

# Stay active and enjoy later life

We're opening a new shop

Volunteering for us is rewarding

The challenges facing older people



"I got my COVID-19 autumn booster jab because we all need to protect each other this winter."

# It's time to top up your protection.

If you're aged 50+ or eligible for a COVID-19 autumn booster, get yours as soon as you can.

For more information visit

Integrated Care Northamptonshire

www.nhs.uk/Covidvaccine

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Northampton Volunteer Car Scheme transports elderly & disabled adults to medical & wellbeing appointments. Volunteers use their own vehicle and receive 0.45p per mile to cover expenses.

WE NEED MORE VOLUNTEER DRIVERS, CAN YOU HELP?

01604 628234 carscheme@voluntaryimpact.org.uk

Northampton Door to Door Service transports elderly & disabled people to a variety of destinations enabling them to access essential services and shopping.

> 01604 583553 ndds@voluntaryimpact.org.uk



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

www.voluntaryimpact.org.uk

## Engage FOREWORD from the Chief Executive

Many things feel very uncertain currently. Whilst we expect change, it is sometimes difficult and brings hard choices.

We were very sad to lose our Queen. She is the same generation as many of our clients at Age UK Northamptonshire. We have grown older together. Her Majesty's funeral was a wonderful day for many people, reminding us of the importance of service to our country and to our community. It provided a sense of timelessness and of a 'job well done'. God save our King.

Age UK Northamptonshire has been an independent charity for just over 70 years. We have endured many changes in that time but have survived and grown stronger and better, providing more services to more people as the years have passed. The challenges of Covid-19 have been huge but are now thankfully receding. We have adapted to many changes over our history.

We are now all faced with a perfect storm of high inflation and food and fuel prices at historic highs, causing many people to cut back and many to be in a situation where they cannot balance their income and expenditure. The government has introduced a home energy support scheme

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but the rises in costs are still steep and we have major worries that many older people will become impoverished. The 'hangover' of Covid-19 has also meant that many health issues were not dealt with in a timely way and the backlog is now manifesting through higher levels of hospital admissions. This is now exacerbating a situation where hospital capacity was already under stress.

We appreciate that there may be better times to come but the challenges we face are now. Age UK Northamptonshire will 'keep going' and continue to do the best we can to support all our clients, and as many older people as we possibly can, through these uncertain times. Thank you to all of you for reading our magazine and for continuing to support what we do.

**Chris Duff** Chief Executive

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6 WINTER 2022

## The challenges facing older people in England

Based on recent research by Age UK

This article is for everyone who is considering what they will need for a happy and independent later life, whether you are a 'younger' older adult or an older carer or considering when would be the best time to retire. There is recent research by Age UK about the challenges of being older that outlines the issues now facing us and this article summarises some of its key points. It is, perhaps, very timely when there are so many challenges currently facing older people.

The level of need that each older person faces is influenced by a number of factors, from wider decisions by government on tax and spending, to our trust in the NHS services following the Covid-19 pandemic. Shifts in personal circumstances and sudden changes in an older person's life also play a part.

As people grow older, their use of public services often increases. This is driven by higher care and support needs: in England the number of people with ill health rises from 25%, between 50-64, up to 60% at 85 plus.

The Covid-19 pandemic has had ongoing consequences for older people and for the social care system. Research conducted by Age UK in September 2021 showed that 55% of older people are not confident their physical health will improve following the pandemic, and that 13% feel they need more support for their mental health.

Increased time spent at home led to a reduction in physical activity; just over a third (35%) of older people in the UK feel that they have less energy now than they did at the start of the pandemic and 19% say they are now finding climbing the stairs, walking short distances and cleaning or tidying more difficult.

One in three (33%) older people agreed

Help with the cost of living. Find out what **support** is available.

As people grow older, their use of public services often increases. This is driven by higher care and support needs: in England the number of people with ill health rises from 25%. between 50-64. up to 60% at 85 plus.

that they felt more anxious than they did at the start of the pandemic. This figure rises to 44% of those living with long-term health conditions and 48% of those who have caring responsibilities.

Older people report losing faith in the NHS, which could reduce their likelihood to access support for health needs. They experienced long waits to access services, cancelled appointments that have not been rescheduled and poor experiences of follow-up.

The reduced availability of GP appointments and prolonged waiting times for surgical operations caused older people's conditions to deteriorate and their pain to increase while waiting for appointments and surgery.

There is also evidence in the UK of Long Covid affecting older peoples' cognitive abilities. Research conducted by Age UK in September 2021 indicated that 27% of older people were currently waiting for surgery and 33% were waiting for referrals. Almost half (45%) of older people are concerned about their ability to access their GP (up to 52% among those with long-term health conditions) and over a third (35%) are concerned about their ability to access hospital appointments.

Some older people have given up trying to access NHS services and feel abandoned; as one respondent to Age UK's September 2021 research phrased it: "It has been impossible to have a face-to-face with a GP. [I] have felt older people are of no value."

For ethnic minority older people, low trust presents a particular barrier to engagement. Most minority ethnic groups in England have higher proportions of older adults with long-term conditions, with health-related quality of life outcomes compounded by an increased probability of having a poor experience of primary care or of receiving insufficient support.

There is a high level of expectation that older people will have a lower quality of life than their younger peers. For example, 25% of adults below retirement age worry 'a lot' about feeling lonely and isolated in older age. This stigma has a negative impact on older people, reducing their ability to speak up and ask for help and support.

It is known that strong social connections can increase wellbeing. The consequence of this is that nearly a quarter of older people feel lonely occasionally and 1 in 15 often or always feel lonely. Stigmatising attitudes to older people's mental health (for example not wanting to be 'a burden' and a 'mustn't grumble' approach among older people, driven by a belief that they should be 'accepting of their lot', particularly if they had experienced tougher times in the past) are a barrier to older people identifying mental health challenges for what they are.

The 'oldest old' in England are the most likely age group to report loneliness, which is often related to the higher likelihood of bereavement. A spouse moving suddenly into a care home can lead to loneliness and contribute to the feeling that social circles and support networks are shrinking. Becoming housebound due to the sudden onset of poor health or a change in mobility can also limit opportunities to engage with others and drive loneliness.

Events such as bereavements, financial

There is help for carers looking after a loved one.



