

## Bringing our support to your home

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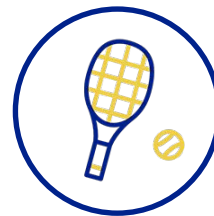
► Community Support



► Activities



► Grocery Shopping



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Summer 2025

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**Types of care** | Residential • Dementia • Nursing

**Types of stay** | Permanent • Respite • Day Care



“

One of the best things about my job is knowing that our residents are living their best life, seeing their smiles, and knowing we are looking after them. Everything we do at Brook House is from the heart and it is not a job, but a passion. We are building a home together - team and residents.

”

*Rhiannon*

Rhiannon Crofts, Home Manager

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# Engage foreword

from the  
Chief Executive

Welcome to our Summer edition of Engage. This is normally a hopeful time in the calendar. The Government's announcement that the Winter Fuel Payment will be restored to all people over State Pension age with an annual income of £35,000 or less for the coming Winter in 2025 has been very positive.

The Age UK network had campaigned hard for these changes and the increased threshold means that no lower or middle income pensioners will miss out and over three quarters of pensioners in England and Wales will receive the payment. Thank you to all those who signed our Network petition.

The payment will be made automatically by the end of the qualifying week which is the 15th – 21st September 2025, and people born on or before the 21st September 1959 will qualify.

These announcements bring much needed reassurance to the nine million pensioners and their families, now eligible, who may have been worried about paying their heating bills this Winter. This is a huge relief to Age UK Northamptonshire and to many of our clients.

There was more positive news; I was amused to read the articles that describe older people as getting 'smarter' and that age 70 is the new 50. The International

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Monetary Fund (IMF) Study findings rely on data from 41 advanced and emerging market economies and show that, on average, older people from around the age of 50 are smarter or more cognitively able today than ever before. The lead authors of the report say that "a person who was 70 in 2022 had the same cognitive health score as a 53 year old in 2000. Older workers' physical health – such as grip strength and lung capacity – has also improved." I hope we can all look forward to such a positive outcome as we get older.

Our Engage Magazine continues to grow in depth and quality and I hope you find it informative, useful and entertaining.

As always, thank you to all of you who support us.

Telephone (main reception): **01604 611200** and website **[www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)**

Kindest regards,

**Chris Duff**

Chief Executive

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# Digital Switchover and its impact on Personal Alarms

The transition from analogue to digital technology has been a sweeping change across various industries, and the world of personal safety is no exception. As the analogue signals that once powered many personal alarms are phased out in favour of digital systems, it is crucial for consumers to understand how the Digital Switchover impacts personal alarms and how to adapt to these changes for continued safety.

## What is the Digital Switchover?

The Digital Switchover refers to the global transition from analogue to digital transmission technology. This has been most prominently seen in television broadcasting, where traditional analogue signals were replaced by digital ones. However, the impact of switchover extends beyond just TV - various communication devices, including personal alarms that rely on analogue technology, are affected by this move.

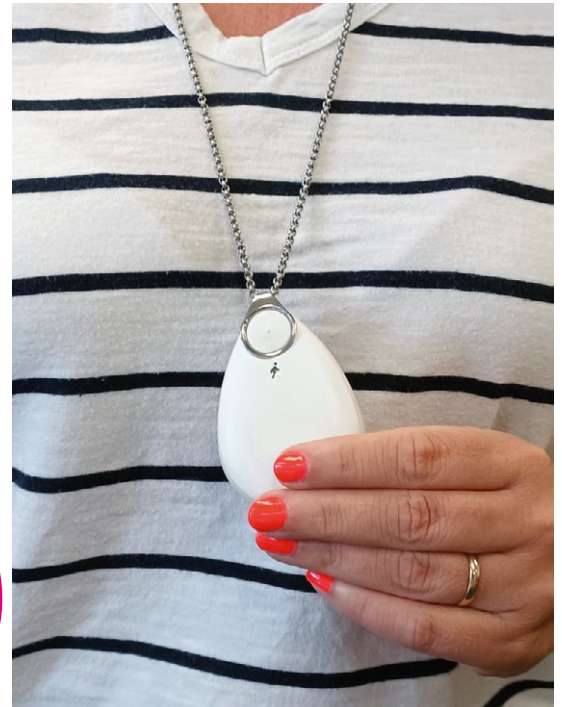
Personal alarms, which are used to help individuals call for help in emergencies, often rely on the old analogue systems such as landline-based communication or older mobile networks to signal emergency services. With the arrival of digital-only networks, these systems may no longer function unless they are upgraded to be compatible with newer technology.

## Impact of the Digital Switchover on Personal Alarms

### 1. Disruption of communication channels

Many personal alarms rely on analogue communication methods, such as landline phones or older mobile networks (3G or below). As telecom companies phase out these older technologies in favour of 4G, 5G, and digital-only networks, alarms that use

Contact your  
**personal alarm**  
provider



these systems may fail to connect to emergency services when triggered.

### 2. Connectivity issues

The shift to digital communications introduces potential compatibility issues for personal alarms. Devices that were originally designed to work on analogue frequencies may struggle to connect to modern, internet-based networks (such as 4G or 5G). This is particularly important for individuals who rely on personal alarms for peace of mind, such as older people, people with disabilities, or those living alone.

### 3. New standards and compliance

The Digital Switchover has prompted regulatory bodies to introduce new standards for personal alarm systems to ensure that they are compatible with modern communication networks. Personal alarm providers are required to update their equipment to meet these new standards, ensuring continued functionality and reliability. This means



that older systems may need to be replaced or upgraded to work on newer platforms.

#### 4. **Faster response times**

The transition to digital technology, while potentially disruptive, also brings certain advantages. Digital networks, particularly those based on 4G or 5G technology, offer faster data transmission speeds and greater reliability than older analogue systems. This means that personal alarms connected to these digital networks can provide quicker response times to emergency services, improving the likelihood of timely intervention during an emergency.

### How can consumers prepare for the Digital Switchover?

For individuals who currently rely on personal alarms, it is crucial to ensure their systems are future-proofed to function correctly in a digital world. Here are a few steps that can help ensure continued safety:

#### 1. **Upgrade to digital-compatible systems**

Contact your personal alarm provider to confirm whether your current system will be impacted by the switchover and if any updates or upgrades are required. Many providers have already transitioned to digital-ready devices, which can work seamlessly with the new communication networks.

