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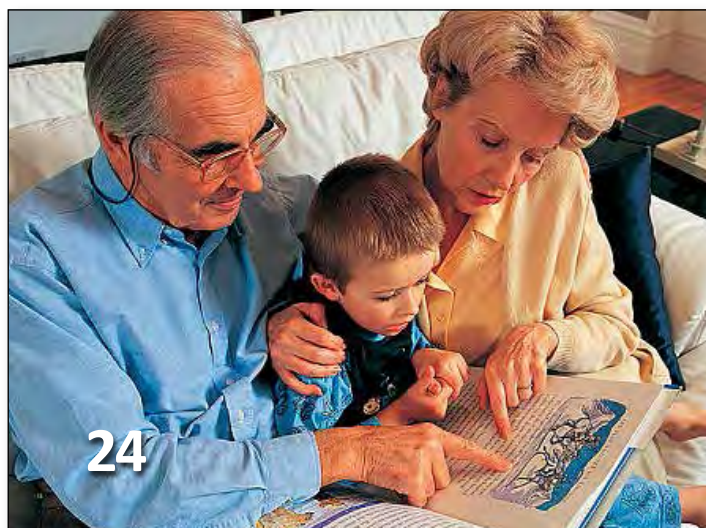
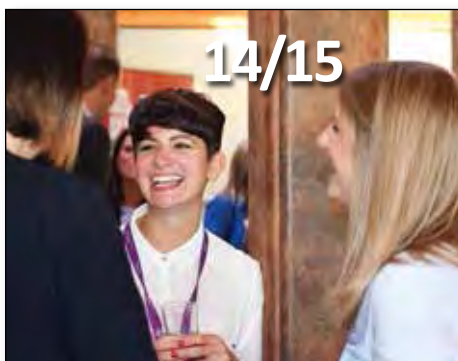
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Engage Foreword

From the Chief Executive



Meet the team.

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The demand for Age UK Northamptonshire services is growing quickly.

There are more external referrals with a growing number of people requesting our services, but also more internal referrals where, once assessed, we are seeing people who need or would benefit from further support from another Age UK Northamptonshire team.

We are responding as best as we can as the workload increases.

Our services are being accessed from across the County, with a good spread of client postcodes reflecting the centres of population, together with the more rural areas and villages. There were 4,149 new client accounts in the last financial year and our individual client accounts for Age UK Northamptonshire rose to 15,496 by the end of March 2019. We expect that the number of clients and new clients across all our services will continue to increase this year. There were over 1,100 new clients just for Advice and Information alone during the year.

This increase in demand is also because we are doing more. I am really pleased to report that our service in Kettering General Hospital, first piloted earlier this year, is making a huge difference to patients. We are working to improve the wellbeing of people who are frail, vulnerable or have dementia. For them, the effect of going into hospital can be overwhelming.

The KGH service helps improve the hospital experience and the outcomes of hospital stays for older people. Working across Kettering General Hospital the service liaise with hospital staff, social care professionals, families and voluntary sector organisations to make the hospital stay as short as possible and reducing levels of anxiety, distress and stress for carers and families.

Age UK Northamptonshire services complement the other services in Kettering General Hospital, providing support between the gaps in other services. Our clients tell us that they feel more empowered in hospital, with 65% of patients saying the service had health benefits, helping them to get home quicker. 100% of patients agreed the service helped their emotional wellbeing and over half said that the support from Age UK Northamptonshire increased their confidence whilst in hospital.

All our clients would recommend our service at Kettering General Hospital with three quarters strongly recommending the service. This illustrates why the demand for our services is growing and will continue to grow. Please help us find the resources to meet the needs of older people in Northamptonshire.

Chris

Chris Duff
Chief Executive

T 01604 611200
E christopher.duff@ageuknorthants.org.uk
Age UK Northamptonshire

Our Day Care

We have seven Age UK Northamptonshire Day Centres across the County in Northampton, Moulton, Bugbrooke, Towcester, Kettering, Brackley and Daventry. As the population ages, and more and more people are frail or with additional conditions, such as dementia, there is an increased appreciation of day centres.

They are a very effective way to meet new people, prevent social isolation and offer much needed respite for carers. Last Year 212 new clients made their first visit to one of our Day Centres and 477 individual clients regularly attended our Centres during the year.

The William and Patricia Venton Centre in Northampton celebrated its 20th anniversary last November with a week of special events for clients and the families of past clients.

The right kind of support, given at a time and place when people need it, can prevent their health deteriorating and crises developing. Day Centres improve people's wellbeing, reduce loneliness and increase independence. We're all social beings and in old age, more than at any other time in our lives, we benefit from feeling connected to others, having friends and feeling part of a community.