A spouse moving suddenly into a care home can lead to loneliness and contribute to the feeling that social circles and support networks are shrinking. changes, loss of mobility and health deterioration are often key moments where quality of life decreases – and support needs increase. Research into experiences of older age finds that the suddenness with which health problems come on is often not what people expected in older age. It comes as a surprise, making it more difficult to deal with the consequences.

Future trends will affect the needs of older people and the types of support they require were outlined in the research. In particular, the following four challenges: growing challenges in the provision of formal social care, the increase in the provision of informal care and support, the digitisation of services and the needs of the younger-older age group.

In England, social care services are facing increasing pressures due to a number of factors, including insufficient central and local Government funding and staffing challenges posed by Brexit and the Covid-19 pandemic. There is patchy provision of formal care across the country; some areas of the country are described as 'care deserts', where even those who have the money to self-fund their care are unable to access services. This can be due to a lack of providers, churn of providers, or insufficient staff numbers.



#### NEWS

The cost of self-funded care is increasing. Care home providers are unable to break even on local authority residents and are therefore passing on the costs to self-funders, who on average pay 41% more for beds in the same care homes.

The rise in older people relying on informal care and support is tied to the growing challenges facing the formal social care market. The number of people providing unpaid, informal care is growing, increasing from 5.9 million in 2001 to 7.6 million in 2018, equivalent to 10% of the population.

75% of older people say they would be able to ask their family for support, leaving a quarter of older people who do not have this option. There are associations between being an informal carer and experiencing mental health challenges. 50% of older carers report feeling lonely, 49% report feeling tired, and 40% report feeling anxious.

Very few older carers are accessing support services meaning that they are often dealing alone with the challenges of providing care; 6% report using support groups and 1% report accessing respite or day services.

Providing informal care can also create financial challenges for carers. Research by the Journal of Health and Social Sciences found that 42% of carers in the UK report not receiving any financial help due to lack of proper advice. As a result, almost half of them had to cut down on essentials such as food and heating, and almost one-fifth of them found it difficult to afford housing.

Older people encounter challenges participating in society due to the increasing requirement to rely on technology for accessing support and services, such as banking, booking healthcare appointments and opportunities for social interaction. While the Covid-19 pandemic led to a significant and necessary increase in the digitisation of many services and resources, research by Age UK finds that many older people remain digitally disengaged.

A study by the University of Edinburgh in 2018 found that 40% of people aged 75 or older did not use the internet. For those aged 65-74 the figure was 12%. During the Covid-19 pandemic older people who were already digital users turned increasingly to technology but there was little uptake The internet can be a **great way** to access **local services**.



A study by the University of Edinburgh in 2018 found that 40% of people aged 75 or older did not use the internet. For those aged 65-74 the figure was 12%. amongst those who were not existing users.

For some, the benefits of digital services are not clear. Some older people are happy to continue living offline. There are also indications that older people worry about becoming victims of financial crimes, such as online fraud and scams.

Viewing old age as a distinct life stage also risks overlooking the needs of 'youngerolder people' (those aged 50-60), who fall between the traditionally defined life stages of family life versus retirement.

In England, poverty is lowest among those in their mid-60s to mid-70s and highest among the 'younger old' (aged under 65), as well as among the oldest old (85 and over). Higher rates of poverty among the younger-old may be because they are not yet eligible for pension age benefits but are restricted in the paid work they can do, due to ill health, disability or caring responsibilities.

The younger-older cohort also experience work challenges, which is crucial for setting them up well for retirement and beyond. Those over 50 who are unemployed are twice as likely to be out of work for 12 months or more than younger workers and almost 50% more likely than workers aged 25-49. This has been exacerbated by the pandemic.

In England, housing problems are most common in the younger-old cohort, indicating that this will become increasingly challenging in the future as this cohort ages. Those aged under 65 are more likely to live in private rented accommodation, which is considered the least secure housing tenure.

This recent research is rich in detail and in insight to the challenges faced by older people throughout England and the UK. It reminds us that the challenges have been growing over the years but have dramatically worsened recently due to the legacy of Covid–19 and the current pressures of inflation and high costs which are radically changing the environment for everyone. Arguably, they are increasing the challenges for older people the most.

#### **Chris Duff**

Chief Executive, Age UK Northamptonshire

## Discover Brook House

Brook House Care Home, awarded 'Best Innovation & Environment' in the Pinders Healthcare Design Awards in 2022, with an internal design that delivers the very best in resident experience.



Located in Towcester, offering dementia, residential and nursing care on a permanent and short stay basis.

Often, a person living with dementia will need more care and support as their condition progresses, and there may come a time when moving into a care home is the best option.

We know from over two decades of experience, that dementia is different for everyone, so the care our residents receive is too.

So many things define us as individuals, but dementia doesn't have to. We see the person behind it, and help them live the life they want, to the full.

We get to know our residents and provide care that's as individual



The resident's bedroom door opens automatically when they approach and the top section can be left open so they can see what's going on around them.

Freephone

0808 223 5401

as they are. From their living environments to their care and from everyday activity to their food, we tailor every detail no matter how big or small.

## **Promoting Independence**

Everyone wants to have meaning to their day, and people living with dementia are no different. Residents with dementia are supported to make choices and decisions about their lives.

There is always plenty to do, and the team take guidance from residents and their families to plan varied and fulfilling activities to suit them personally.



The latest in sound technology means we don't have to disturb residents at night by opening doors to check on them.

## Award winning training

We train every member of our team with our unique award winning 'My World' dementia training accredited by City and Guilds.

Our training highlights the importance of meaningful activities and a stimulating environment for people living with dementia, as well as addressing clinical aspects of care, nutrition and the meal time experience.

## Reasons to choose us

As the only care home group with its own accredited City and Guilds dementia training, as well as dementia friendly design, and latest technology, you can trust that we go further.

Ask for our full guide to dementia care:

Call freephone 0808 223 5401 or visit caringhomes.org.

## Join us at our monthly Dementia Café Last Thursday of every month - 2pm to 3.30pm

caringhomes.org

Online

Water Lane, Towcester, Northamptonshire NN12 6HR





# Meet up with friends and enjoy a bit of independence

Our day centres provide a safe, supportive environment where older people can socialise and take part in enjoyable, stimulating activities.

