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9.7

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\*\*[carehome.co.uk](https://carehome.co.uk) scores are based on independent reviews with a maximum score of 10. Rating correct as at 20/09/2024.

Regulated by



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

Overstone House relative [carehome.co.uk](https://carehome.co.uk) review

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Northampton  
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01604 300872

**Priors Hall care home**  
1 Regents Place, Corby,  
Northamptonshire,  
NN17 5BH  
01536 614636

Visit [anchor.org.uk/care-homes](https://anchor.org.uk/care-homes)





# Engage foreword

from the  
Chief Executive

Spring and Summer are now behind us and we are readying ourselves for Autumn and Winter.

The challenges facing

Age UK Northamptonshire don't reduce and more clients than ever are accessing our services and seeking our advice and help.

The context for our work and for older people in Northamptonshire has, however, changed. Inflation has now come down from its previous highs and price rises have now steadied. Clearly, prices are higher than ever before but at least they are not rising so fast. We are told that the economy is doing well.

We have a new Government with a new change agenda. We already know that it will no longer offer winter fuel payments to all pensioners and only provide the allowance to people already claiming means-tested benefits. It has been announced that the energy cap will rise. The challenges for funding social care remain as difficult as ever, with successive governments failing to address them. It has now been announced that the previous proposals for a lifetime cap on care costs will not now go ahead and the threshold of £23,250 at which older people would become responsible for paying their care costs will not be increased either.

NHS waiting lists are unlikely to drop to pre-

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pandemic levels even on optimistic scenarios (report by the Institute for Fiscal Studies). Our new Government is committed to NHS reform with Wes Streeting, the Secretary of State for Health and Social Care, warning that it would not receive any additional funding without "major surgery". We hope that reform and funding for social care and the NHS will be addressed successfully, since they are essential to the wellbeing of older people and their quality of life.

Whilst all this is going on, Age UK Northamptonshire must continue to respond to the demands on our services. It is said that if you want a job done then give it to a 'busy' person. Our magazine is full of interesting articles providing an insight into our work. Whatever the wider context, the needs of older people in our county will keep on rising and, every day, we continue to support those who need us.

Telephone (main reception): **01604 611200** and see our website

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

Kindest regards,

**Chris Duff**

Chief Executive

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**MEET  
THE  
TEAM**

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# Northamptonshire needs more bereavement services

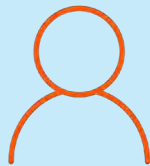
The challenges facing those of us who are or will be bereaved are highly individual. Whilst many people with strong support networks will cope well with bereavement, many who are more vulnerable will not. Those who are more vulnerable include those who are dependants, those in poverty and those with existing mental health issues.

For nearly 12 months, I have chaired a group of partner organisations and experts researching the need for bereavement support services in Northamptonshire. The group is wide ranging and includes representatives from Cynthia Spencer and Cransley hospices, Marie Curie, Macmillan, the Northamptonshire Healthcare Trust, Northamptonshire Hospitals Trust and the Northamptonshire Integrated Care Board.

The Bereavement Task and Finish Group has reviewed the current provision of support and the known and hidden need for those services. Northamptonshire is like most of England and Wales, it does not have sufficient support available for those who lose their loved ones. It is a widespread concern from within the charitable sector and to all those who are engaged in a professional capacity that bereavement challenges are most often not addressed for adults, in particular for older adults, across the county.

Through our Extra Help at the End of Life service, Age UK Northamptonshire has supported, over 14 years, some 350 of the most deeply unwell patients each year, enabling them to die at home as comfortably as possible. Earlier this year we formed a bereavement reference group drawn from the families of people who were recently bereaved. I reproduce just three shortened responses to illustrate the challenges.

**Practical interventions can be helpful**



**The death of someone close to us can be one of the hardest things we ever have to go through.**

'I received very little support and felt that the support that was offered was "band aid" support. This consisted of me visiting the GP and being told to access counselling services (I wasn't advised of where to go to find these), I was also given antidepressants.'

'I understand that these services are mostly run with volunteers and so there will be waiting lists, but when you really need support then, it is hard to face such a delay. The four people I would previously have turned to for help were the ones who had died.'

'If I had had a grief hub/service to reach out to as a first point of call for access to counselling/talking therapy services, general support, social groups, a "grief buddy" and advice and information this would have helped enormously.'

Support for bereavement can be highly effective in addressing a range of health and social issues, not least for those where death is sudden and unexplained. Practical help, expert advice and ongoing connection to community support networks can improve the health and wellbeing of people who have been bereaved. The House of Lords report Ready for Ageing (Select Committee on Public Service and Demographic Change, 2013) highlighted, we are "woefully underprepared" to meet the challenges of an ageing population. One of these challenges will be the growing number of bereaved people – particularly among older people. Bereavement is associated with an increased risk of mortality, physical and mental health problems (such as anxiety and depression), relationship difficulties and difficulties coping with everyday life.

According to the Office of National Statistics, every year in Northamptonshire there are approximately 7,000 deaths.



Research estimates that for every death, nine people are affected by bereavement (A silent epidemic of grief, University of Cambridge). That's a potential 63,000 people every year in Northamptonshire who could, theoretically, have a need for bereavement services.

It is said that around half of us are resilient enough not to need any help at all and that, pre-Covid, fewer than one in five needed specialist support. Most of us make sense of our loss by being there for our loved one's final journey and by having the support of friends and family and neighbours. That leaves a large group of people who are more vulnerable, who don't have these networks of support and who also may need extra support. Those who have few support networks are particularly vulnerable. Those who are old, frail and where the person who died was previously their care support have a heightened vulnerability.

The major gap in Northamptonshire is for knowledgeable pre-bereavement and immediate post-bereavement services for affected individuals. There is a need throughout the county for the establishment of new services which can help large numbers of people at the 'right' time. These new services should include one to one practical support, the establishment of support groups, access to counselling services and the provision of up-to-date materials and information for families and others affected by a death. The essential core of any proposals should be the establishment of support groups for those who are bereaved. This could harness the capabilities of the wider community, including practical interventions.

There is also the need to help those staff and volunteers who have professional



Talking to someone is often **the best way** to start feeling better



A large number of people do not have networks of support.

responsibilities who find themselves supporting close family or carers at first hand. Measures to improve their wellbeing and ability to cope will also help them to be more resilient.

Age UK Northamptonshire is the major charity supporting the needs of older people across all areas in Northamptonshire. We support people of all ages but the majority of our clients are aged between 75 and 84 and next highest are those who are aged 85-94. The predominant group who are bereaved are those older people and they are also the clients that will most struggle to cope with the practical and emotional challenges. We see the challenges of bereavement first hand and are determined to help address this issue.

