work experience for their students. They have also donated craft activities for our clients to enjoy.



Dating advice from our clients

"Coming to the centre is the highlight of my week, I have made good friends with another lady."

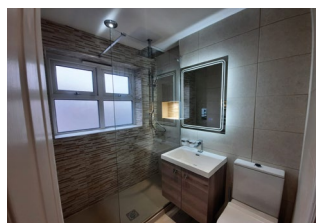
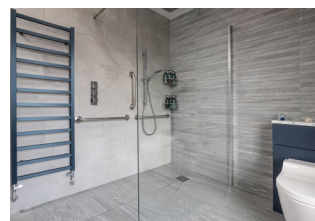
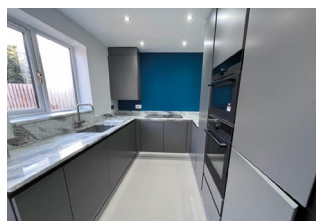


Ron and Terry look forward to meeting up in Kettering every week

On Valentine's Day we thought it would be fun to ask clients at our day centre in Northampton for some dating advice. We had a great time together and our staff and volunteers learnt a lot!

For more information on our Day Centres in Northamptonshire please call **01604 611200** or see our website **www.ageuknorthants.org.uk**

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Our shops



Yvette, Retail Development Manager

I hope the lovely weather we have had is bringing you out to shop, shop, shop.



Emma at Rushden Lakes

Our shops had a great year and ended the financial year in a very positive position. We are hoping to do even better this year and with the support of our loyal customers and generous donors, we are sure we can raise even more. Every penny is vital and helps us support local older people.

We are hugely grateful to John Lewis & Partners for the donations and we have recently been able to sell Good American and Ralph Lauren jeans, Isle Jacobsen raincoats and other fabulous designer items, all at less than half the recommended retail price.

Thank you to Rushden Lakes shopping centre for inviting us back to their community shed in June. We were able to sell stock kindly donated from John Lewis & Partners including Adidas trainers, Ralph Lauren ladies slippers, North Face trainers, Coccinelle designer handbags and much more...

We will be back there in August where we will be selling 'Back to School' wear also



Vince and Jack can help you clear your home

We have
eight shops in
Northamptonshire.

"Excellent guys that did all the hard work and the lovely lady really helped us get things sorted."

donated by them. Keep an eye out on our social media and website for future dates!

Our Age UK Northants Retail Facebook page has some great posts to inspire you to 'Dress for Less'. Our shop managers and their teams are always coming up with stylish ideas for a full outfit costing less than £25. Look out for more fashion ideas in July and help us spread the word to all your trendsetting friends and chic family members. Help us keep our Age UK Northants Retail Facebook page fresh and engaging – we would love to see pictures of outfits you have bought in our shops.

You may not be aware that we offer a house and furniture removal service at a competitive price. Our House Clearances and Bulk Removals Service has only been running for a few months but has already received very positive feedback. You do not need to be an older person to use this service, so if you are clearing a house or have a large amount of items to donate, please give Yvette a call on **01604 636736** or drop an email to **yvette.prior@ageuknorthants.org.uk**

The charge for the House Clearance Service depends on a lot of variables. We will view the property, consider the size of the property, does it include a garage and garden, are there items for resale or will the majority have to go to the recycling centre, for example. We always quote within 24 working hours of the viewing and will then schedule the work in if you are happy with our terms.



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northamptonshire
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Business and Trades Directory

We can put you in touch with trustworthy local traders and businesses such as locksmiths, roofers, cleaners, pet sitters and lots more. Whatever job you need doing, why not take a look at our online directory.

All traders have been vetted by us and work to a good standard and at a reasonable cost. We take up references from previous satisfied customers and hold the relevant insurance certificates for all the traders listed. We ensure that they have declared that they have no criminal convictions and that they have the relevant trade certificates for the work they undertake.

Our directory is split into three handy sections, North, South and Central so that you can find a trader who covers your area.

You can find our directory on our website www.ageuknorthants.org.uk under our list of services. You can also call **01604 213086** if you do not have access to the internet.