Many older people can meet their friends for coffee at the local garden centre or maybe visit them at home, but some people find that their health or a disability restricts their independence. They cannot use public transport or even a taxi and might not have family living nearby and able to help them. Coming to our day centre is an activity they can do without relying on family and can be the highlight of their week.

Frank says he looks forward to his time at our day centre in Northampton and says "I can't get out. Unless someone takes me I can't go anywhere, so I like to come here because I'm brought here and I'm taken home from here, which is ideal."

Betty and Rani also look forward to meeting their friends at our day centre in Kettering. As well as benefiting from the group activities, such as Boccia and OTAGO, which help them stay active, sometimes they prefer to sit in a smaller room together and play Dominoes.

Frank would agree. Another reason he likes to come to the day centre is "the people." He says "There's a chap called Brian. We have some great sport together.



Our day centres in **Kettering** and **Northampton** are open 5 days a week. We talk about football, which I'm not a fan of, but we have a bit of fun about it and laugh together."

It is lovely to receive feedback from our clients' families, knowing that we really do make a difference.

Carla, Richard's daughter-in-law says "I just wanted to get in touch to say how wonderful it is that Richard is coming to you on Wednesdays. He came back buzzing this week, it's the happiest I've seen him in absolutely ages. You offer such an excellent service."

Find out more about our three day centres in Northampton, Kettering and Upton by calling 01604 611200 or visit **www.ageuknorthants.org.uk** 

## Take a chance and have the opportunity to win up to £25,000!

If you sign up to play make a smile lottery to support us you could be a lucky winner. There are over 100 weekly cash prizes up for grabs, plus a weekly rollover that if not won rolls over £500 each week to a maximum of £25,000!

To sign up please visit our website today!

www.ageuk.org.uk/northamptonshire/get-involved/make-a-smile-lottery/



You must be 18 or over to play make a smile lottery. Please play responsibly. Responsible gambling support HYPERLINK "http://www.begambleaware.org" www.begambleaware.org, make a smile lottery is wholly owned by St Helena Hospice a charity working with other good causes to raise much needed funds. Promoter: St Helena Hospice, trading as make a smile lottery. St Helena Hospice Limited is licensed and regulated in Great Britain by the Gambling Commission under account number 4685. St Helena Hospice Limited by guarantee. Registered in England and Wales Number 0151181. Registered Charity Number 280919. Registered Office: Myland Hall, Barncroft Close, Highwoods, Colchester, CO4 9/JU. make a smile lottery office: 4 The Atrium, Phoenix Square, Wyncolls Road, Colchester, CO4 9/S. make a smile lottery Office: The Atrium, Phoenix Square, Wyncolls Road, Colchester, CO4 9/S. make a smile lottery office: 4 The Atrium, Phoenix Square, Wyncolls Road, Colchester, CO4 9/S. make a smile lottery Office: 4 The Atrium, Phoenix Square, Wyncolls Road, Colchester, CO4 9/S. make a smile lottery office: 4 The Atrium, Phoenix Square, Wyncolls Road, Colchester, CO4 9/S. make a smile lottery office: 4 The Atrium, Phoenix Square, Wyncolls Road, Colchester, CO4 9/S. make a smile lottery office: 4 The Atrium, Phoenix Square, Wyncolls Road, Colchester, CO4 9/S. make a smile lottery for the start of the star



## **Open now**

We are accepting bookings for full time occupancy, respite care and dementia care

## **Facilities include...**

- 66 bright, spacious en-suite bedrooms each complete with Smart TV, mini-fridge and telephone
- Wet rooms and assisted bathrooms
- Cinema, Sky Bar and Tea Room
- Landscaped garden
- Wi-Fi access across every room and communal space

## Please call to book your visit

## **Priors Hall Care Home**

1 Regents Place, Corby, Northamptonshire, NN17 5EU (we are directly behind the shops)

01536 906610 • info@halcyoncarehomes.co.uk

halcyoncarehomes.co.uk



Halcyon Care Homes A LIFESTYLE CHOICE

# Gardening Service - Helping you enjoy your garden

Our Gardening Service aims to take the worry out of looking after a garden, which is why it can be best described as a "garden maintenance service". Gloria says of her Age UK Northamptonshire gardener, Mick, "Nothing is too hard or too simple for Mick. He does what I ask." Keeping the paths clear is a priority for Gloria and this year watering the plants has also taken up plenty of Mick's time. Mick has been looking after

Gloria's garden for about two years and visits for two hours every week. Gloria says the heatwave didn't seem to bother Mick and "it's nice to have a chat with him and to potter in the garden whilst he's working."



Jeff says he enjoys seeing the pleasure his gardening work brings to his clients. As well as cutting back large shrubs he has cleared out the pond. "I'm no Monty Don but I know what tidy looks like," he says.

The winter may be here but there are still plenty of jobs to be getting on with in the garden.

Get in touch on 01604 611200 to find out more about the service we offer or visit www.ageuknorthants.org.uk



David also looks forward to his weekly visit from an Age UK Northamptonshire gardener. Until recently David looked after his own garden but illness has meant "it had to go on the



Mick at work

back burner." After being supported by the charity's Hospital Discharge & Community team David followed their advice and got in touch when he felt he needed a bit more help. Initially his gardener, Jeff, came once a fortnight but the garden was so overgrown in places that Jeff suggested he visit every week to get things back to how David likes it. "It's a case of feeling comfortable with the situation as well as the cost," says David. "The big benefit is its maintenance. If you don't keep control some of the shrubs go a bit mad."

# **Collaborative working** helps older people regain their **confidence**

Age Well gives older people the support they need to look after their own health and wellbeing. Integrated Care Across Northamptonshire (iCAN) is a partnership of Health, Adult Social Care and the voluntary sector.

93-year old Sylvia has lived independently in her bungalow for over 20 years and used to enjoy walking around the village and feeling part of the community. At the end of 2021 she hurt her wrist and this had a devastating effect on her wellbeing. Being unable to lift her four-wheeled shopper down the large step at the front door, she was effectively housebound during the whole of the coronavirus pandemic. The isolation was getting her down. Osteoarthritis made it increasingly difficult for her to clean her house and move around safely. Worsening deafness meant she could no longer hear the telephone ring or speak to friends and family when they tried to call her. She had also missed audiology appointments to review her hearing aids and understandably this was having a big impact on her quality of life.