**Chris Duff**

Chief Executive  
Age UK Northamptonshire



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[www.northamptonshiresport.org/our-programmes/get-up-go](http://www.northamptonshiresport.org/our-programmes/get-up-go)



northamptonshire  
**sport**



# Age well

Age UK Northamptonshire forms part of a larger initiative which operates countywide and is funded by the Integrated Care Board. We work in partnership with NHS/NHFT, Northamptonshire Adult Social Care Services, Northamptonshire Carers, Alzheimer's Society and other health, social and voluntary sector organisations.

The project supports GP surgeries to meet the needs of older people in a brand new way, by bringing different services together to provide a holistic approach. It supports people who are frail, vulnerable and at risk of hospitalisation or crisis. It enables people and their families to be heard and to be able to voice their worries and concerns in one conversation, rather than with several different people at separate times. This enables them to access the support they need more quickly, ensuring that they are supported throughout the process.

88-year-old Mr A had recently lost his wife and was feeling very isolated and lonely. He was referred to the Age Well team for some support. We visited Mr A at home and were able to spend some time with him one to one. On the first visit we talked about many things, including how he was coping since losing his wife, anything he was finding difficult and what interests he had. The visit lasted about an hour, and we left him information about bereavement groups and counselling services. Mr A was very appreciative of the time we spent with him and said he felt it was refreshing to speak with someone

who wasn't rushing him and that he had felt listened to. He explained that was exactly what he needed at this very difficult time.

Mr A wanted us to visit again to see how he was getting on. On our second visit he had written a short list of problems he had encountered, such as how to put the washing machine on a short wash and where he could get cooked meals from. We were able to give Mr A the information he needed and found the user manual for his washing machine online which we wrote down for him.

We kept in contact with Mr A over the next couple of months and helped him to apply for his Blue Badge. We also helped him access support for cleaning services, financial matters, and gave him information on groups and activities in his local area.

Age Well can support with –

- Signposting to other services
- Accessing assistive technology
- Benefit checks and Attendance Allowance support
- Medication reviews via GP practice
- Health condition management
- Mobility and low-level equipment provision
- Accessing care at home
- Referral to Community Occupational Therapy
- Falls support
- Blue Badge applications and support with accessing transport services
- Practical and emotional support through difficult times
- Social isolation
- Carers support
- Dementia support
- Accessing practical support at home
- Accessing social and community activities

For more information or to make a referral please contact **Amy Shelton** - Wellbeing Integration Lead **01604 611200**  
amy.shelton@ageuknorthants.org.uk

Age 65+

Age Well supports older people with one or more long-term health conditions.



Helen is part of the Age Well team based at Park Avenue and Kingsheath Medical Centres in Northampton and works with Aine.



# Mark Bates Ltd

Mark Bates Ltd is proudly celebrating 30 years as a leading provider of specialist insurance for individuals who rely on mobility equipment, such as mobility scooters, powerchairs, and wheelchairs. Over the past three decades, the company has earned a solid reputation for delivering comprehensive and reliable insurance coverage, all designed to help customers maintain their independence with peace of mind.

The company's mobility equipment insurance covers vital areas such as public liability, theft, accidental damage, and includes national breakdown recovery. This wide-ranging protection ensures that customers can confidently use their equipment, knowing they are financially protected against potential risks and challenges. In addition, Mark Bates Ltd offers extended warranties for mobility equipment, covering both mechanical and electrical failures. These warranties help ease the financial burden associated with repairs or breakdowns, ensuring that customers can continue their daily routines without disruption.

A key part of the company's success is



its dedication to delivering outstanding customer service, reflected in their impressive 5-star rating on Trustpilot. With over 10,000 glowing reviews, customers frequently commend the company for its reliability, responsiveness, and personalised approach to meeting their needs. This strong customer focus has helped Mark Bates Ltd build lasting relationships with clients, ensuring they receive top-tier service and support throughout their insurance journey.

Beyond mobility insurance, Mark Bates Ltd also provides comprehensive home insurance, offering flexibility to cover various aspects of a home, including lawns, trees, plants, and any necessary home adaptations. Notably, there are no hidden admin fees, allowing customers to customise their policies with confidence and transparency.

Celebrating 30 years of excellence, Mark Bates Ltd remains committed to empowering individuals through tailored insurance solutions that support independent living. For more information, visit [markbatesltd.com](https://markbatesltd.com) or call **01476 512190**.





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► Housekeeping



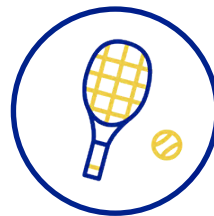
► Community  
Support



► Activities



► Routine &  
Wellness



► Grocery  
Shopping

# Our three day centres

We provide a safe, supportive environment where older people can meet up with friends and take part in enjoyable, stimulating activities.



Thank you to Rebecca Currall and Lisa from Music and Movement for bringing such joy



David, Jean and Val loved the Silent Disco



Anita enjoyed celebrating her birthday with us



Aimie and Ruth enjoy topping up the bird feeders at our day centre



100-year-old Robert was introduced to a new game in Towcester

- **Northampton – The William and Patricia Venton Centre, York Road, NN1 5QJ**  
- Monday to Friday 10am - 3pm
- **Kettering Baptist Church – Rockingham Road, NN16 9JA**  
- Monday to Friday 10am – 3pm
- **Towcester – Leeson Court, Leeson Road, NN12 6HS – Opened August 2024**  
- Monday and Thursday 10am – 3pm

Your day with us includes a two-course meal and tea, coffee, and snacks.

	Price per session
Day care.....	£40
Day care with transport.....	£58
Day care with additional support.....	£48
Day care with additional support and transport.....	£66

**“My mum has a wonderful time at the day centre and looks forward to coming every week.” The client’s daughter thanked us for everything we do for her mum whilst she attends the centre.**

We always welcome the support of volunteers and students to help with activities and the wellbeing of clients. To find out more, please visit our website [www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)

Volunteers and students do not carry out any personal care – they help with washing up, serving meals, writing up quiz scores and other fun activities. Volunteering is a rewarding experience, and even one day a week of your time will make a big difference to our clients’ experience at the day centre.

The William and Patricia Venton Centre now offers bathing and showering facilities. We have an ergonomic bath that can be used by anyone who can transfer into the seat. There is an additional cost of £17.50





83-year old David enjoyed getting to grips with a laptop



Meet new friends in Towcester



Maureen having an embroidery lesson with volunteer Tracey after telling us she loves crafts



A big thank you to Gennaro for treating our clients!