All traders are charged an annual subscription fee to appear, we do not make a charge for supplying details of contractors, but all work carried out by the businesses listed must be paid to them in the normal way.

Help us
protect people
from rogue
traders.



There is no age limit; all the traders welcome your business.

NJM Locksmiths has been on our Business and Trades Directory since February. Nick is a local independent Locksmith who was born and bred in Northampton. He offers an emergency locksmith service in all three areas of our directory.

Established since 2009 he carries out all types of jobs from burglary repairs, to lock changes and new installations. He can also fit burglar alarms and offers a handyman service for all odd jobs around your home.

Find Nick in our directory for a free no obligation quote; He also offers a free home survey for insurance purposes.

Nick says "I enjoy meeting and working with older people. It is a very rewarding job knowing that I have helped someone out, and they have put their trust in me."

Advertise your business with us! We are always looking to expand. Call Jo Bird on **01604 213086** or email jo.bird@ageuknorthants.org.uk for details.

Management and trustees – working closely together

Age UK Northamptonshire currently has nine trustees, all of whom are volunteers, supporting the charity in their own time. The aim and responsibility of each trustee is to ensure that the charity operates in a manner which enables it to fulfil the objectives given in the constitution as effectively as possible. Our trustees are essential to our success as a charity.

We are delighted to welcome Joanna Marovitch as our new trustee. Joanna, who is CEO of Hertfordshire Mind Network, was co-opted to the board on 20th March 2024. She is a highly-qualified health and social care professional and we hope she will enjoy working with us in Northamptonshire.

If you are interested in becoming a trustee we would love to hear from you. We particularly welcome people who have experience of



leadership and senior management in the commercial or health sectors or have senior legal or financial professional expertise. Contact Sharon Hepple-Scott on 01604 611203 for details.

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A photograph of a caregiver in a white uniform assisting an elderly woman in a red shirt. The caregiver is holding a small cup for the woman. In the top left corner, there is a logo for "Lavender Support Services" featuring a stylized purple flower. In the bottom left corner, there is a QR code. In the bottom right corner, there is a "Care Quality Commission" logo with the text "Inspected and rated Good".

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- Dementia Care
- Specialist Care
- Medication Support
- Overnight Care
- Domestic Support



Call us on **01933 653511** or email contact@lavendersupportservices.com

Fundraising and news

We rely on donations and the support of local people.

Support us in 2024!

Let us know if you are doing a run or holding an event for us.



Dunelm's fundraising partnership with the national charity Age UK will run for three years. We were thrilled to meet Kettering Dunelm's community champion Catherine who donated some TV tables for our day centre. She also set up a collection point for Dunelm customers to donate items to our Stamford Road charity shop.

We are hugely grateful to **Rushden Lakes shopping centre** and **John Lewis & Partners** who help us raise vital funds.

We rely on **your support** to help older people in Northamptonshire.

You can scan to donate to Age UK Northamptonshire.

Use our QR code to make a quick donation to us and help us to help older people in the county.

Every penny makes a huge difference.



It was lovely to visit the **WHAGG Group** in Wellingborough who join in the Big Knit fundraising campaign every year, sending us hundreds of little knitted hats.



Small change big difference – Jen says “Call Jo Bird on **01604 213086** if you'd like to display one of our collecting goblets on your shop counter or in your office.”

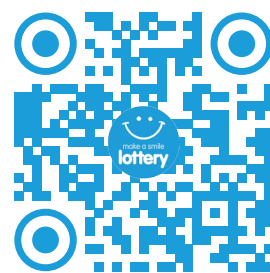
You can help us raise vital funds by playing make a smile lottery for £1 a week

You could be in with a chance of winning a rollover jackpot of **£25,000**. There are over **280 guaranteed weekly cash prizes** to be won, could you be a lucky winner? Terms and conditions apply.

See our website for more details:

<https://www.ageuk.org.uk/northamptonshire/get-involved/make-a-smile-lottery/>

18+ Begambleaware T&C's apply



Our contribution to the Queen's Green Canopy, a little flowering Cherry, was planted on Friday 20th May 2022 at the **William and Patricia Venton Centre** and is thriving.