After Sylvia's GP referred her to our Age Well Co-ordinator Philippa Barnes, things took a turn for the better. By working with the GP Practice Social Prescriber Helen Blackburn, Philippa was able to provide the practical and emotional support Sylvia needed.

After talking to her to find out her priorities and what was worrying her the most, Philippa and Helen became intermediaries between Sylvia and the organisations that could help. Over several months, they arranged for grab rails and new taps to be fitted in the kitchen and bathroom and a lighter, two-wheeled walker for indoor use was provided. Most



For people **aged 65+** in poor health.



"Life's got a bit brighter since your organisation got involved," Sylvia tells Philippa. importantly, the outdoor ramp that she had been waiting several years for was finally installed, levelling it to the front and rear doors, making it possible for her to safely go outside. Now Sylvia can enjoy her garden and is able to speak to her neighbours and be more physically active.

As well as overseeing the remedial works in the home, Philippa arranged for an Age UK Northamptonshire Domestic Care Worker to provide a regular service. "I like a tidy house so it used to get me down. She's brought it back to a sparkle. It's beginning to feel like home again," says Sylvia.

The improvements to her property and to her health have hugely improved Sylvia's wellbeing. She now has visitors most days and says "It's nice having good neighbours. I call them friends."

Philippa says, "Being able to work with the client directly, encourage collaborative working with partner organisations and colleagues across the public and voluntary sectors is what Age Well is all about. I'm grateful to have been involved with Sylvia and have great respect for her. Her beaming smile made all the work worthwhile."

# **Lifetime Activities** – helping you to stay active and get more out of life

As the autumn leaves fall and we head into the colder days and darker evenings, it is all too easy to pull up the duvet and stay indoors. But staying socially active can have a hugely beneficial effect on most people's wellbeing.

.....

Many of the activities arranged by Age UK Northamptonshire include social time where you can enjoy refreshments and catch up with other participants after the sessions. It can be a wonderful opportunity to re-fuel and meet new people.

There are some advantages to keeping active in the cooler months. When you're outdoors that cooler winter breeze can invigorate you and make you feel more awake for your morning workout or walk with friends.

Our Social Walking project offers one to one walks, group and Nordic Walking sessions across the county. Regular exercise and sunshine can boost your immune system and help support your defence against Winter viruses.

If you would like to add some indoor activities to boost your regular exercise sessions, why not try using the exercises

## Art and Craft Group Corby

Join renowned artist and teacher Annie Tappenden for the chance to socialise and meet new friends whilst reawakening your artistic skills and getting creative. **Venue:** Rooftop Arts Centre, New Post Office Square, Corby NN17 1PB.

*Time:* 11.30am - 1.00pm, every Friday. *Cost:* £10 per session, includes materials and refreshments, payable in advance, booking essential.



We have clubs, courses, and **sessions** for all.



If you are looking to add a new activity to your week, look no further. you have learned from attending our OTAGO, Tai Chi or over 55s Dance classes. They can be done during your day keeping your mind and body active and healthy. Why not practice your dance moves in readiness for the upcoming Tea Dance in Daventry. It is a great place to enjoy moving to music and meet other people who enjoy dancing.

If you are looking to add a new activity to your week, look no further. We would love to welcome you to any of our activity groups to keep you socially active and engaged.

Michael, participant at Moving Together Northampton says, "After retirement it is nice to get into some sort of routine. It keeps us active and keeps us motivated. Laura is great."

## Boccia Club

Join us for some gentle exercise and the opportunity to socialise with a friendly group. Our Boccia Club plays indoors and can be enjoyed by everyone, whatever your mobility issues or fitness level.

Venue: The William and Patricia Venton Centre, York Road, Northampton NNI 5QJ. Time: 3.30pm – 4.30pm, every Wednesday. Cost: £5 per session, booking is essential.





Our Jubilee House Social and Activity Group

#### **Jubilee House Activities**

Join Jason, our friendly instructor, and get to grips with Boccia, OTAGO, Kurling and other indoor games.

Venue: Jubilee House, Meadway, Bugbrooke, Northampton NN7 3RN. Time: 10am – 11am, every Thursday, followed by 45 minutes socialising. **Cost:** £5 per session, booking is essential.

### Dance classes for over 55s

Sessions focus on a variety of dance styles and adaptable routines, suitable for a range of abilities. In association with Moving Together Creative Dance Company. Come along and move to the music, meet new friends and maybe learn some new moves!

#### Venues and times:

Kettering - Tuesday 10.30am - 11.30am, St Edwards Church Hall, London Road, NN15 7QA. Wellingborough - Tuesday Ipm - 2pm, Castle Theatre, Castle Way, NN8 IXA. Northampton - Wednesday 10.30am - 11.30am, Milton Malsor Village Hall, 26 High St, NN7 3AS. Daventry - Wednesday 1.30pm - 2.30pm, St Augustine's Hall, 32 London Rd, NN11 4BZ. **Cost:** First session is free, £6 per session thereafter, payable in advance. Booking is essential. All sessions offer the option to stay and socialise afterwards.

It's easy to enrol just fill in our online form.



Games Club

Scrabble? Would you like to meet

#### **Electronic Device Sessions**

Bring your own smart phone, ipad or other tablet, laptop and charger, and we'll show you how to use it. Our instructor Graham will do his best with all other devices. Venue: The William and Patricia

Venton Centre, York Road, Northampton NN1 5QJ. *Time*: 2pm – 4pm – new dates to be confirmed. **Cost:** £30 for six weeks, booking is essential.

First come first served (six maximum).



up with people who know how to play Cribbage or perhaps unwind with a fun game of Dominoes? Venue: The William and Patricia Venton Centre, York Road, Northampton NN1 5QJ. Time: 3.30pm - 4.30pm, every Friday. Cost: £3 per session, includes tea and coffee. Booking is essential.