#### 2. **Check mobile network compatibility**

Ensure that your personal alarm is compatible with modern mobile networks, particularly if it uses cellular technology to communicate with emergency responders. Devices designed for 4G or 5G networks are better equipped to handle the demands of today's communication systems.

#### 3. **Test your alarm regularly**

After any upgrades, always test your alarm system regularly to ensure it functions as intended. This includes testing the connection to emergency services, battery life, and the alarm's



Equipment must  
be updated  
to meet new  
standards.

signal range. Age UK Northamptonshire's partner company Careline365 asks our clients to test their unit once a month.

#### 4. **Consider alternatives for communication**

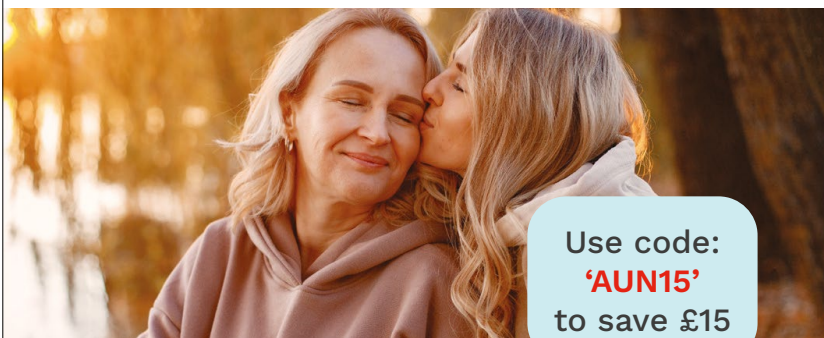
In addition to traditional personal alarms, many individuals are now opting for wearable devices or smart home technology that integrates personal safety features. Devices like smartwatches and health trackers that include emergency alert features may offer a good backup or even a more modern solution to your personal safety needs.

#### 5. **Stay informed**

Stay up to date with the latest news from your personal alarm provider and network operators.



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# Do you use **ECONOMY 7** or **ECONOMY 10** tariffs?

## A phased transition to Smart Technology

The UK government has announced a significant shift in its approach to phasing out Radio Teleswitch Service (RTS) meters, opting for a cautious and targeted transition rather than a nationwide switch-off originally scheduled for 30th June 2025. This decision comes amid concerns over the readiness of energy suppliers and the potential disruption to hundreds of thousands of households still reliant on the ageing technology.

RTS meters, introduced in the 1980s, use longwave radio signals to switch electricity tariffs between peak and off-peak rates. This system has allowed consumers - particularly those on Economy 7 or Economy 10 tariffs - to benefit from cheaper electricity during off-peak hours. However, with longwave radio infrastructure becoming obsolete, the RTS system is no longer sustainable.

**As of May 2025, approximately 314,935 RTS meters remained in use across the UK.**

These meters are primarily found in homes with electric heating systems, where they also control hot water and heating

schedules. A sudden switch-off would have risked leaving vulnerable households without essential services.

In response, the Department for Energy Security and Net Zero (DESNZ), alongside Ofgem, has introduced a phased, area-by-area shutdown of the RTS signal. This approach will begin in regions with the fewest RTS users, allowing energy suppliers to manage the transition more effectively and avoid overwhelming demand for meter replacements.

Miatta Fahnbulleh, Minister for Energy Consumers, emphasized the importance of protecting vulnerable customers:

“We have stepped in to ensure that thousands of vulnerable consumers with RTS meters do not experience any sudden disruption at the end of this month. I will be watching suppliers closely to make sure they are doing everything they can to make the transition as smooth as possible.”

The government and Ofgem are urging households still using RTS meters to contact their energy suppliers as soon as possible.

Contact your  
energy supplier





Those identified will be prioritised for upgrades to smart meters, which offer similar functionality with added benefits such as real-time energy usage tracking and remote tariff switching.

The smart meter rollout, which initially aimed to reach every UK home by 2020, has faced delays and logistical challenges. However, recent efforts have accelerated the pace of installations, with the upgrade rate increasing from 1,000 to over 1,000 meters per day.

While the RTS switch-off marks the end of an era in UK energy infrastructure, it also signals a broader shift toward smarter, more efficient energy management. The phased approach aims to ensure that no household is left behind in this transition, particularly those most dependent on the legacy system.

Consumers are encouraged to stay informed and proactive. If unsure whether their home uses an RTS meter, they should check their electricity bill or contact their supplier directly. The government has committed to monitoring the rollout closely, ensuring that energy companies meet their obligations and that the transition is as seamless as possible.



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# Support that is non medical – focusing on **Thrapston** and **Oundle**

Older people living in the Oundle area may have come across something called “Age Well” at their GP surgery. This is a free service funded by Integrated Care Northamptonshire (iCAN) and is a partnership of Health, Adult Social Care and the voluntary sector.

Judith Warren is one of our 14 Age Well Coordinators who are based in Corby, South Northants, East Northamptonshire, Kettering, Wellingborough and Northampton. Judith works at the Rockingham Forest Primary Care Network with colleagues at GP surgeries in Oundle, Corby and Kettering.

Age Well provides practical and emotional support to people age 65+ who have one or more long-term health conditions, enabling them to live independently.

Judith says “I help with a whole range of things, from sorting out a mobility aid to filling in an application for a Blue Badge. I often refer people to our Information & Advice Team because they are likely to qualify for Attendance Allowance.”

People living in the Thrapston area may

Practical support and reassurance



Judith Warren, Age Well Coordinator

be familiar with another service provided via their GP called “social prescribing”. This is also a free service funded by 3Sixty Care Partnership and provides non medical support for people aged 18+, which is not what you’d expect from Age UK Northamptonshire. Our seven Social Prescribing Link Workers work with over twenty GP surgeries in the north of the county. Social Prescribing Link Workers Tina Squires and Jacqueline Davey work with eight local GP practices, including the Nene Valley Surgery and The Meadows in Thrapston.

“People might be feeling anxious or isolated, or have other problems which are affecting their health and wellbeing. We can help with benefits advice, make telephone calls or write letters on their behalf. We offer practical support as well as reassurance,” says Jacqueline. “Some of our clients would benefit from joining a local group but lack the confidence to go along on their own. I can accompany someone to their first walk, or perhaps go with them to a local coffee morning if they feel anxious meeting others for the first time,” says Tina.