Dot, Jean and Irene making coasters from air drying clay



Our drivers will take care of you

for this service, which includes the use of towels, toiletries and necessary support from care assistants.

We have changed the layout of one of the day care rooms at the William and Patricia Venton Centre so that we can better support clients who have additional needs. This room enables us to offer more sensory experiences and craft activities. It is also fitted with a Tovertafel. The Tovertafel is a ceiling-based projector that shines multicoloured lights on to a table. Older people can sit together around the table and enjoy responding to the lights as they change, which in turn responds to their hand and arm movements.

Recent additions to our selection of activities includes sensory scarves, musical

**Keep your independence and remain active**

**"I wish to say thank you to the chef who cooked the meal on Friday 31st May because it was lovely, and I think I ate a bit too much."**

instruments, air drying clay all designed to keep our clients stimulated and active.

Clients at our day centres take part in armchair exercises every day, using an easy-to-follow CD with instructions. Our clients tell us they look forward to this.

In August we booked a silent disco from "The Good Times Project" and clients and staff had a fantastic immersive experience, and we all thoroughly enjoyed the day.

We are also planning a VR headset experience, a boxercise class, to vary the range of entertainment activities we offer.

Our Summer Fete on Saturday 20th July raised a magnificent £764.31. Thank you to everyone that came along, especially to





Our Kettering clients went back in time with a lunch treat at The Blitz Tearoom



Rosie gets a celebratory cake from us



Ron calls the shots in our Wimbledon Week in Kettering

Feel **safe** and  
well **looked**  
after

**"This service has  
been a lifeline  
for my gran."**

local businesses who supported the event. We are now planning a Winter Fete, so watch this space. All donations of raffle prizes would be gratefully accepted and appreciated.

Places are available in all our centres. Please contact the manager for an informal chat or if you would like to visit us.

One of our eight minibuses can pick you up from your home in the county, take you to our centre to meet up with friends and drop you home again. Our friendly, fully-trained drivers will ensure you feel safe and well looked after during the journey. Please contact us to find out if this is available in your area.

**Kettering:**  
**Northampton:**  
**Towcester:**

Emma Atkins  
Wendie Hutton  
Aimie Boyd

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wendie.hutton@ageuknorthants.org.uk  
aimie.boyd@ageuknorthants.org.uk

01604 210622  
01604 379922  
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# Come and *enjoy a break* with us

Everyone deserves a break at Christmas and our welcoming community is here to help. Ensure a wonderful time for all this festive season by seeking comfort and joy with a winter respite retreat.

From festive activities to indulgent homemade meals and treats, our communities go above and beyond to ensure your home-away-from-home is extra special this Christmas.

With 24-hour care and support along with the opportunity to form new friendships with residents and team members, you'll love your respite stay with us.

We look forward to welcoming you to our community, get in touch today. Scan here to find out more.



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Commission



# Nobody likes living in a cold home



This year we have funding to provide 120 free home energy checks for older people living in Northamptonshire. The Warm Homes Programme, which is funded by E.on, can help you in two ways:

- Help increase your income to pay for energy bills.
- Help make your home more energy efficient so you can stay warm in the winter.

## What does a free home energy check entail and how do you qualify?

If you are aged 65 or over and have any long-term medical condition and/or your annual income is below £19,980 (self-declared no proof necessary), then you qualify.

With a home energy check, a trusted handyperson will make an appointment to visit you in your own home. The handyperson will offer practical tips and advice on ways to keep your fuel bills down.

**Save money  
on fuel bills**



**We can provide  
practical help  
to make your  
home more  
energy efficient.**

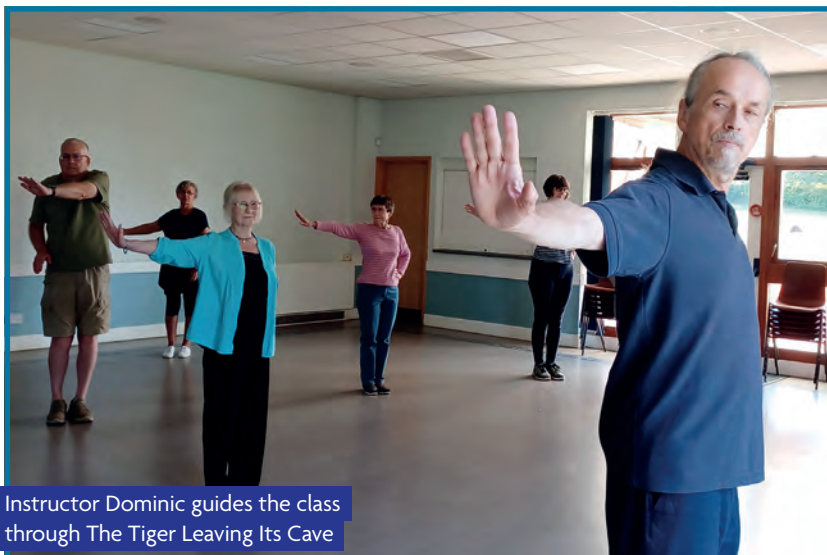
They will offer you free Age UK Northamptonshire information guides that you can refer to. They will also ask if you would like to be contacted by our Information & Advice team who can check whether you are entitled to any benefits. They can also help you claim Attendance Allowance if you qualify.

The handyperson will check the Government's national register to see how energy efficient your home is and can look at ways to increase that efficiency. This includes things like fitting draught excluders, reflective radiator shields, energy saving light bulbs and motion detecting night lights. We can supply and fit these free of charge. The visit will take around one hour and this includes the time taken to fit any of the equipment recommended.

Please get in touch if you would like a free home energy check.

**Call our Handyperson Service  
on 01604 210587 or email  
[handypersons@ageuknorthants.org.uk](mailto:handypersons@ageuknorthants.org.uk)**





Instructor Dominic guides the class through The Tiger Leaving Its Cave

## Tai Chi and Qigong

Our classes are 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.” Join us for this low-intensity physical activity that is especially beneficial to older people. The first Tai Chi class starts promptly at 10.30am with a ten minute break between the two 55-minute sessions.

Tai Chi and Qigong is a safe, low impact exercise made of slow, gentle movements making this exercise accessible for most people.

- Improves core strength
- Improves balance-enhancing stability
- Improves cognitive functions and memory
- Improves flexibility
- Increase in function
- Increase in strength
- Effective in reducing pain from some conditions
- Effective at lowering blood pressure
- Can be done seated
- You can practice at home

Tai Chi and Qigong with Dominic Rushmore at The Pastures Community Centre, Welford Road, Kingsthorpe, Northampton NN2 8PN.