EXERCISE



### **Nordic Walking**

Nordic Walking is an enhancement of ordinary walking. It makes something most of us can do without thinking twice as effective! Our qualified instructors, trained by Nordic Walking UK, can teach you the specific technique. We can also show you how to use the poles to make you fitter and life easier. Enjoy a sociable, fun form of exercise in the world's largest gym - the great outdoors! We supply poles. **Venue:** Abington Park, Northampton (we meet at The Park Cafe NNI 5LW).

Time: 1pm, every Wednesday.

**Costs:** £30 for three one-hour sessions, payable in advance. £1.50 pay as you go, to walk in a group after training. £10 for ten walks in a group, payable in advance using a Walking Card.

### Chair based exercise

Volunteer Margaret Hughes delivers chairbased exercises in Kettering and surrounding areas that promote enhanced mobility and an increase in confidence. They are a social occasion for all who attend. Margaret has particular expertise in gentle exercise for people who have experienced a stroke. **Venue:** John Yeoman Hall, Meeting Lane, Burton Latimer NN15 5LS. **Time:** 10am - 11am, every Friday. **Cost:** £3 per session.

### Tea Dance in Daventry

Join us for an afternoon of dancing and socialising. Sounds for Sequence and Social Dancing supplied by Academy No1. Come along and move to the music, meet new friends. **Venue:** Daventry Community Centre, Ashby Road, Daventry NN11 OQE. **Time:** 1pm – 3.30pm, every second Thursday of the month. **Cost:** £6.50 per session, payable in advance, booking is essential.

## **Social Walking**

Join us for some gentle exercise and the opportunity to socialise. Walk with a group or One-to-One with a friendly volunteer. We organise regular walks in Kettering, Castle Ashby and Northampton. New locations coming soon.

#### Walking Groups

Venues: Every Tuesday 10am, Wicksteed Park, Kettering NN15 6NJ meet at the Carousel Café. Every Tuesday 2pm, The Rural Shopping Yard, Castle Ashby NN7 1LF. Every Wednesday 1pm, The Park Cafe, Abington Park, Northampton NN1 5LW. Cost: £1.50 pay as you go or £10 for 10 walks payable in advance.

#### **One-to-One:**

We will match you with a volunteer who will arrange to walk with you in your local area on a day and time that suits you both. **Cost:** £30 enrolment and administration fee includes four walks. £30 for six walks/ weeks thereafter, payable in advance.

## Tai Chi class

This class is run so that everyone can join in. Dominic encourages participants to "be



gentle with yourself. Try to do each exercise the best you can. Well is better than more."

*Venue:* The Pastures Community Centre, 222 Welford Road, Kingsthorpe, Northampton NN2 8PN.

*Times:* 10.30am - 11.30am, 11.30am - 12.30pm (for all levels of mobility and chair friendly), every Tuesday.

**Cost:** £6 per session, paid monthly in advance to Age UK Northamptonshire (not the instructor).

To find out more about our groups and activities please call our Lifetime Team on 01604 611200 / 07786 703957 or email lifetimeaukn@ageuknorthants.org.uk

To enrol for any of our activities or groups online please visit www.ageuk.org.uk/northamptonshire/activities-and-events/

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## For more information call Roger on 01604 631030

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# Celebrating our Volunteers

Hello to you all. I joined Age UK Northamptonshire at the end of June 2022 as Volunteer Co-ordinator having relocated from Kent. I have worked for several local Age UKs over a period of 10 years in a variety of roles. For me, it meant a lot to continue my Age UK journey as this marvellous charity has supported many of my family members over the years. Lucky for me... I got the position!



We pride ourselves on listening to those we support and currently have 201 active volunteers with this number increasing as demand grows for our services.

Volunteering makes a huge difference to the lives of older people affected by loneliness, isolation, or ill health, which is a common reason many join us. Some volunteers want to develop new skills and undergo new experiences. Others want to give back to society or the charity for supporting a family member, loved one or friend. Some people simply have spare time to put to good use in helping others, meeting new people, and doing something meaningful whilst having fun.

We don't have a typical volunteer, but each has one thing in common – they're absolutely vital to our work and our success!

I thank all of our caring and dedicated volunteers – you're making a huge difference to so many people. Through your commitment, we can continue to be dependable and adaptable.

If you would like to volunteer, please don't hesitate to contact me for more information on 01604 611200 or email **volunteers@ageuknorthants.org.uk** 

Visit our website to find many exciting volunteering opportunities and an online application form.

www.ageuknorthants.org.uk

Call Caroline Roy on **07553 894931.** 

I thank all of our caring and dedicated volunteers – you're making a huge difference to so many people.



Anne says: "I wanted to do some voluntary work after taking early retirement and decided, as I like meeting people, to try telephone



befriending. For anyone considering doing this, it is easy to do from home; it is really enjoyable getting to know each other and it becomes a pleasure and a privilege. Five years later I am still doing it and so that speaks volumes."

Marion says: "In some form or another I've volunteered since the age of 19 when I joined the Swansea Volunteer Service. After I moved to Northamptonshire to work in an office I was made redundant.

I felt it was time for a change of role. I'd always wanted to work with people. I had enjoyed working with older people, and an opportunity arose volunteering with Age UK Northamptonshire in their day centre.



I mostly enjoy having a chat, feeling I'm being of assistance and also singing along, which is one of my hobbies. Volunteer, I did and it's so rewarding."

Alex Knight, Day Care Manager says: "I

would like to give Marion a big thank you because she has helped me for years, firstly at Simon De Senlis, Moulton then St Giles and now the William and Patricia Venton Centre. She is a star!"

Sheila says: "Back in 2018 I was visiting residential care homes to sing for the people with dementia. I thoroughly enjoyed seeing the happiness it brought. Then came Covid.



I started volunteering as an Age UK Northamptonshire telephone befriender during lockdown. This was something very new to me and I wasn't sure how it would pan out. I then became involved with the Walking Befriending service. Both volunteering roles give some form of comfort to clients and boost their confidence. Some of them do not leave their homes or see many people in the week. At one point I introduced a couple of my walking befrienders to a weekly social event which is still running and well received. I would highly recommend this form of volunteering as it can be a major lifeline to so many people, and without us, they may not speak to or see another living soul, week in week out. Equally very important we are a bridge to getting help they may require and making sure that they are safe and well."

#### Stephanie says:

"I have always enjoyed doing voluntary work, since childhood, either dancing or visiting people in local communities.