Tina Squires and Jacqueline Davey, Social Prescribing Link Workers





\*carehome.co.uk scores are based on independent reviews with a maximum score of 10. Rating correct as at 19/06/2025.

Overstone House  
carehome.co.uk  
score\*

**Mum described it as 'like being in a hotel being looked after by family'.**

Overstone House relative carehome.co.uk review quote.



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# Our Day Centres

The wellbeing of our clients is so important to the team. Ensuring that their time with us is stimulating, safe and enjoyable is always our aim. Every day is a new day at the day centre. We are always working hard to make things as engaging and interesting as we can.

A typical day at The William and Patricia Venton Centre begins at 10am, when our clients arrive at the centre and are greeted with a warm welcoming smile from a member of our cheerful team.

Once they are settled in a comfy chair, we offer tea, coffee or juice. As their friends arrive, they all have a chat and catch-up with each other's news. New clients are always made to feel welcome by staff and existing clients alike, and before you know it, it's like they have always been there. The centre has a homely atmosphere with highly experienced staff who are happy to support clients when needed.

We provide day care in a professional, supervised setting. We enable people to socialise with friends knowing that should they require support during their time at the centre, our staff are on hand to assist.

A structured daily routine can be beneficial for our clients, particularly those with dementia as it can reduce anxiety. We cater to clients with varying levels of ability to ensure everyone feels included.

Over the Easter and Spring months we have had visits from the wonderful team at St Giles Church who conducted some beautiful services for us.

We held an Easter raffle which raised

From  
**£43 per day**

**We offer a  
bathing service  
at our centre in  
Northampton.**



Maureen and Annica tidying the patio area at our Northampton day centre

some much-needed funds for Age UK Northamptonshire. A few of our clients made a small trip down to the Northampton Museum which they really enjoyed.

Our clients also enjoyed planting sunflower seeds and are very much looking forward to watching them grow.

Sheila says "I have been attending Age UK Northamptonshire's day centre in Northampton since February 2023. When you first come you feel a bit lost but with the warm welcome you soon settle in. I come once a week and would be lost without it. I look forward to it every time.

The workers are absolutely amazing, the care and attention they give us. I like talking to the other people at the day centre about their lives and finding out what they're doing, what they're interested in.

I feel as if I'm wanted here. I'm determined to live to a hundred to see my grandchildren grown-up!"



Sheila soon settled in

Michael enjoyed some lovely refreshments at Daily Bread



Anthony and Maureen had afternoon tea at The Old Savoy in Northampton





Ann loved teaching student Amenze how to knit



Ron loves the monthly visit from local children



Our Kettering Day Centre supported Dementia Action Week in May



Mary, June and Shirley were delighted with their flowers for Mother's Day



Bob and Andy join in the celebrations for VE Day



A very competitive game of draughts going on here!

Clients at our day centre in Kettering know that no two days are the same and there is always a chance there will be a visit from local children, or there will be some other fun activity to join in.

Our Leeson Court Day Centre in Towcester was recently visited by Laraine whose late father attended the centre for several months. Laraine said "My Dad Eddie, thoroughly enjoyed coming to Age UK Northamptonshire's day centre at Leeson Court. He used to look forward to every Monday and Thursday knowing he was going to have a great time with whatever activities they had planned, whether it was arts and crafts, singing, dancing or playing games.

I would personally like to thank Aimie the Coordinator and Care Assistants Linda, Elaine and all the volunteers for being so kind and caring. I know my Dad was very happy spending his time here." Aimie was thrilled to be presented with a

cheque for £200 in memory of her father and said "We are all honoured that we got to meet Eddie and spend time with him, we have lots of happy lasting memories with him."



Students of Nicholas Hawksmoor Primary School visited our clients in Towcester on World Book Day



Aimie, staff and clients say a huge thank you to Laraine, her family and friends



# Gardening Service

It has been a challenging year for gardeners with the lack of rain and hot weather in June. Our gardeners enjoy helping their clients keep their gardens how they want them. Whether it's watering the pots or letting their grass grow for wildlife.

To keep up with the growing demand, our gardening service grew this spring with the addition of 10 new gardeners. This includes Sally-Ann (pictured) who covers Towcester to Hunsbury. We have also been joined by Andrew who covers Rothwell to Corby, Jason who covers Daventry to Towcester and Amanda who covers Thrapston to Oundle. These are areas that we have struggled to service in the past.

We are very careful about how we select our gardeners. They are all interviewed in person, we carry out a DBS check and take-up references. We select people who we know we can rely on to provide an excellent service.

For more information on our Gardening Service please call **01604 210587** or see our website **[www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)**



**"I've spent many years working in an office and I love gardening, so this change of pace really suits me. I like to feel I am making a difference to my clients and helping them to enjoy their gardens."**



Lynsey, Administrator  
for the Toenail Cutting  
Service with Simon

## Tidy toes!

Do you have trouble cutting your own toenails? We can come to you!

Sit back and relax and enjoy a friendly chat in the comfort of your own home, whilst one of our fully trained Toenail Cutting Workers takes care of your toenails, giving you a lovely set of tidy toes.

Managing your toenails can be one extra worry later in life. Skin health can also be a worry if you are diabetic. We can help take the pressure off, by keeping an eye on any changes in skin or foot health as well as ensuring your toenails are not affecting your mobility.

All our Toenail Cutting Workers bring a card machine with them so payment can be made quickly and easily with no need to worry about having the right cash available. You can rebook an appointment with the same person if you wish for the next time or call Lynsey on **01604 210585** at your convenience.

We find that clients enjoy the ease of the service as well as the company.

Simon Isherwood joined us as Compliance Lead in April 2025 after a long career in another industry, but having qualified and run his own chiropody practice in the 1990s. He says the idea of helping a local charity develop and expand its already excellent toenail cutting service really appealed. "Being able to use my professional skills and experience in a flexible, part-time role is exactly what I needed. I love it," he says.

We are currently looking for friendly and caring people who enjoy meeting clients in their homes to cut their toenails in the Towcester, Daventry and Brackley areas. Ideally you will live within these areas. If this is you, please get in touch on **01604 210585** or apply online via our website **[www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)**



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# Care Support at Home

The Care Support at Home Service is now almost 12 months old and is providing support to a growing number of people. In April the team began to provide personal care and support to a small number of our more dependent clients.