Every Tuesday, 10.30am - 11.30am and 11.30am - 12.30pm (for all levels of mobility and chair friendly)

Cost: £7 per session, paid monthly in advance to Age UK Northamptonshire (not the instructor).

For further information regarding a FREE taster session and how to join please visit [www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk) where you can complete the enrolment forms online. Or call **01604 611200** or email [lifetime@ageuknorthants.org.uk](mailto:lifetime@ageuknorthants.org.uk)

## Toenail Cutting Service

Many different factors in life can make it difficult for people to safely trim their own toenails, but keeping them neat is crucial to good foot health. Jason has been looking after Gordon's feet for several years, helping to keep him mobile and able to continue playing bowls.

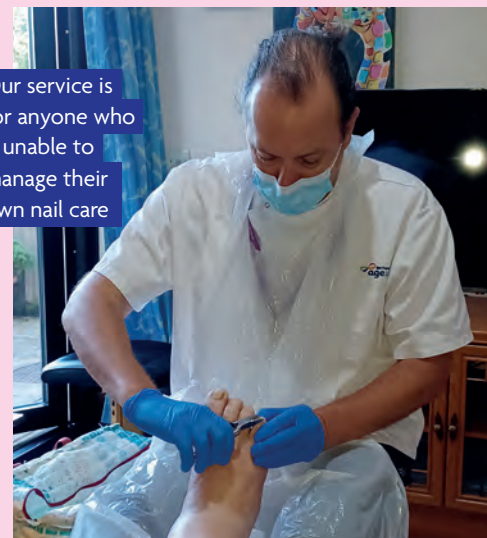
Our service is for people of all ages and we visit the client's home by a pre-arranged appointment, usually every six to eight weeks or as needed. This could be on a short term basis or ongoing, for as long as the service is needed.

We are happy to treat clients with dementia, although it is desirable that they have a familiar person to accompany them at the appointment. Our staff are DBS checked and fully trained and most are able to trim your toenails if you have diabetes.

This is a toenail cutting service only, so we are unable to treat ingrown toenails, corns, callouses or foot infections.

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

Our service is for anyone who is unable to manage their own nail care



# Be part of a **supportive** community

Working for Age UK Northamptonshire means being part of a dedicated team that transforms lives. If you're looking for a rewarding career that allows you to make a real impact, Age UK Northamptonshire is the place for you.

Age UK Northamptonshire is committed to supporting older people in leading fulfilling and independent lives. By joining our team, you'll help provide essential services such as information, advice, and hands-on care that improves the well-being of older people. Whether you're assisting with home visits, organising social activities, or providing critical support services, you'll know that your work is changing lives.

At Age UK Northamptonshire, you're not just an employee, you're a valued member of a close-knit, compassionate community. The organisation fosters a collaborative and supportive environment where every team member's contribution is appreciated. From volunteers to full-time staff, everyone works together to achieve a shared goal: enhancing the quality of life for older people in Northamptonshire.

**"I couldn't see myself working anywhere else."**



Kathy has had several roles at Age UK Northamptonshire in the past seven years. Kathy says "I have really enjoyed the opportunity to work so diversley across the organisation. Each role has given me the chance to expand my skills and knowledge, and Age UK Northamptonshire staff are always approachable and work collaboratively."

Age UK Northamptonshire believes in investing in its people. The organisation offers ongoing training and development opportunities to help you grow professionally and personally. Whether you're just starting your career or looking to enhance your skills, Age UK Northamptonshire provides the resources and support you need to reach your full potential.

We recognise the need for a good and healthy work life balance and offer flexible working arrangements that allow you to manage your professional and personal commitments effectively.

Working for Age UK Northamptonshire is more than just a job – it's a chance to make a meaningful difference. If you want to be part of an organisation that values compassion, community, and growth, consider joining

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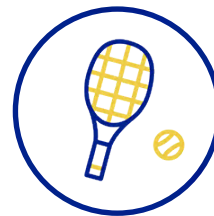
► Community Support



► Activities



► Grocery Shopping



# Celebrating our volunteers



Caroline Roy, Volunteers Co-ordinator

Volunteering with Age UK Northamptonshire can be an enormously rewarding experience. Our volunteers give their time and effort in so many ways to make an incredible difference to older people.

Without volunteers we would not be able to offer the information, advice, help and support to older people who need it, at the time when they need it most.

Giving your time as a volunteer will make a huge difference. We have lots of volunteering roles to choose from. We hope you find something you like and look forward to welcoming you to the Age UK Northamptonshire volunteering family.

## Volunteer Telephone Befriender

Just 30 minutes of your time a week could make a massive difference to an older person's life. If you are empathetic and good at talking on the phone, this could be the role for you. All we ask is you have access to a smartphone, laptop or tablet.



### Katie, Volunteer Telephone Befriender

"It is an absolute pleasure to chat with Dorothy. We share perspectives on the everyday, such as what we like (and don't like!) to eat, music, interests, and memories of school, through to tough, deeper issues, such as global events and challenging times. Our chats give me so much – time and space to relax, reflect and laugh."



Northamptonshire  
Age UK



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

Elizabeth, Handyperson Service client

### Dorothy, Telephone Befriending client

"I really appreciate the calls; it means an awful lot. The good feeling stays with me for days and I often find I have a smile on my face about something we laughed about. I hear your voice and remember the things we said, and it does me a tremendous amount of good. I really look forward to the calls, we discuss so many different things."

### Denise, Telephone Befriending Client

"People like you are a lifeline for people like me. I love hearing from Debby each week."



Debby, Volunteer Telephone Befriender



## David, Telephone Befriending Client

"My telephone befriender, David, is the best person I've ever had support me over the telephone. He calls me every week on a Friday, and I get on so well with him.

I'm going through a difficult time at the moment as the residence is having building work done so I'm living with my daughter so am missing my friends, but David's calls have continued to help me, and they brighten my days.

It was also lovely to speak with Caroline. She called me as my befriender had been worried about me and she said she would call me too whilst I was away from my home if I needed it. Both are lovely to speak to and are very kind and patient. I cannot thank them both enough. Age UK Northamptonshire have been great."



David, Volunteer  
Telephone Befriender

We have three day centres in Northamptonshire in Northampton, Towcester and Kettering.

Could you become a Volunteer Day Centre Assistant and help us to deliver services for older people at our day centres?

## We are looking for an Admin Volunteer

If you have administrative experience help us with general admin duties with various opportunities available.

## Volunteer Handyperson

We need practical, hands-on people who enjoy light DIY.

Volunteer Gail says "You don't feel it's anything amazing, but you put up a handrail and it makes a big difference to someone's life. Now they can get in and out of their front door. It's very satisfying."