Bob and **Richard** like to sit together. They say they're both retired. Bob has



trouble remembering things and struggles to finish his sentences but despite this Bob and Richard have a laugh together. They tease each other about where they grew up as Bob is from Tipperary (it's a long way) and Richard moved to Northamptonshire from Birmingham with his mother. Bob who has had a heart attack says he has nice friends here and

“I try to make them happy. They're all friends to me”

94-year-old **Phillip** and 75-year-old **James** are good friends and enjoy sitting together every week. They both say they

“really look forward to the company”

Phillip was widowed 30 years ago and lives by himself. His granddaughter visits him every day and he very much looks forward to meeting his friends at the Day Centre. It keeps him going.

Most people prefer to carry on living independently in their own home as they get older but if they are widowed or their family has moved away, and friends and neighbours move away or die, they can find that their informal network of support has faded away. They may have no one living nearby to chat to on a regular basis, no one to keep an eye on them.

Our Day Centres don't just offer a safe place where people can socialise and enjoy activities and a freshly cooked hot meal. The session at our Day Centre can be the highlight of someone's week. A regular event in the week that they look forward to.

The Four Seasons and William and Patricia Venton Centres each have a **Tovertaffel**. Tovertaffel, Swedish for magic table, is an interactive system that allows clients with moderate to later stages of dementia to enjoy mentally stimulating, frustration-free activities.

Our Day Centre clients all live locally, in Northamptonshire. We should not underestimate the positive impact of the warm welcome people receive from the



Lifetime Manager and staff when they arrive. Clients are met by smiling, caring faces who know them, ask how they are and treat them as a person who is valued.

“It’s nice to have someone cook a two-course meal for you. It saves you having to cook later that evening”

Many of our clients know each other from their school days and have shared memories of Northamptonshire. They might know each other from living in the same community. This is especially good for people with dementia, having similar long-term memories, bolstering people’s sense of self.

Transport is provided so people don’t need to rely on family to get them there. People look forward to the activities, being able to do something in a group, to take part in a social activity such as playing cards or singing that you would not be able to do by yourself at home.

Many of our clients with some degree of dementia can still live safely in their own home because of our support. Their family knows that they will be safely looked after in our day centre several times a week. Sons and daughters who live hundreds of miles away are re-assured

knowing that someone is looking out for their parent.

It has been proven that the longer a person is able to take part in activities, is encouraged to socialise, talk to others and be stimulated, the better this is for their health.

89-year-old **Margaret** lives by herself in a village with no family nearby. She arrived at the Day Centre on Tuesday feeling a bit down as her son had gone on holiday for two weeks and she was missing his regular telephone calls. As it was a sunny day Angie suggested they go for a quick spin round the block. Margaret uses a wheelchair, so Angie pushed her round on the pavement. As they chatted, they met someone with a new puppy who stopped to let them admire the dog. By the time they got back to the Day Centre Margaret felt much more cheerful and was in a better mood for the rest of the afternoon.

She says she loves coming for the company and because it gets her out of the house. She says it does her good to be reminded that she has a lot to be grateful for as some of the people at the Day Centre have much worse health than her. She reassures other clients when they get anxious about whether it’s time to go home. She says she understands that they have dementia and that it makes her feel better to be able to help others.

“It does me good to be reminded that I have a lot to be grateful for as some of the people at the day centre have much worse health than I have”



For more information on our Day Centres call **0300 303 3931** or visit our website www.ageuk.org.uk/northamptonshire

Social Care

Age UK Northamptonshire met Tom Pursglove MP to talk about social care.

Last year we joined in the national Age UK campaign to raise awareness of the social care crisis affecting older people. A pink inflatable piggy bank toured the country to highlight the fact that too many older people have their hospital discharge delayed due to a lack of care provision. This is still costing the NHS £500 a minute and the Government is being called on to urgently fix our broken system. Day-to-day tasks that many of us take for granted – like getting dressed, using the toilet, making a meal, or getting to the shops – can be almost impossible for many older people without help.

Corby MP Tom Pursglove was interested to hear that the inflatable pig spent a day in the Willow Place Shopping Centre in Corby and agreed to meet representatives from Age UK Northamptonshire to listen to our concerns about the provision of social care in his constituency. Business Development Director Sue Watts [pictured below second from left with Louise Bannerman and Simon Macklin from our Service Advice team] were keen to tell the MP about our work in the county and explained how the support we provide enables many people to live independently for longer. Whether it's our Collaborative Care Service or our Domestic Cleaning Service, the support we provide can make the difference between managing and not managing.

Over the two-year period, April 2017 to March 2019, 1,252 older people in Corby used our services, including 277 older people who were helped by our Information and Advice Service and 350 older people who were supported by our Hospital Discharge and Community Collaborative Care Teams. Our Handyperson Service fitted grabrails, smoke detectors or carried out other small DIY jobs around the home for 71 people living in Corby, making them safer and feeling more secure.