Care Support at Home is more than just practical care. Families of our clients tell us “Thank you for continuing to call back to my mother. This has helped her to move from her depression to where she is now.” We believe companionship and conversation are equally important to ‘hands-on’ care.

Families value the support of the team, they tell us “Thank you as always for your support in helping us to care for Dad.” It is important to us to work with families and to support them in their caring role.

Our team can be invaluable in enabling carers to take time out for themselves. They tell us “I can relax at my dancing lessons knowing my wife is well cared for.” The involvement of the team is invariably for an extended period of time. “It has given us peace of mind and a little breathing space in this long journey.”

Each client is assessed and we devise a

Personal Support Plan with them. From the beginning of June we have been using the birdie scheduling app. This exciting development means easier scheduling of calls, and in time families will be able to access the app and read what our carers have done for their loved ones.

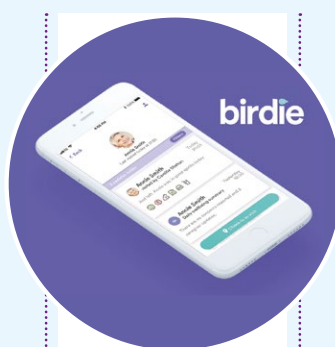
The service never stands still and we look forward to continued growth over the next few months.

Regular support from our Care Support at Home service enables Doreen to enjoy living independently in her own bungalow, whilst still being visited often by her family.

A member of our team calls twice a day to ensure she eats a proper breakfast and evening meal and is taking her medication as prescribed. Doreen likes to go for a morning walk and always looks forward to a competitive game of dominoes with Sarah (pictured). Doreen is a stickler for the rules and, in the spirit of the late Len Goodman, she readily spots a sevEEEEERN!

Sarah says “I love this job because I like being busy and helping my clients to enjoy life. Every one is different, but I know I am having a positive impact.”

Call **01604 611210** for details.



**The service never stands still – the birdie app keeps families and carers in the loop.**



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Mrs Marion-Russell, November 2024

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# Shining a light on truly magnificent people

Our volunteers give so much to our charity; without them we wouldn't be able to do what we do. Thank you to each and every one of you.



**Thank You, Volunteers**



#VolunteersWeek



Ralph is one of our fabulous Community Responder volunteers.



**Celebrating during  
Volunteers Week 2025**

For 41 years, Volunteers' Week has been a cornerstone of gratitude and recognition, celebrating the millions of individuals who selflessly support thousands of charities and organisations across the UK.

This June, we celebrated the exceptional volunteers of Age UK Northamptonshire by holding our annual Volunteers Week Celebration. And what fun we had, with a delicious buffet, free raffle and fantastic entertainment from Britain's Got Talent golden buzzer act 2022, Born to Perform!

They entertained us with a Zumba dance, sing and sign performance and got everyone on their feet to YMCA. We all agreed they were incredible and made our celebration shine bright. A huge thank you to you all.



(Left to right) Eileen, Eunice, Paul and Carol always get everyone smiling in our Northampton Day Centre







Emma (Teamwork Trust) and Roxanne offer their support to our Kettering Day Centre, along with Norman (not pictured). It has been magical watching their confidence grow.

It was wonderful to see some of our Northampton College student volunteers join the celebrations. It is always a pleasure working alongside the students from local colleges, the university and schools. Aimie, Day Centre Co-ordinator (in green) says "We love working with the students and our clients thoroughly enjoy having them with us. We look forward to new students joining us."



(Left to right) Sharon, Sheila, Stuart (husband of Sheila) and Jane give their time on a regular basis as Telephone Befrienders. The calls they make each week have a significant positive impact on the quality of life, health and wellbeing of our clients.



When people volunteer, they often do it for selfless reasons. They do it out of love and compassion to help others. Each of our volunteers is amazing and makes a difference in Northamptonshire.

Thank you for your time, thank you for your effort, but mostly thank you for helping those, in some cases, who are very vulnerable. Volunteering is an extraordinary gift that not everyone can give their time to. The world would be a much lonelier place if it wasn't filled with the likes of caring people like our volunteers.

We have a variety of rewarding volunteer opportunities available and would welcome hearing from you.



Caroline, Chris and Connie are shop volunteers.

**Did you know the fabulous shop volunteers collectively dedicate 555 HOURS of their time to us a week!**  
**Thank you all.**





### Get involved

Volunteering truly benefits everyone. It helps build stronger, healthier communities while offering a wealth of personal rewards to those who give their time.

Whether you want to learn new skills, meet new people, or make a difference in someone's life, there's a volunteering opportunity for you.



Paul Bertin,  
Chair of Trustees

Many people do not realise the Trustees of Age UK Northamptonshire are also volunteers! It was great to see Jo, Deborah, Matthew and Paul come along to the celebration.



Jane and Deborah



Natalie



Carol



Maria and Ron

Jane, Deborah (Trustee), Natalie, Maria, Ron and Carol are among a few of our Administrative/Reception volunteers. Natalie is our newest member having joined in early June.

### If you have an hour to spare a week, why not become a Volunteer Telephone Befriender?

Our Telephone Befriending Service has helped create hundreds of new friendships, and clients tell us the calls from their Volunteer Befriender are the highlight of their week.

Our service is here for people in later life who'd like to talk to someone on a weekly basis to eliminate loneliness or the isolation they may be feeling.

If you are interested in becoming a volunteer please contact Caroline Baines, Volunteers Manager on **01604 210625** or email **volunteers@ageuknorthants.org.uk**



Paula supports one of our SPRING groups in Towcester and always goes above and beyond



# sAge Bereavement Service

The sAge Bereavement Service is a new service funded by the National Lottery Community Fund and delivered by Age UK Northamptonshire in partnership with Northamptonshire Mind.

The service provides free confidential bereavement support to anyone over the age of 18, living in Northamptonshire, affected by grief.

Grief is unique to us all and the support that we offer is tailored to meet the needs of the individual, in one-to-one counselling or in bereavement support groups.