As we went into Covid times I wondered what I could do to help Join our ever expanding team of 201 volunteers.



A couple of

hours a week

can make a huge

difference.

people in these terrible lonely times! I heard an announcement on Radio Northampton requesting volunteers for Age UK Northamptonshire. Making contact I became a telephone befriender in 2020. I call six people each week as most people like weekly calls.

It is very satisfying knowing I may have helped at least one of them through a tough time. I have even made an emergency call for a lady having chest pains! Telephone Befriending is very worthwhile and an enjoyable few hours spent."



Alana says: "I would like to express my deep appreciation for how much Age UK Northamptonshire and those who have supported me has built me up. As each week and month passed I have become more confident communicating with others. Now I have found a system that works for me. I know people

appreciate that I have helped, but I

am the one who is grateful for being able to help in the first place."

Roger Harris, Sales and Marketing Manager says: "Alana has been volunteering in

my department for one year now. As my department is very small, but very busy, Alana has been so helpful to me.

Her work ethic is steadfast. As soon as I have shown her what to do, she sets about the task and does not stop until it is completed.

If I did not have Alana I would really struggle to get the admin tasks completed, thank you Alana." Ron says: "I saw an advert for volunteers at Age Concern Northampton (as it then was) and started at Eleanore House on 4th July 1991. There were



about twelve clients from the local area, most of whom had lived there all their lives. We were 'learning on the job' as it were, and we tried to make it a fun day with quizzes, singsongs and Bingo.

I volunteered there on a Friday for 17 years and then transferred to Age Concern's main office in Cliftonville in the Service Advice dept, doing general office duties and continued this when we transferred to Billing Road.

I also helped the Volunteer Co-ordinator, to produce a newsletter.

After I was made redundant in 2012, from my full-time job at the Chronicle and Echo, I became a Casual Care Assistant and covered absences in Towcester, Brackley, Deanshanger, Daventry and Moulton and also continued as a volunteer at Billing Road. When a vacancy came up at Moulton for a permanent Care Assistant I was appointed.

When the pandemic struck I worked part-time from home for the Information and Advice team. My duties have always been many and varied and appreciated by my colleagues. I have recently started back in the office for one day a week and I'm learning how to use Charitylog.

I have really enjoyed my time at Age UK Northamptonshire and hope to continue for a few more years!"

Christine Goodwin, Age Well Coordinator says: "I would like to give a special mention to Ron for volunteering for over 30 years. He has helped me with admin for years. He has been so helpful with trying to get to grips with Charitylog, helping Kirsty and me."



Liz has volunteered with Age UK Northamptonshire for over 20 years, having started as one of our resident hairdressers. During her time with us Liz has been a dedicated, caring member of the team at the Day Centre in Kettering and can also be found tending to the flowers and plants in the garden area at the day centre.

Liz is always on the go. Whether it's serving refreshments or helping run activities, you can see the clients enjoy her company, as she exudes a positive attitude and has a great sense of humour.

*Liz says:* "My friends say I always put others before myself. I've always just wanted to help others and my Dad and sons are just the same.

I love knowing that those I support are having fun, but it also makes me think of those carers who feel reassured that their loved ones are safe, offering them a break.

I've got to know everyone, and I continue to love being part of the team."

## Join us and **make a difference** every week

We do seated exercise and lots of other activities, which I enjoy getting involved in. Louise has volunteered at our Kettering Day Centre on a weekly basis for a little over three years and has found her confidence has grown and grown. When Louise started she was



happy to serve the refreshments to the clients. We now find her really getting stuck in, from meeting and greeting to calling out the Bingo numbers, she helps ensure everyone has fun!

*Louise says:* "I like helping out and looking after the clients. We do seated exercise and lots of other activities, which I enjoy getting involved in."

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# **Toenail** Cutting Service

If you can't manage your own toenails, we can trim them for you. We aim to provide a personal service, regardless of age or ability, in a safe environment that will enhance a person's mobility and comfort. This could be on a short term basis or ongoing, for as long as the service is needed.

The service is for anyone living in Northamptonshire who needs help cutting their toenails, including people who are diabetic. We are happy to treat clients with dementia, although it is desirable that they have a familiar person to accompany them at the appointment. This is a toenail cutting service only, so we are unable to treat ingrown toenails, corns, callouses or foot infections. Clients with such conditions should seek advice from a podiatrist or chiropodist registered on the Health Care Professionals Care Register.

- The cost for each treatment is £26
- Home visit per couple is £50
- Home visit for multiple clients at the same appointment: first client £26, each subsequent client is £24
- Day Centre client at one of our day centres is £26
- Payment is usually made at the time of treatment by card reader or cheque but other options are available.
- Older nails often require a heavy duty pair of nail clippers and an extra coarse file. Clients can supply their own equipment or we are happy to supply these at an additional one-off cost of £14.





For an extra £6.50 **fingernails** can be **trimmed** at the same appointment.

We are grateful to several of our day centre clients who volunteered to let trainees trim their toenails under strict supervision. All our Toenail Cutting Workers receive practical training as well as shadowing fullytrained colleagues for several weeks.

The latest recruits to the Toenail Cutting Service enjoyed a fascinating and informative training session by the highly qualified Helen Linden, DPodM, BSc (Hons), RCPod of Rockingham Podiatry at the beginning of August. Helen is truly passionate about providing a caring, professional service and our staff, who all have different work backgrounds and experience, are too.



## Ask the question, we'll do our best to help

People regularly donate nearly new or hardly used equipment to Age UK Northamptonshire because they hope it can be put to good use. Sales & Marketing Manager Roger Harris recently took delivery of an electric rise and recline bath seat which was as good as new. A few days later he was called by Margaret who explained that she was struggling to get in and out of the bath and could he recommend equipment that could help. Roger mentioned the electric bath seat and asked if she'd be interested. Margaret discussed it with her daughter and phoned back to say yes, it sounded good. Roger was able to take the equipment to Margaret's home for

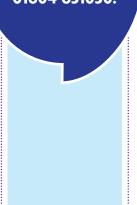
## Handyperson Service

We often receive requests to urgently fit a key safe, often from the health professional responsible for hospital discharge. They are one of the most rewarding jobs to carry out because we know that once the key safe is fitted, it sets off a chain reaction for an older person to be allowed home, says Richard A'Court, Team Leader, Handyperson Service.