## Volunteer Gardener

Come and help older people get enjoyment from their garden again.

## Minibus Escort Volunteer

Can you spare four hours a day to support our day centre clients using our minibuses?

We have 247 amazing active volunteers across our services and welcome new volunteers.



Age UK Northamptonshire at our Brackley charity shop! Sheila you are our longest serving volunteer and we cannot thank you enough – you are truly amazing.

## We need volunteers to help in our eight shops across the county!

You can help us raise funds for our vital services, meet new people and make a difference to your community.

Sheila has dedicated an astounding 36 years of her time volunteering with



For more information, please contact **Caroline Roy** on **01604 210625**, email **[volunteers@ageuknorthants.org.uk](mailto:volunteers@ageuknorthants.org.uk)** or visit our website to download the volunteer application form. **[www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)**

## You can make a difference too

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



# Your kind donation can be with us long after you!

Charitable donation requests appear to be on every media outlet of late, for example, tv, newspapers, magazines and of course all platforms of social media. The reason for this is that legacies and donations now play an important role in the survival of all charities.

Age UK Northamptonshire is no different to other charities. To enable us to provide continuous support to older people in Northamptonshire, we very much rely on the kindness of individuals who choose to leave either a set amount or a percentage of their estate to us. For example, you can leave 1% of your estate to Age UK Northamptonshire. We are an independent charity, one of around 125 Age UKs across the country. We all work under a brand agreement with the national charity Age UK.

We benefit from this brand agreement, as Age UK is a big name. Age UK has the clout to lobby parliament for major changes. For example their recent petition against the changes to the Winter Fuel Payment for around 10 million pensioners, announced by the new government just recently.

It is a common misconception that Age UK Northamptonshire is a large charity and does not need donations and legacies. Rewind to the word independent. This means we operate our own running costs, and the fact that local government and NHS contracts can often be lost at very short notice, means we are always in need of a kind thought of someone leaving us a lump sum of money in their Will. All legacies will be used solely for the support of our services for older people in Northamptonshire.

Once the most important people in your life have been thought of when making your Will, we ask that you also consider leaving a donation to our charity. A sum of £33,000 for example, could help us continue



To leave a legacy please call Roger on **01604 631030**



All legacies will be used solely for the support of our services for older people.

to fund our Information & Advice team – a free service. In the last twelve months the service managed to secure just under £3M in unclaimed benefits for clients who did not know they were entitled to them.

For further information about Age UK Northamptonshire or to see how you can leave a donation please visit our website at [www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk) or contact Roger Harris on **01604 631030**, or email [roger.harris@ageuknorthants.org.uk](mailto:roger.harris@ageuknorthants.org.uk)

Thank you for taking the time to read this article, your support really can make a difference to the lives of older people in Northamptonshire.



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# Our shops



Yvette,  
Retail Development Manager

Autumn is already upon us which means Christmas is just around the corner, you should take time to pop in our shops and see what amazing gifts they have for Christmas. You may think it's early to be shopping for Christmas but it's a great way to budget.



Tracy and her team at the Charter Fair

July saw Thrapston take part in the annual Charter Fair, this year's theme was a celebration of the Charter Fair since 1991 and Tracy and her team didn't disappoint. As always, they were dressed up and ready for action, the shop had organised a tombola which is always popular, the weather was lovely and with the generosity of the town the shop took over £500. Thrapston also took part in the local 'Summer Reading Challenge' which is organised by Thrapston library. Each local shop has a picture provided by the library in the window, and it is up to the children to spot each picture and name the shop, it is great that we can support others within the community.

We **urgently** need good quality **donations**

**All our shops help us raise vital income.**



Our shop celebrated the 1990s

Yvette was approached by Mark Austin the centre manager of Market Walk in Northampton, which was a shopping arcade in town. Yvette was given the opportunity to have shop fixtures and fittings and also some remaining stock, it took five people and three days of hard work lifting and shifting to clear it. The fixtures and fittings have been used to replace old and damaged ones we are currently using in the shops and stock has been distributed across our eight shops. The centre will be refurbished by Stack Leisure who will create an indoor multipurpose venue that will have street food, drinks, live music and will become the hub of the town. Yvette is always on the lookout for any opportunities to clear stock, if you know of anyone please contact Yvette.



Anne and Emma say thank you to Mark



Poppy Irons was one of St Giles St charity shop DofE students, Poppy started back in 2023 and completed her bronze award, then in 2024 she returned again to do her silver volunteering section. Poppy also completed some work experience at the day centre all of which has now been completed. At 14 years old Poppy already runs a successful business making scented candles, wax melts and bath salts and in June 2024 Poppy was nominated for Young Woman of The Year award which is a national competition for young female founders. Yvette and many others supported the nomination and in July Poppy found out she was the overall winner of the competition. Huge congratulations to Poppy from everyone at St Giles St shop, it was a pleasure to have you as part of our team and I hope Poppy will return to complete her gold.

Duke of Edinburgh volunteer Poppy with Lorraine Lewis of The Lewis Foundation



We are really excited with the prospect of opening our new Home Store in Higham Ferrers. This shop will be mainly furniture and a few vintage bits and pieces to dress the items. Jo Knight and Neal Haynes have been busy at work upcycling some items for us to sell in the new shop. Take a look at the old dirty damaged tea trolley and the amazing difference after a few coats of paint and some stunning fancy art work. I think you'll agree how good it is.



**We are really excited with the prospect of opening our new Home Store in Higham Ferrers.**

Since the last Engage edition our House Clearances have really taken off, Jack and Vince have been hard at work with the support of Anne and Emma from Stock Control. The team have completed a number of clearances with some great testimonials.

"Thank you for your help today with the removal of some of our furniture, your guys were very good, really nice guys... and a credit to Age UK Northamptonshire. Thank them for me as well they provided a superb service."

"Quick, helpful and efficient, your guys even helped move some other items for us. Thank you."

The feedback received shows we do offer a good efficient service at competitive prices, please call **Yvette Prior** on **01604 636736** or email **yvette.prior@ageuknorthants.org.uk** if you or someone would like us to quote for a clearance.

# Pension Credit and Winter Fuel Payment update

As you may be aware, there is a lot of focus in the media encouraging people to apply for Pension Credit to be eligible for the Winter Fuel payment.

To be eligible for the Winter Fuel Payment this winter the qualifying week you must have been entitled to means tested benefit is between Monday 16th September - Monday 24th September 2024.

We are encouraging clients with access to a computer, laptop, or smart device to check their eligibility and/or apply for Pension Credit online. Our Information & Advice team has very limited capacity to assist with the vast number of enquiries we are currently receiving.