Individual bereavement counselling is available face to face, on the telephone or online. We provide people who are grieving, a safe space to express their emotions, begin to make sense of their loss and explore healthy ways to cope with the many mixed thoughts, feelings and emotions they may be experiencing.

At Age UK Northamptonshire we recognise that bereavement can sometimes leave the bereaved feeling lonely and isolated, especially those who are vulnerable, older, or with limited social support. For some the social connection that a Bereavement Support Group provides can be helpful when adjusting to life after a significant bereavement.



Our support  
is tailored to  
**your needs**



sAge Bereavement Support groups offer social connection, shared understanding, support and information in a safe space and are facilitated by specialist bereavement supporters.

If you have lost someone important to you in the last 18 months and feel that the sAge Bereavement Service may be helpful the referral form can be found on the Age UK Northamptonshire website.

You can also contact us by telephone on **01604 215839** or via email on **[bereavement@ageuknorthants.org.uk](mailto:bereavement@ageuknorthants.org.uk)**. For more information, please visit our website **[www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)**.

The telephone service is manned between 9.30am and 3.30pm Monday – Friday. A message service is available for out of hours calls.

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Yvette,  
Retail Development Manager

# Our shops

Summer is here and the time is right for making those all-important holiday purchases. It could be sunglasses or an umbrella, who knows when it comes to the weather? Be assured, all of our shops can cater for all seasons. I am always open to feedback and suggestions for our shops so please drop me an email at [yvette.prior@ageuknorthants.org.uk](mailto:yvette.prior@ageuknorthants.org.uk)



Since the last edition of Engage our Stock Control team ran an amazing charity fashion show in Higham Ferrers on Friday 11th April.

Tickets went like hot cakes and we were selling to people coming in on the off-chance.

We had a great raffle with prizes donated by some of the local businesses, a tombola and enough homemade cakes for every taste. SOS charity had an amazing range of clothes and we had some stunning volunteers to strut their stuff down the catwalk.

We had models ranging from ages 14 – 84 and clothes for all ages, shapes and sizes. It was a great night enjoyed by everyone, and a fantastic £938.00 was raised on the night.



Brackley volunteers and loyal customers have been busy knitting and crocheting some amazing hats for the innocent smoothie bottles. Thank you, well done and keeeeeep knitting!

I hope in the next edition our shops will have some exciting news to tell you about the new shops we will have opened. We are also introducing a new streamline till system which will make your shopping experience better and increase our Gift Aid. If you live in Rushden, you may have seen our new shop at 90 High Street – it's the place to be. The shop is looking really modern, bright and airy and has a great stock of goodies to choose from.

*giftaid it*





Upcycling seems to be on the increase and we have a regular customer to our Home Store who buys from us and upcycles her purchases. Some of Amy Slack's work will be featured in the Northants & Rutland Open Studios magazine later in the year. Amy also runs workshops on upcycling.

Our ten shops are in urgent need of good quality, saleable donations.

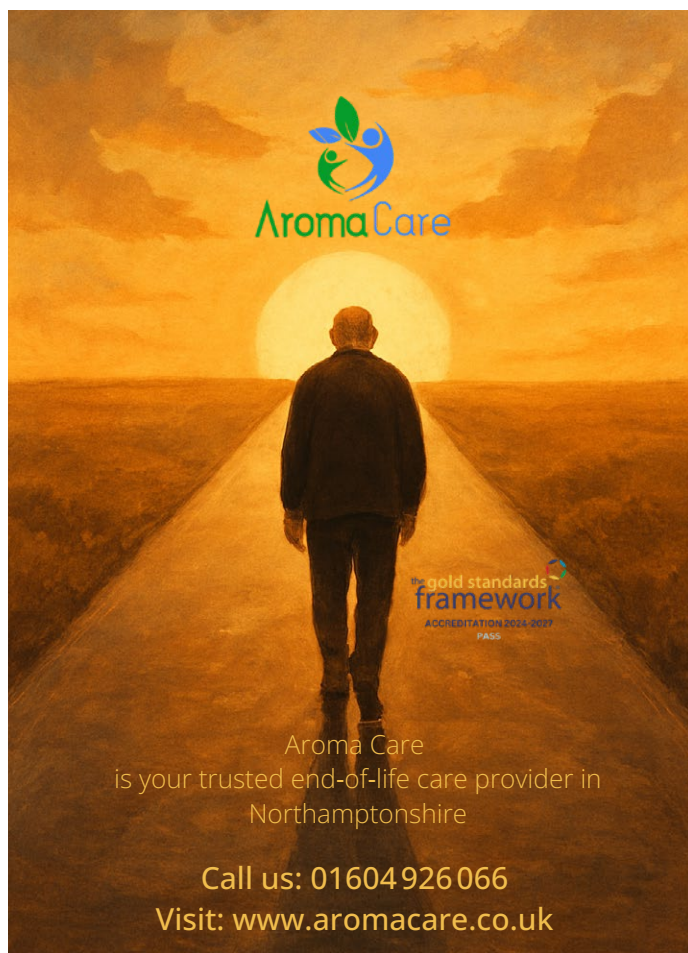
If you have a contact in a large business who may be able to utilise our donation station, then please let me know.

The more we have out in the county the higher volume of donations we can get. This is also better for the environment, saving on fuel and time visiting our shops.

Please drop me an email at [yvette.prior@ageuknorthants.org.uk](mailto:yvette.prior@ageuknorthants.org.uk) if you have any suggestions. Thank you.



Anne from our Stock Control team has also been upcycling and making funky hat stands from bowls and kitchen roll holders.







Community Responder Volunteers with Kirsty Simms and Kirsty Kovacs who run this service

# The Community Responder Volunteers Service

The Community Responder Volunteers Service supports older, vulnerable people throughout Northamptonshire. We work with Intermediate Care Team (ICT) and remote monitoring hub to provide low level support to people in their own homes to prevent unplanned hospital admissions. Since relaunching in January, we have quadrupled the number of volunteers available for the service, enabling us to support more older people across Northamptonshire.

Between January and April 2025, we received 82 referrals. 41 of these were to support (ICT) with a fallen patient. We have given advice on care and social needs 11 times, delivered urgent bloods three times, collected and/or delivered urgent medication on nine occasions and completed five welfare checks.