Throughout the year, **Age UK Northamptonshire, Dementia UK, Northamptonshire Carers and Alzheimer's Society** are proud to work alongside the Memory Assessment Service in Northamptonshire to provide information and support that is invaluable in maintaining the health and wellbeing of older adults experiencing dementia, or mental health problems, and also that of their care partners.



Angela and Hayley from **SPRING** attended the Southbrook Community Centre services day in April.



Cllr Mike Arnold picked up information at the **Southbrook Community Centre** in Daventry.

Find Rodger and our leaflets at the
Brixworth Information Point.



Sam Watson our Social Prescribing Lead was at
Burton Latimer Library in April.



Corby MP **Tom Pursglove** visited our offices in
Irthlingborough in April.

Thank you to **Great Addington
Parish Council** for inviting us to their
Wellbeing Fair in May.



Thank you to the Senior Group at the **New Testament Church of God in Northampton**
for inviting us to their Thursday meeting.



We enjoyed talking to local residents at the **Community Engagement day** organised at Bradlaugh Fields by the Park Rangers, Friends of Bradlaugh Fields and Northampton North Local Area Partnership on Saturday 25th May.



We were in Roade in April for the **Drop-in Coffee Morning**.

We were in Cransley with the **NHS Mobile Vaccination** unit in May.



We were pleased to talk to mature drivers at another **Mature Driver Roadshow** in Rushden.



We supported the **Dementia Awareness Day** at Kettering General Hospital organised by Senior Dementia Nurse Nadia Tobierre.

Call us to arrange a talk about the services and support we provide in your local area – we can visit your club or group to tell you more about what we do and how we improve life for thousands of older people in Northamptonshire.

Please get in touch. Call us on **01604 611200** or email **access@ageuknorthants.org.uk**

All about our new Will packs

Thinking about writing your Will? We have put together a pack of everything you might need to write your Will. It also includes lots of information about Age UK Northamptonshire. If you are thinking about leaving us a legacy, our Will pack can offer you some guidance, as well as explain why donations are so important to our charity.

The pack includes a welcome letter, information booklets on Power of Attorney, Wills and estate planning and details of the services provided by Evans Paralegal Ltd, who we work closely with. To receive your free Will pack simply call Abbie Laverseidge on **01604 210608** or email **abbie.laverseidge@ageuknorthants.org.uk**

Five reasons to leave a legacy to Age UK Northamptonshire

Age UK Northamptonshire is a local, independent charity dedicated to supporting older people in Northamptonshire. We help them live fulfilling and independent lives. We rely on the generous support of donors to provide essential services to older people.

1. Ensure vital services are available to older people in Northamptonshire:

You can help to ensure that our services continue, helping older people who may be vulnerable or feel isolated.

2. Make a lasting impact:

Leaving a legacy allows you to leave a lasting impact on the lives of local older people. Your donation will support initiatives that promote independence, wellbeing and social inclusion among older adults.

3. Preserve your values:

For many, charitable giving is a reflection of deeply held values and beliefs. By leaving a legacy to Age UK Northamptonshire you can ensure that your commitment to supporting older people and promoting



To leave a legacy please call Abbie on **01604 210608**.

Legacies are gifts of money, assets or personal possessions left in a Will by supporters.

care for a charity carries on beyond your lifetime.

4. Support financial stability:

Leaving a legacy to Age UK Northamptonshire helps to ensure the long-term financial stability of the charity. Your donation could provide the resources needed to sustain and expand our services.

5. Foster innovation and adaptation:

Innovation and adaptation can address the evolving needs of older people. With the necessary resources we can develop new services that respond to changing times.

I hope you will consider leaving a legacy to Age UK Northamptonshire and help us create a brighter future for older people in the county.

Abbie Laverseidge

Donations and Legacies Coordinator

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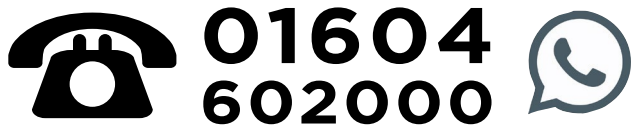
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