To check your eligibility, please go to the pension credit eligibility calculator (it takes about three minutes) [www.gov.uk/pension-credit-calculator](https://www.gov.uk/pension-credit-calculator)

The easiest way to apply for Pension Credit is to complete the online form (it takes about 15 minutes) [www.gov.uk/pension-credit/how-to-claim](https://www.gov.uk/pension-credit/how-to-claim)

**Or you can call the Department for Work Pension Credit line on 0800 99 1234**

**The deadline to submit your Pension Credit claim in order to qualify for the Winter Fuel Payment this Winter is Saturday 21st December 2024.**

Age UK Northamptonshire's Information & Advice Team takes lives calls between 9am – 12pm on either a Wednesday or Thursday on 01604 611207.

We provide free, independent



**We provide free, independent information and advice to older people.**

information and advice to older people and their relatives, friends and carers. We can usually help directly but if not, we can signpost you to someone who can. Our information and advice can support you to make the best decision - about the little things that can make a big difference, as well as major life changes.

We are very busy at the moment, so we thank you for your patience and understanding.

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## Get Winter Strong, Get Vaccinated

If you are aged 65 and over you will be eligible for flu and COVID-19 vaccines this autumn.

The RSV vaccine is also being offered to those aged between 75 and 79.

Visit [icnorthamptonshire.org.uk/vaccinations](https://icnorthamptonshire.org.uk/vaccinations) for more information and how to book



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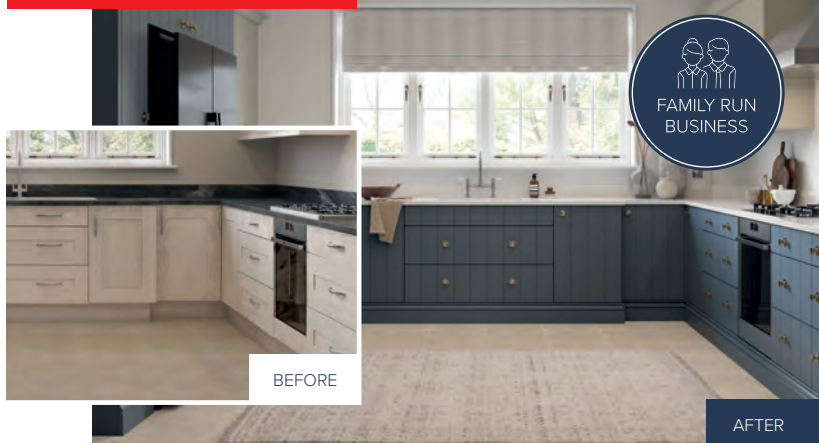
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# Business and Trades Directory

We launched our Business and Trades Directory in December 2011 to protect older people from rogue traders.

Our directory is easy to access online but a lot of our staff pass on the business contacts from our directory to people who do not have access to the internet.

People who use our directory tell us that they appreciate being put in touch with a business that is local to them. All the businesses listed in our directory are trustworthy and can be relied on to work to a good standard at a reasonable cost.

Requests for businesses tend to vary according to the time of the year and is often influenced by the weather.

**HCC Solutions Co Ltd** have been in our Business and Trades Directory since May 2024. Lisa and her team specialise in decluttering and de-hoarding services in Northampton and surrounding areas.

You can find HCC Solutions Co Ltd in the Central listing of our directory.

Lisa says "We are passionate about supporting people in the community to have a better quality of life and wellbeing. We are proud to be part of the Age UK Northamptonshire Business and Trades Directory as it is a recognised and trusted service. Our company is proud to be working alongside some of their services."



**Dream Doors Northampton** have been in our Business and Trades Directory since April 2023.

They are kitchen makeover experts with 25 years' experience in kitchen remodelling and can make anything to fit your existing kitchen and achieve the look of a brand new kitchen in up to five days!

You can find Dream Doors Northampton in the North, Central and South listings of our directory.

Jamie says "It's great being part of the Age UK Northamptonshire Business and Trades Directory. I really enjoy working with older people and it's a lovely feeling that people put their trust in me whilst I help them to improve their homes. I am pleased to be associated with a charity that has such an excellent reputation and to be listed as a local business that will provide a reliable service."

You can find our online directory on our website [www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk) or you can call Jo Bird on 01604 213086.

Advertise your business with us! **Call 01604 213086**



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# Fundraising and news

**Join us to improve later life in Northamptonshire.**

## Looking ahead to 2025!

Your support is vital, please choose us as your charity of the year.

The Big Knit is back! Please help us reach our target of 20,000 little woolly hats. Knit one, purl one and make the world a better place. Post your little hats to us at **The William and Patricia Venton Centre**, York Road, Northampton NN1 5QJ or drop them off at any of our eight shops in Northamptonshire.

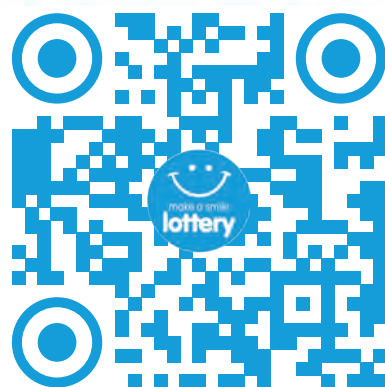


It all adds up – Amy says “Call Jo Bird on **01604 213086** if you'd like to display one of our collecting goblets on your shop counter or in your office.”

You can help us raise vital funds by playing make a smile lottery for £1 a week. You could be in with a chance of winning a rollover jackpot of £25,000. There are over 270 weekly prizes to be won, could you be a lucky winner? Terms and conditions apply.

See our website for more details - [www.ageuk.org.uk/northamptonshire/get-involved/make-a-smile-lottery/](http://www.ageuk.org.uk/northamptonshire/get-involved/make-a-smile-lottery/)  
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make a smile  
**lottery**



Anne is the fourth supporter of **Age UK Northamptonshire** to win the £1,000 prize in make a smile lottery. When Anne got the telephone call she said “Am I really a winner? I can barely win a cold. Thank you so much, you have made my day.”







There is always a great turnout at the **Long Buckby Practice's Carers and Veterans event**. Our Sales and Marketing Manager Roger, seen here with Kate in June took plenty of information about the products and services he provides.



Amelia and Claire from **SPRING** (pictured with Wendy Ryan) attended **North Northamptonshire Council's** community event at North Park Pavilion in Kettering in June. We also supported a similar event in Kingswood in Corby to provide information to local residents.



Roger also took information about mobility equipment, stairlifts and personal alarms to the **Daventry NHS Dementia Next Steps** session in June.



We were pleased to join **Northamptonshire Carers' Asian Ladies Group** in Wellingborough in September to talk about key safes, Attendance Allowance and Power of Attorney.