Charlotte Walsh, Deputy Nurse, said:

Varied and  
extremely  
rewarding

“Age UK Northamptonshire Community Responders have been supporting community nursing with a variety of issues to help free up clinical staff. This means that nursing staff are able to get to other patients in crisis in a more timely manner.

These volunteers have been so helpful in supporting the nursing team and patients requiring urgent care in the community.



This has helped prevent admission to hospital but still ensured patients get the support they need.

The volunteers for the Community Responder Volunteers service are invaluable to our team and community; we could not do it without them. Their caring, kind and empathetic personalities shine through in every task they are assigned."

Community Responder Volunteer, Paul said "Being an Age UK Northamptonshire Community Responder Volunteer is varied and extremely rewarding. You find yourself working alongside NHS professionals. Training is given, plus there is the added bonus of helping those in need."

Community Responder Volunteer, Christian said "As a Community Responder Volunteer, I get to help and support people in their community and homes, helping them where possible to stay where they want to be rather than be forced into hospital - that feels really meaningful to me and from what they tell me, even more so to them.

Not only that, I get to alleviate an easy but onerous amount of the workload from stretched and stressed NHS staff, so they can focus on the part of their job they love most, which is nursing, not delivery and pick up. Getting to reassure and put a smile on an older person's face when they're unwell, or seeing the look of relief on a nurse's face because I was able to save her 40 plus miles of driving "just" to get a Raizer chair, is well worth my time.

I have only done a handful of call-outs so far (being new and all), but I can honestly say they've been the highlight of my day, each time. As for the team at Age UK Northamptonshire, they're all so nice, caring, and genuinely believe in their mission. I'm so glad I volunteered this way."

If you would like to join our team of volunteers and support vulnerable older people in our community, please visit

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

or call **07881 230222**.



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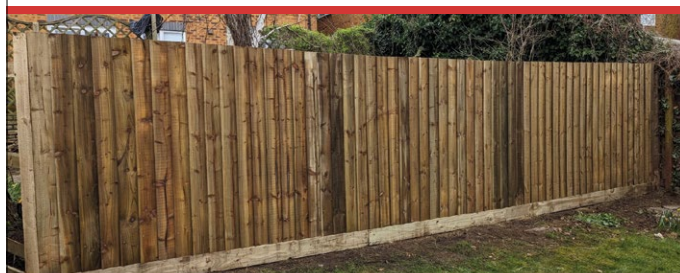
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# Business and Trades Directory

Rogue traders often target older people, preying on their vulnerability and potential isolation. They may use high-pressure sales tactics, overcharge for unnecessary or poor-quality work, and even demand cash payments upfront. To avoid becoming a victim, it's crucial for older people to be cautious of unsolicited calls, get multiple quotes for any work, and never feel pressured to make immediate decisions.

Rogue traders often go door-to-door, offering services such as gardening, roofing, or driveway repairs. Often, they may claim urgent unnecessary repairs are needed, and offer deals that seem too good to be true, putting pressure on people and causing worry.

If you feel threatened, you are advised to call 999 immediately. Otherwise, report suspicious traders to the Police on 101 or Trading Standards.

Our Age UK Northamptonshire Business and Trades Directory can be used by anyone looking to find local, reputable businesses. We select traders who are able to work to a good standard at a reasonable cost, whilst being courteous to clients at all times.

Matt O'Donnell of iX5 Pest Control joined our Business and Trades Directory in February 2024 and covers the whole of Northamptonshire.

Call  
**01604 213086**



**Give us a call to  
find a reputable  
tradesman in  
your area.**

iX5 provides an efficient, friendly service for both commercial and domestic pest control and preventative solutions. You can find them in the North, South and Central parts of our directory

Matt said "We joined the Age UK Northamptonshire directory because we pride ourselves on customer service and we know how important it is for customers to feel safe when inviting traders into their home. Age UK Northamptonshire undertakes various checks to ensure we and all other traders are reputable, and this fits well with our company ethos."

**All traders have been vetted by us  
and are asked to encourage clients to  
be security conscious by making sure  
they check identity badges.**



A photograph of an elderly man with glasses and a light blue polo shirt standing in a doorway, smiling and talking to a woman in a dark blue hoodie. The background shows a brick wall and a white door frame.

# Excellence in Home Care Services

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At **Loving Angels Care**, we are dedicated to providing compassionate and personalised home care services that allow senior citizens and individuals with disabilities or chronic conditions to continue living independently in the comfort of their own homes. We offer a comprehensive range of **home care services** designed to support daily living and enhance the quality of life.

## Services offered



► Personal Care



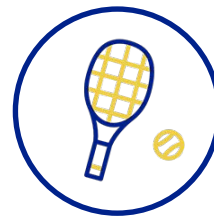
► Housekeeping



► Community  
Support



► Activities



► Routine &  
Wellness

► Grocery  
Shopping

# Fundraising and news

Help us to change  
how we age.

## Support us in 2025!

We need you to help us improve later life in Northamptonshire.

Your small change can make a huge difference to someone's life – Mark says "Call Jo Bird on **01604 213086** if you'd like to display our collecting goblets at your place of work."



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 difference.



We have had amazing support from local knitters for the **Big Knit 24-25**. We are pleased to share the news that we hit our target of 20,000 little woolly hats, raising a massive £6,000 to help support older people in Northamptonshire. We can't thank our fantastic knitters enough and also the local businesses that have helped us by spreading the word and collecting hats for us. A special shout-out to Eve in Yardley Gobion for knitting over 400 hats.

You will see the hats in supermarkets in October 2025. Keep an eye out, you never know you might spot yours!

A huge thank you to Ann (pictured middle) from **Millers Yarns and Crafts** in Higham Ferrers and her fantastic knitters. Teresa (pictured left) and Helen presented us with a massive 1,078 little woolly hats.

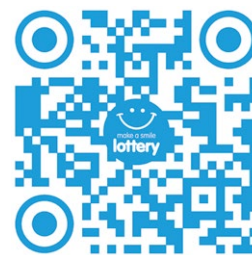


Jan from the **Kettering Sewing Studio** collected an amazing 351 little woolly hats for us. Thank you so much to everybody who popped into the shop and picked up a knitting pattern to help us raise vital funds.





We have partnered with **Cash4Coins**, who turn unwanted and useless currency into donations. Look out for the collecting tubes at all ten of our shops around Northamptonshire. Please drop off any unwanted tender, including foreign, out-of-date and damaged currency.