The client could be sitting in a hospital bed, unable to go home until the support they need due to their mobility issues is in place. They might need a small team to help them, from carers to health visitors, nurses to domestic cleaner, and the one thing all these people have in common is they need to access the client's home. Until that key



Call **Roger** on **01604 631030.** 





her to try. He showed her how it fitted in the bath and how it worked. Margaret was so pleased with it that she bought it, saying "What a great service, thank you for coming out."

Every member of the handyperson team has a supply of key safes with them so that they can respond promptly.



safe is fitted the ball cannot start rolling. This is a typical example of when our

Handyperson Service fits a key safe:

The request for this key safe came in at 10am, it was in place by 1pm. We can't promise to do them all that quickly, but we will do our best. Every member of the handyperson team has a supply of key safes with them so that they can respond promptly.

Once an older person has a personal alarm installed a key safe can give the client and their family peace of mind. It can make all the difference if the emergency services need to gain entry to the property in the event of the client having a fall and being unable to get to the door. If you have any sort of personal alarm system installed, we recommend clients give the key code number to the alarm company so that if they need to call an emergency service on your behalf, they can also give them the code required to gain quick access.

For more information on our Handyperson Service please call 01604 611200 or see our website www.ageuknorthants.org.uk

# Adaptations and equipment that enable **independent living**

The Age UK Northamptonshire Trading department, managed by Roger Harris, offers a range of products and services from several preferred partners. It is always the client's choice to make their own informed decision as to whether they use one of our partner companies or source a similar product from elsewhere.

Northampton-based Oakley Healthcare is one of the charity's preferred partners for adaptations and equipment that enable people of all ages to live independently in their own home. Their extensive showroom is not far from the town centre and showcases a wide range of scooters, adjustable beds, wheelchairs, rise and recline chairs and rollators.

Oakley are a family run business, one member of the family Warwick Stanton recently arranged for a stairlift to be fitted for one of Roger's clients who was waiting to go home from hospital. Roger explained that the stairlift was needed urgently so that the client could be safely discharged. "I described the client's requirements, and the shape and size of his hallway, over the



I am just glad we were able to help to get a great result for our client.



ADVERTORIAL

telephone", says Roger. Warwick then spoke to the client on his mobile whilst he was in hospital and arranged to pick up the house key from a neighbour. Oakley Healthcare were able to fit the stairlift the next day and the client was able to be discharged from hospital the following morning.

"I am just glad we were able to help," says Warwick, but Roger added that this was a great example of key services working together to get a great result for our clients.

## Get Up & Go

The Get Up & Go programme, managed by Northamptonshire Sport, continues to support residents in Northamptonshire who are at risk of having a fall or have a perceived fear of falling. Get Up & Go is part of a county-wide falls prevention providing strength and balance exercise sessions for older adults to improve their mobility and confidence.

Get Up & Go sessions are evidencebased activity sessions for residents of Northamptonshire, supporting the development of core strength and balance. The research supporting OTAGO exercise is proven to: Northamptonshire Sport work with a wide variety of different partners and providers to develop the programme across the county. For more information, please see the flyer attached opposite.



- Reduce falls and injury due to falls
- Improve strength and balance
- Improve ability to complete everyday tasks
- Increase stamina
- Improve mood
- Improve confidence and independence

## **GET UP & GO:**

### **PREVENT FALLS - MAINTAIN HEALTH - REMAIN INDEPENDENT**

Strength and balance exercises for older adults, delivered by a qualified OTAGO instructor

northamptonshire

For information on Get Up & Go programmes across Northamptonshire, please contact:

Christopher Bryden Programme Lead (Falls) Northamptonshire Sport chris.bryden@northamptonshiresport.org (07912) 891 993

Visit: www.northamptonshiresport.org/our-programmes



We have lots of courses starting throughout the year. These range from languages, arts, crafts, fitness and lots lots more.

For all over 66 and anyone who can claim our remitted fee we offer a 70% discount on all courses.

For our full list of courses please visit our website www.northamptonshire.gov.uk/adultlearning







## Our shops

Since the last Engage magazine was printed our shops have strived to achieve, and in some cases exceed their targets. We have continued with our monthly static collections having had repeated success in some parts of the county and new interest and success in others. October saw the last one of the year held in Welton, a new location for us which was warmly received. On the whole the static collections are proving an easy way for people to donate their items to us. If you have any suggestions where we can hold a collection, please let us know.

An exciting piece of news for retail is that we are in the process of securing new premises for a shop. The shop is located at 28 High Street, Higham Ferrers. If any of you are local you will know this was the old Colemans stationers premises. There is only one other charity shop in the town so we are hoping that donations, customers and volunteers will be very forthcoming. The shop does need a lot of work and we need to make it enticing to customers and have it open in November with a small opening ceremony. We know that people love browsing charity shops in the run-up to Christmas.

Several of our seven shops are having mini makeovers. This is anything from new energy efficient LED lighting, new flooring, paint work being refreshed or more slatwall Benefit from a **better shopping** experience.

Charity shop volunteers required! Call Yvette on 01604 636736.







to allow us to get more products on the shelves. Rothwell and Burton Latimer shops have both benefited from this and feedback from customers, volunteers and staff has all been very positive.

## OUR BUSINESS IS RUBBISH! AND THE SERVICE IS GREAT.



# **Christmas** will soon be **upon us**

All of our shops now stock Christmas cards, roll wrap, tissue paper etc. Christmas cards are also available in some of the day care centres, and our office at Waterside House in Irthlingborough and are also available on eBay. They are only £3.00 a pack (eBay purchases will incur postage).

Talking of Christmas, for a bit of fun we have created an amended version of 12 days of Christmas, you know the tune so just sing along, all the items in the song are available from our shops. Each day of Christmas will also be featured on our Facebook retail page.