Natalie and Sophie from our **Collaborative Care Team** took our information stand to **Wellingborough Library's 50th Anniversary** event in July. It was great to meet other local organisations including Sarah from Daylight Centre Fellowship.

Sue and Julie from our Hospital Discharge & Community Team handed out advice leaflets and met the locals at the **Glamis Hall Family Festival** in July.







We attended the **Community Fun Day** in Kings Heath in August. Thank you to the Mayor of Northampton Councillor Paul Joyce and Mayoress Mylissa for stopping by to pick up some of our leaflets.

Our information stall spent the day at the **Kettering General Hospital** and **Northampton General Hospital Governors' Health Awareness Event** in Swansgate shopping centre in Wellingborough in August. It was good to meet older shoppers who ventured in to find out about the services provided by local charities. NHS staff were on hand to sign them up for bowel cancer, cardiac risk checks and aorta aneurysm screening (the latter especially for men 65+). **NHS Transformation Programme Manager Jayne Chambers** [pictured] said "Supporting people with dementia is a subject very close to my heart."



Chris Duff, Lorraine Booty and Sue Jobbins were pleased to welcome Sarah Bool [pictured], MP for South Northamptonshire to the **William and Patricia Venton Centre** in September. **Lucy Rigby**, MP for Northampton North also visited us in Northampton in August. Both MPs came to discuss how the recent changes to the **Winter Fuel Payment** will affect local older people. We are keen to find ways to improve the take-up of Pension Credit and other financial support that people might be missing out on.





We always learn something new at the **Mature Driver Events** organised by **Northamptonshire Safer Roads Alliance**. Everyone who attends these informative sessions in Northampton and Daventry picks up great tips to stay driving safer for longer, including Caroline our Senior Service Manager and her mum.



A huge thank you to Calvin Mistry who completed his first ever **half marathon** in Northampton on 15th September and raised an AMAZING £2,133.33 for us. Calvin said "I chose Age UK Northamptonshire because you are the only local older people's charity and I was running in memory of my beloved grandfather who died in June."

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

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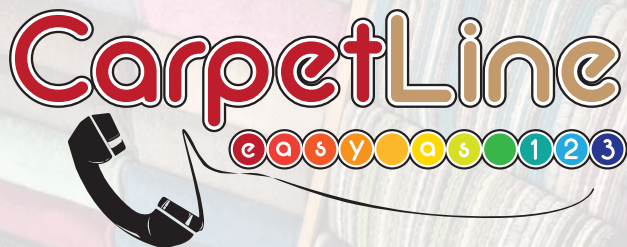
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# The digital switch over

## Phone lines are changing

Around 77% of homes in the UK are fitted with a working landline phone. The UK's phonelines are set to undergo a major change which will affect everyone – including personal alarm users.

In 2016, companies such as BT, OpenReach, and Virgin Media – announced that the existing telecoms infrastructure was no longer fit for purpose.

The network of lines use copper wires, which have been handling millions of phone calls for decades. The Public Switched Telephone Network (PSTN) is being phased out and by 2025 will no longer be supported.

The new Voice over Internet Protocol (VoIP) uses your broadband connection to connect calls, meaning that after 2025, all households will need a broadband connection to make and receive phone calls.

The switch to VoIP has already started, with some areas already upgraded. If your area is amongst these, you will have received a letter from your phone provider telling you what to do.

Depending on the type of personal alarm you have, VoIP may or may not change how your personal alarm works. Personal alarms that are plugged into a phoneline – known as analogue alarms – will be affected as it requires a working phoneline.

VoIP means that existing phonelines will require broadband to function. Instead of being plugged directly into your phone socket, your phone will instead need to be plugged into your broadband router. For some older phones, you may need an adaptor.

This change should not affect your personal alarm in a significant way. You will need an Analogue Telephone Adaptor (ATA), which can be supplied by your telephone provider. You should check to see if your personal alarm has a battery backup in case there is a power cut; if your router is off, an alert cannot be sent.



Helping to keep  
your lines of  
communication  
open



Around 77% of  
homes in the  
UK are fitted  
with a working  
landline phone.

You can buy a backup battery for your broadband router or upgrade to a digital alarm. These do not require a working phoneline to send calls, they use a SIM card instead. This connects to the strongest signal in your area, allowing it to send an alert even if your power is out.

Age UK Northamptonshire can offer two digital options, SmartLife or GPS Alarm.

SmartLife, our at home alarm, provides the fastest connection speeds. It also contains a backup battery, keeping you connected if there's a power cut. This requires a mains power connection and can be installed wherever in the house you need it most. The pendant comes with up to seven years of battery life and will be replaced free when the battery runs low.

Looking for reassurance on the go, then the GPS Alarm makes it easy to receive help wherever you are. With up to two months of charge, we recommend charging your GPS Alarm on the same day each week, rather than daily.

Both alarms are also compatible with fall detection. This sends an automatic alert if it senses that you have experienced a heavy fall.

To find out more about our digital alarms, please call **Roger Harris** on **01604 631030**.



## Stay Well At Home This Winter

At Prestige Nursing & Care, we offer the full range of care services to ensure you or your loved one can stay safe and well this winter.

### Our services include:

- Personal care, such as assisting to wash and dress
- Attending appointments and help with shopping
- Medication management and administration
- 24/7 support after hospital stays
- Specialist care of complex conditions, like Dementia or Parkinson's.



### Client Testimonial

"I am 96 and live alone. My carers collect my groceries every Friday, and on other days, they help keep my home clean and tidy. They also iron my laundry and post letters for me. With their support, I am able to live comfortably and according to my wishes. I am eternally grateful for their help."