**Scan me to play**

By playing make a smile lottery you can help us raise vital funds. For just £1 a week you could be in with a chance of winning a rollover jackpot of £25,000! **There are over 270 weekly prizes to be won**, could you be a lucky winner?

Four of our supporters have won big prizes since launching, and the next time it could be you! Also look out for the Super Draws which are held twice a year.

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

18+ Begambleaware. T&Cs apply.



Age UK Northamptonshire was delighted to be chosen as Charity of the Year by Year 6 at **Hackleton Primary School**. As well as learning about the services and support that we provide, the students raised £660 for us at their Enterprise Fair in June.



We are grateful to Julie and Jenny and their colleagues at **Waitrose in Towcester** for the fabulous donation.

Julie says "It is lovely to be able to present this cheque as I feel passionate to be able to give something to older people in the local community."



Enter **The Amazing Northampton Run** on Sunday 14th September for £10 when you sign up to raise £150 for us. Details on their website.

**[www.theamazingnorthamptonrun.co.uk](http://www.theamazingnorthamptonrun.co.uk)**



In April, Day Care Coordinator Emma Atkins was thrilled to pick up a trolley load of Easter eggs kindly donated by customers at **Morrisons in Kettering**. Thank you for your support.



Thank you to **Tesco in Towcester** for donating some Easter treats as prizes for our day centre raffle.



A huge thank you to Jan Hunt, Club President of **Wellingborough Bowls Club** who has chosen us as their Charity of the Year. Jan is planning to hold events during the year to raise money for Age UK Northamptonshire. Wellingborough Bowls Club welcomes new members. Contact the club as free coaching is given to would be bowlers. For more information visit their website [www.wellbowls.com](http://www.wellbowls.com) or their Facebook page.



**HCR Law's** conference in March at Franklins Gardens focused on protecting vulnerable older people from financial fraud. Amy Shelton and Chris Duff (pictured with Tonina Ashby) were among several attendees from Age UK Northamptonshire.

**We rely on you to help us distribute this magazine.** Thank you to everyone who helps around the county, especially Marilyn and Irene!





Thank you to Julie Wilson, Customer Relations Manager at **Brackley Care Home** for hosting a Coffee Morning celebration for volunteers, where Volunteers Manager Caroline Baines met Morris Dancer extraordinaire John Weaver.

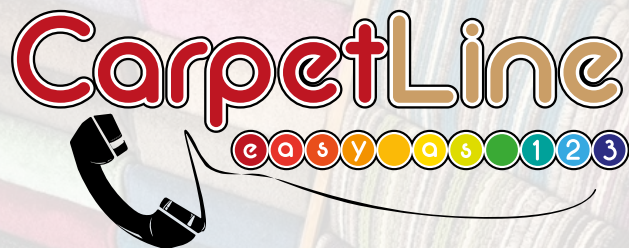


We were pleased to attend the Pensioners Fair at **Southbrook Community Centre** in Daventry organised by local MP Stuart Andrew in June.



It was good to be back at the **Mawsley Coffee Club** with Jenny, Tom and Jean in March.

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## LOOKING **FOR** CARE OR LOOKING **TO** CARE?

**NNCA** can help you. Providing home care across Northamptonshire, our carers are dedicated to keeping people safe in their own homes. Helping complete those tasks that have become difficult to manage. Whether you need some support or want to help support people on our community then **NNCA** is for you.

Speak to one of our team  
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Email us: [info@nnca.co.uk](mailto:info@nnca.co.uk) | Find out more at [www.nnca.co.uk](http://www.nnca.co.uk)



It was a real treat to visit the impressive **new superstore in Market Harborough** that we are operating in partnership with Age UK Leicester Shire & Rutland. Nicola Norris, Head of Retail, gave Jo a sneak preview of the modern, spacious premises.



It was good to meet delegates at the **Religious Life Safeguarding Service's** conference at Highgate House in March.



Thank you to Parish Clerk Jenny Evans and Cllr Sharron Comerford for inviting us to give a presentation to the **Cosgrove Annual Assembly** in March.

The Mayor of Kettering, Cllr Ben Jameson, visited our information stall at the **Alzheimer's Society's Dementia Event** in April.



Chair of **North Northamptonshire Council**, Cllr Lora Lawman was pretty good at Bingo calling when she visited our day centre in Kettering in April. We thank her for her much appreciated support.



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# Money Management and Appointeeship Service

The Money Management team at Age UK Northamptonshire offer a charged-for service that can provide support with financial affairs for you or your loved one.

It could be that you are struggling to manage incoming post, need help paying bills, or one-off support helping to complete a difficult form.

If you or a loved one has lost, or is starting to lose mental capacity then the Age UK Northamptonshire Trust Corporation is authorised to manage a person's financial affairs under an Appointeeship, Lasting Power of Attorney or Court of Protection deputyship. We can do this if there is no one else able to do so.

An appointeeship would allow us to manage a separate bank account on your behalf where we would receive any benefits (such as state pension, attendance

Keeping on  
top of your  
finances

allowance, and universal credit) allowing us to pay bills and invoices.

A Lasting Power of Attorney or Court of Protection deputyship order would appoint Age UK Northamptonshire Trust Corporation to manage your property and financial affairs once you have lost the mental capacity to do so.

There is nothing too big or too small that the Money Management team couldn't support you with. Please contact Jamie Christie on **07554 618941** or **jamie.christie@ageuknorthants.org.uk**. For more information please visit our website **www.ageuknorthants.org.uk**.



# Supporting us through donations and legacies

Age UK Northamptonshire is a vital local charity dedicated to improving the lives of older people across the county. With an ageing population and increasing demand for support services, the organisation relies heavily on public generosity to continue its work.

## Ways to donate

- **Online donations:** Supporters can make one-off or regular monthly donations through Age UK Northamptonshire's JustGiving page [www.justgiving.com/ageuknorthamptonshire](http://www.justgiving.com/ageuknorthamptonshire). This offers a quick and secure way to help.
- **Cheque donations:** Donations by cheque are welcomed and can be sent to the charity's main office at The William and Patricia Venton Centre, York Road, Northampton NN1 5QJ.
- **Collecting goblets:** Businesses and community spaces can hold one of our collecting goblets for spare change. It all adds up – small change can make a huge difference.