## 2nd day

of Christmas on sale in all our shops are 2 CHRISTMAS FLOWERS

On the

of Christmas on sale

in all our shops are

**4 PACKS OF** 

SOCKS

### On the **3rd day** of Christmas on sale

in all our shops are

3 PAIRS OF SLIPPERS

th dav

of Christmas on sale in all our shops are

7 PACKS OF

CARDS

On the **5th day** of Christmas on sale in all our shops are **5 GOLD BAUBLES** 

> of Christmas on sale in all our shops are

6 PAIRS OF EARRINGS

## 8th day of Christmas on sale

in all our shops are 8 CHRISTMAS MOVIES

On the **10th day** of Christmas on sale in all our shops are

10 ROLLS OF PAPER

of Christmas on sale in all our shops are 9 HATS & GLOVES

> On the 12th day of Christmas on sale in all our shops are EXTRA PLATES & GLASSES

On the **11th day** of Christmas on sale

in all our shops are 11 STOCKING FILLERS



Ist day of Christmas on sale in all our shops are

SNAZZY CHRISTMAS JUMPERS

#### SHOPS

In St Giles Street, Northampton we have a regular couple, known affectionately as Mr and Mrs Wednesday (as they usually come in on a Wednesday). They have been regular donors with some outstanding donations. Patricia (Mrs Wednesday) has been very busy knitting some beautiful lap blankets with oddments of wool. Retail Development Manager Yvette visited Patricia who handed over seventeen lap blankets, with four more on the go. All the blankets will be given to the day care team for them to wrap up and send off to Santa so he can deliver them to our clients. "On behalf of Age UK Northamptonshire, thank you so much for your ongoing support, Mr and Mrs Wednesday", said Yvette.



Patricia with some of her blankets and Yvette gratefully receiving them 🦉

Our retail staff and volunteers are always trying to increase our retail Facebook followers. We try to make the posts as interesting as possible, showing you what is available in the shops. We offer some inspiring home décor suggestions or different promotions. During November 'DRESS for LESS' is our promotion. We are posting pictures of casual and party outfits that could be purchased for £25 or less. We show full outfits ranging from tops, trousers, boots, necklace and a jacket/wrap or a formal tuxedo, bow tie, cummerbund and shoes. It gives our followers some ideas of how to 'DRESS for LESS' and what they could buy in our shops.

We will be running this again in the new year so please follow us and see what inspires you. If you buy an outfit why not tag 'Age UK Northamptonshire retail' in your post. We'd love to see your outfits.



was priced at £4 wrap £4 top £10 trousers £6 boots £1 necklace



#### Did you know we can claim gift aid on any small change we receive?

During 2021 the loose change from the collection goblets in all our shops raised £1,203.31, Gift Aid boosted that to £1,503.31. If you know anyone who would like a collection goblet, please email **jo.bird@ageuknorthants.org.uk** It's amazing what a difference you can make with a bit of loose change.

### From all the retail team we wish you all a Merry Christmas and a happy and healthy new year!

age UK 10% off

This voucher entitles you to 10% off purchases made in any Age UK Northamptonshire retail shop between 1<sup>st</sup> December and 31<sup>st</sup> December 2022.

Discount is only given on full priced donated items (excludes new goods and sale rails). Minimum spend £5.00

Only one voucher per purchase. This voucher must be retained by the shop.

Registered Charity No 1059995

As a token of appreciation to our customers and readers, we are offering 10% discount on all purchases made in our shops from 1st December 2022 until 31st December 2022.

If there is anything you would like to suggest for retail, static collection locations, a promotion to run on Facebook then please drop an email to **yvette.prior@ageuknorthants.org.uk** 

# Fundraising and news

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

**The Big Knit 2021-2022** – Thank you to all our lovely knitting supporters who have sent in hats over the past 18 months. With all your amazing support we reached our huge target of 20,000 little woolly hats. This will raise £5,000 to help us continue to support older people in Northamptonshire. The date for the next Big Knit has not been announced yet, please keep knitting. Thank you!

We also send a huge thank you to our wonderful supporter Doris who has knitted hundreds of little hats and is also knitting woolly items for our shops. All money raised in our shops is vital income that enables us to help over 14,000 local older

people and their families every year. Stay up-todate and **get involved!** 

Get your work colleagues involved, round up your friends and family and fundraise for us.



Thank you to Stockburn Memorial Trust Fund, Kettering for their generous donation - During the closure of the Four Seasons day centre and the ensuing closure of all our centres due to covid, a great deal of activities, games and arts and crafts were either destroyed or lost. The manager and staff at the new premises in Rockingham Road have had to be very inventive and creative to still offer mentally and physically stimulating activities to the older people attending each day.

Mark and his staff came up with a 'wish list' of activities, music, arts and crafts that would enable them not only to provide a whole range of stimulating activities at the centre, but also to plan those activities in a timely manner.

In response to this, in October 2021 we received a generous donation of £1000.



Client at our day centre in Kettering enjoying the newly <u>purchased equipment</u>

#### FUNDRAISING AND NEWS

Huge thanks to Brooke, Reece and Keira who took part in the **National Citizens Service**, organised in partnership with Northampton Academy, and raised a magnificent £63.17 for us at Holcot car boot in August.



Thank you to Cllr Jon Bailey and Clerks Deborah Rush and Maddie Adams of Cogenhoe & Whiston Parish Council, and West Northamptonshire Cllr Stephen Clarke, for inviting us to speak at their **Fish & Chip Community Lunch** in August.





Our grateful thanks to Sam and Lucy of Roade Post Office for sending us another collecting goblet packed with small change, adding up to £22.81.

Northampton Half Marathon – Jamie and Gabriel were delighted to volunteer at Go Beyond Sport's Northampton Half Marathon on Sunday 25th September. We were one of several local charities providing race marshals at this fantastic community event.





Thank you to Cllr Val Chesser and Morag Horsnail of Oundle Town Council for inviting us to have a stand at their event to mark **International Day** of Older Persons on Saturday 1st November.



Mature Driver Roadshow, Rushden – We were glad to be invited to another Mature Driver Roadshow in September organised by Northamptonshire Fire & Rescue in association with Northamptonshire Police. By working together, we can all help older drivers stay safer on the roads for longer.

Bathing Equipment Fund - Bathing Equipment Fund -Please help us buy vital equipment for our day centre in Northampton. Thank you to everyone who has donated so far. We've nearly reached our £16,000 target. www.justgiving.com/campaign/bathingequipment

**Find out about the services and support we provide in your local area** – Our staff are always pleased to visit your group or club 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



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