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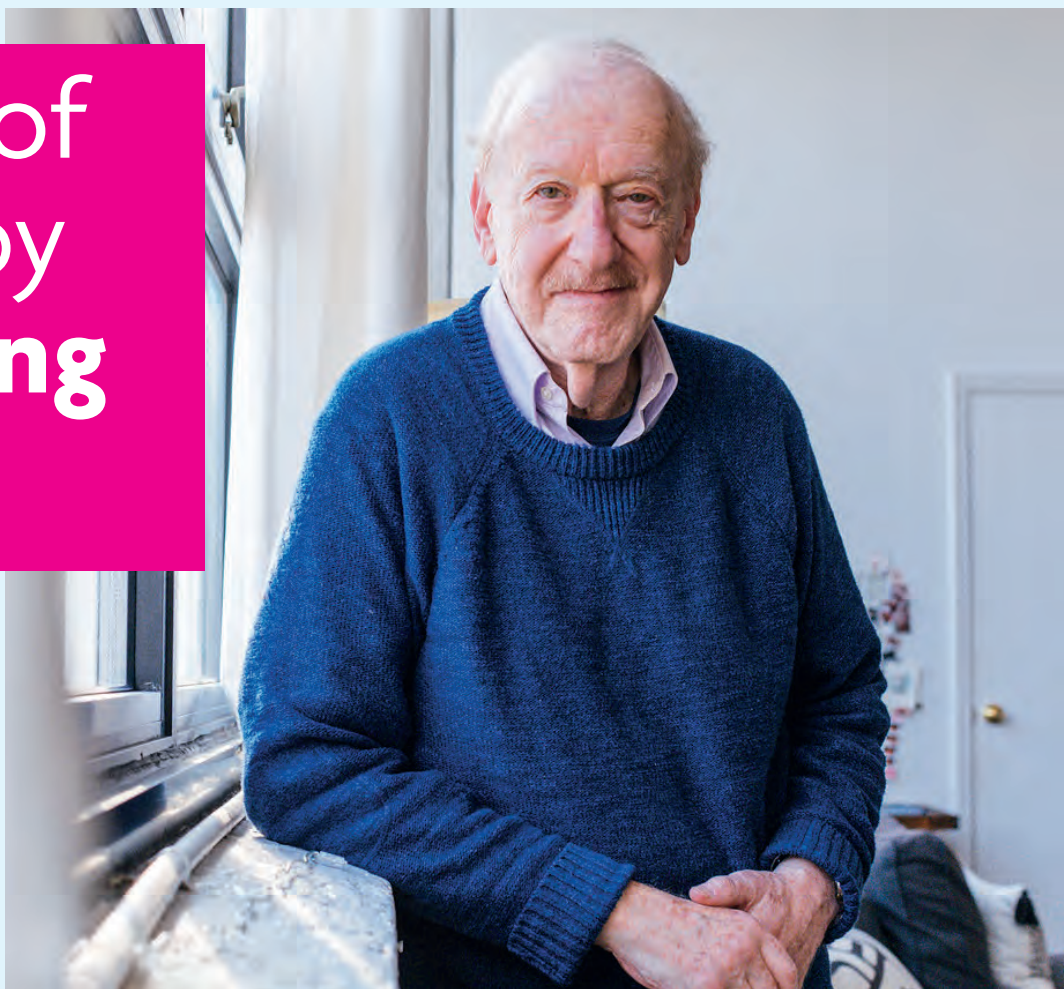


**northampton@prestige-nursing.co.uk**

# Peace of mind by planning ahead



Maureen can help



If you are helping your elderly parents with their finances, or making telephone calls to the hospital on their behalf, you may have been asked whether you have Lasting Power of Attorney for them. People are increasingly being advised to set up a Lasting Power of Attorney (LPA) for themselves in order to make life easier for them and their families in the future.

No one has the right to take control of your finances or your care without your authority to do so. But there may come a time when you are no longer able to make your own decisions. Perhaps you have developed dementia, or you may have been involved in an accident and been in hospital, unable to manage. A Lasting Power of Attorney is a way of giving someone you trust the legal authority to make decisions for you if you cannot make them yourself – or if you do not wish to. It's a bit like taking out travel insurance if you go abroad. You hope never to use it, but if the worst happens, and you need to be airlifted back



**No one has the right to take control of your finances or your care without your authority to do so.**

to the UK, the insurance will save you a lot of money and worry.

There are several ways to set up a Lasting Power of Attorney. You can order the forms and an information pack from the Office of the Public Guardian, or download them or fill them in online. It's important to fill in the paperwork correctly because mistakes can mean your LPA is rejected, lead to delays and you could need to pay a fee to re-apply.

Age UK Northamptonshire works with Maureen Evans of Evans Paralegal to provide a professional service. Maureen can prepare and register a Lasting Power of Attorney for property and financial affairs for you or a relative. Maureen can also arrange this for health and welfare, along with helping you draw up a Will.

**Call Roger Harris on 01604 631030 to find out more.**



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# Care Support at Home

People aged over 55 might choose to use Care Support at Home with Age UK Northamptonshire for several reasons:

## Individual care

Age UK Northamptonshire provides tailored support to meet individual needs, whether it is help with daily living activities, home care or companionship.

Some people struggle to provide themselves with balanced nutritious meals, they may not be able to cook for themselves or have difficulty with shopping and using the oven or microwave. We can provide help and support, allowing people to maintain their independence, whilst ensuring that a meal and a tea tray are set up for mealtimes.

Shopping trips can be a wonderful adventure, being able to go back out into the local community with our personal assistants who encourage meal planning. The next stop can be at the local café to enjoy a tea or coffee out with great companionship. With the shopping put away and a meal prepared for later our clients will have had a happy and productive day in the local community. We provide mental stimulation and most importantly friendship.

## Flexibility

Care Support at Home will adapt to individual changing needs, we can provide the level and type of care required.

We can provide a flexible approach to the level and type of care required.

## Maintaining independence

Care Support at Home allows people to stay in their own homes, where they can enjoy the comfort of being in familiar surroundings.

## Companionship

In addition to practical support, our personal assistants can provide valuable social interaction, helping to combat feelings of loneliness and isolation.

We have a team of **20 fully trained carers**



This service is charged at **£22.50 per hour but is not limited to an hour.**

## Support for families, carers and friends

Care Support at Home also offers peace of mind for family and friends. We also provide respite care for carers in the home offering the opportunity to get to a personal appointment, lunch with a friend or just to simply have a rest and catch up on some sleep knowing that their loved one is receiving professional care at home.

## Comprehensive services

Age UK Northamptonshire offers a range of services beyond care. We can liaise with our other departments who can assist with Attendance Allowance claims, Blue Badge applications, information regarding Wills, Power of Attorney, and managing finances. Our community-based teams can help with accessing local resources, and coordinate with other healthcare providers for wraparound support.

## Experience and trust

Age UK Northamptonshire is a well-established organisation with a long history of supporting older people. Our reputation for reliability and a good quality service is reassuring. We support people with the same personal assistants where possible and try to match interests for a relatable and enjoyable conversation.

## Professionalism and training

Age UK Northamptonshire staff are trained and experienced in dealing with the specific needs of older people, ensuring a high standard of care and support. We carry out Enhanced Disclosure and Barring Service checks to ensure all staff comply with our organisational policies.

Age UK Northamptonshire's Care Support at Home service will ensure that older people receive the support they need in a compassionate, caring and professional manner.

**Call us on 01604 611210**

Fran Kitchens, Care Support at Home Coordinator is passionate about ensuring a high standard of care and support to our clients





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