## Leaving a legacy

Leaving a gift in your Will is a powerful way to ensure Age UK Northamptonshire can continue providing essential services for future generations. Every legacy, regardless of size, contributes to the charity's ability to offer companionship, advice, and practical help to those in need.



Roger Harris is seen here taking instructions from Roger Aris

**Making a Will or arranging a Power of Attorney can be a daunting experience, but we can help make the process easier with a home visit.**

## Why it matters

Donations and legacies help fund services such as home support, day centres, and our Information & Advice Service. These services are crucial for helping older people maintain their independence, combat loneliness, and enjoy a better quality of life.

To learn more or to donate, visit our donations page on our website [www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)

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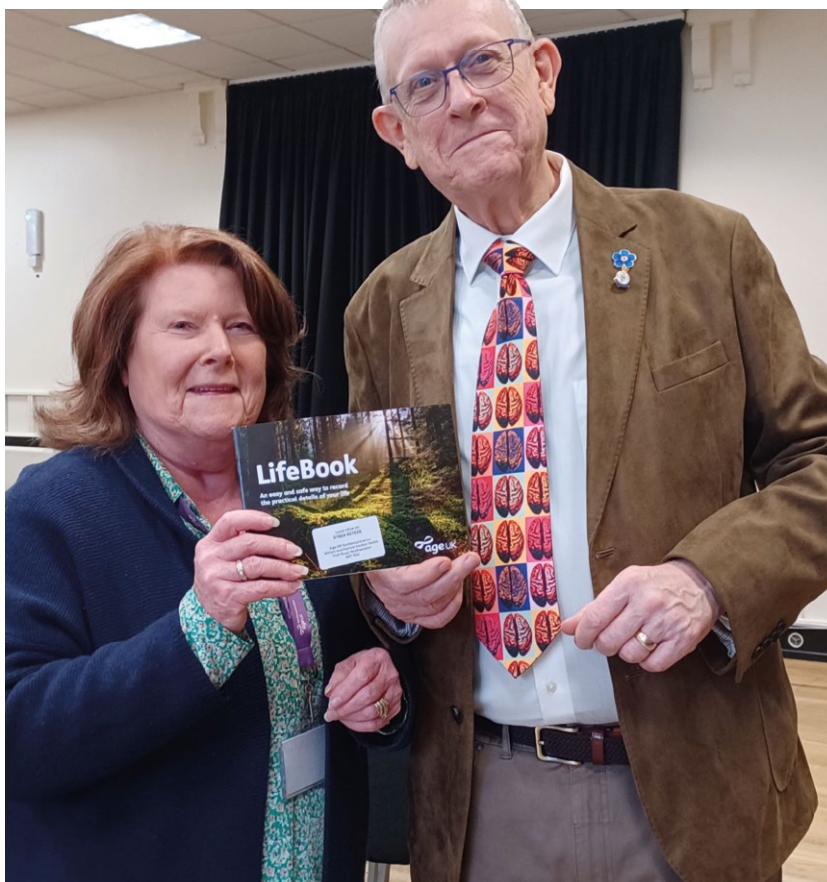
# Living well with dementia

The majority of older people do not have dementia but the likelihood of developing dementia increases significantly with age.

One in 14 people aged over 65 has dementia and this rises to 1 in 6 for people aged over 80. It is estimated that two thirds of people with a diagnosis still live in their own home, and support from Age UK Northamptonshire can play a part in keeping people living independently.

For example, our Care Support at Home Service provides company and practical support on a daily, weekly or fortnightly basis, depending on the needs of the older person.

We can prepare a light meal and sit with someone whilst they eat it, ensuring that they don't forget to eat regularly. We could go for a walk round the block with our client or encourage them to enjoy a board game and some friendly conversation. This kind of regular support, coupled with visits from family, can be what's needed to keep someone with dementia living in the home



they love, near friends and neighbours.

Pete Middleton (pictured with Marian from our Hospital Discharge & Community Team) has had dementia for several years and explains he still lives a full and active life.

In his presentation at the dementia awareness event in Kettering organised by Alzheimer's Society he said "We live among you", explaining that you cannot tell just by looking at someone whether they have dementia. So being patient when an older person takes longer to pay at the self-service checkout or perhaps momentarily blocks a doorway, can make their life that little bit easier.

Age UK Northamptonshire gives out copies of the Lifebook which is a 35-page booklet where you can record the practical details of your life, keeping all your important information in one place. The booklet can be invaluable if someone starts to forget the names of organisations they deal with or where they have stored important documents like their birth certificate. It can form part of discussions around advance care planning while people have the capacity to do so. Not everyone will want to make an advance care plan, but it may be especially relevant for people in the early stages of dementia who can be re-assured about how they will be treated in the future.

**Excellent care  
is our priority.  
Holistic support  
in your home.**

High-End Health care is designed to support you with your day-to-day living, as well as providing you with the encouragement and emotional support that you may need to remain living independently.

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# Handyperson Service

It probably sounds strange mentioning Home Energy Checks (HEC) in the summertime. But we are mentioning it early as we have the official statistics back from last winter's campaign. We are expecting a high demand for them later this year too.

A HEC is totally free of charge; it is funded by Ofgem and the major energy suppliers. The aim of a HEC is to prevent people slipping into fuel poverty. One of our trained handypersons will visit you in your home and offer advice on how you can reduce your energy bills. They will also look to see if we can supply any measures to help keep your home warmer.

Our handypersons carry with them energy-saving light bulbs, door draught excluders, letterbox flaps, automated night lights and reflective radiator shields. They can all be fitted at the time of a HEC at no cost to the client.

Last winter, our handyperson team visited 120 households for a full HEC and the funder for this scheme was e.on. Many of those 120 households were entitled to claim

Carrying out  
**little jobs**  
in the home



welfare benefits. Between the handyperson team and our Information & Advice team, we saved those 120 households an average of £472.72 a year.

Here is what Patricia from Northampton had to say about the service:

"I found Jeff to be a lovely, kind and caring person who went that bit extra. My living room feels warmer after having radiator shields fitted and I would recommend a Home Energy Check to anyone."

If you would like to know more or to put your name down for a free HEC this autumn, please contact **Richard A'Court**, Handyperson Team on **01604 210587**.





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