Our day centres throughout the county also play a vital role in preventing older people from being admitted to hospital or moving into residential care. By providing a safe, stimulating environment where people can take part in activities and meet friends, we give them something to look forward to each week and improve their quality of life. Taking part in regular physical activities such as short mat bowls or seated-chair exercises also helps people maintain their independence.

In his first speech as Prime Minister, Boris Johnson recognised the urgency of fixing the crisis in social care. We believe that social care should be a priority for the Government and will continue to campaign to secure a social care plan that truly improves the failing system.



Age UK Northamptonshire's Courses and Activities

Expand your skills, make friends and have fun

Whether you'd like to learn how to go online, find out more about local history, improve your fitness or simply get out of the house and meet people, there's a local course or activity that's right for you.

Age UK Northamptonshire provides a variety of courses and activities for local older people, enabling them to love later life.

Nordic Walking

Why not try our Nordic Walking course and take in some of the beautiful countryside here in Northamptonshire?

Nordic Walking is an enhancement of ordinary walking. It makes something most of us can do without thinking twice as effective! Using the specific Nordic walking poles means the upper body muscles are used as well as the legs, and the poles help to propel the walker along. This means you work harder than usual yet the support given by the poles makes it feel easier.

No matter what your fitness level, Nordic Walking can improve your posture and the poles can help reduce the pressure on your joints and muscles.

Short Mat Bowls, Boccia and Kurling

Come along and join in our sessions once a month at Moulton Community Centre. We'll teach you the rules and show you how to bowl.

We currently run some of these sessions in Care Homes around Northamptonshire. If you are interested in holding one of these sessions please give us a call.

We have lots of other courses available including an **Art Club**, **Bridge Club**, **Aquafit classes**, **Keep Fit classes**, **Tai Chi** and **Whist Club**.

If you are interested in a club or an activity that can help you stay fit and active for longer please call **Kate Kingston** on **0300 303 3931** or you can visit our website for further information **www.ageuk.org.uk/northamptonshire**

If you have an idea for a new course you would like to see in your area, whether you're an individual or group, we would love to hear from you. All new classes will be subject to demand.





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01604 753104

You can visit our website at:

www.glensidecarehome.com

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We are an informal group that meet monthly at Manning Watts House Garners Way Harpole NN7 4DN.

If you would like to join us for coffee and a chat please visit our website for dates or contact Marion:

Tel 07842 146637 or 01604 830070

Email marion.turner@granpart.co.uk

Website www.granpart.co.uk

Making a Will

According to research by insurance company Royal London, over half of UK adults don't have a Will.



Isobel Mann

Having a Will is vital to protect your finances and to also provide peace of mind. Wills, trusts and probate solicitor Isobel Mann, from East Midlands Regional Director for Solicitors for the Elderly (SFE) explains the importance of making a Will and debunks some myths around Wills and inheritance.

The importance of making a Will

Making a Will creates certainty, reduces worry and gives you the peace of mind of knowing exactly how your money, property and possessions will be dealt with after your death. Making a Will is also usually the first step to take in structuring your affairs in order to minimise your liability for inheritance tax. If you are cohabiting or wish to leave money to people who aren't direct relatives, it is particularly important to make a Will, as without one it is unlikely that these people will receive anything.

Making a Will provides the opportunity for you to state your exact wishes for all your assets, as well as for your children, pets and funeral plans. Without a Will, it is likely that they will have to fill out extra paperwork and seek legal advice. Coming to terms with the loss of a loved one is enough in itself, without the need for additional turmoil.

How to make a Will

When making a Will, it is always best to seek expert legal advice. Seeking professional advice from a solicitor who takes the time to understand your situation and circumstances will ensure you are given the correct advice, and most importantly, the document is legally binding.

Myths around Wills and inheritance

There are numerous myths around Wills and inheritance. Common myths include:

- It's cheaper to do it yourself – whilst technically this is true, it is a time consuming and confusing process and if not legally binding, is actually a waste of time and money
- I am married, so my spouse will inherit everything – depending on the size of your estate, it is not guaranteed. How much you're worth and whether you have children are contributing factors in this
- Getting remarried won't affect my Will – getting remarried actually invalidates any previous Wills, unless written in view of the marriage taking place
- It's expensive to use a solicitor to write your Will – it's probably not as expensive as you think. Many solicitors offer fixed-fee services and in my opinion, ensuring your Will is exactly right, is legally binding and provides peace of mind, is worth paying a little extra for

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Age UK Northamptonshire's

Information & Advice Service

Age UK Northamptonshire's Information & Advice Team specialises in helping older people with significant long-term health conditions and disabilities to claim Attendance Allowance.

We visit our clients, in their own homes, throughout Northamptonshire, to assist with Attendance Allowance claims. Our experienced advisers take time to discuss and obtain all the important information about the difficulties our clients experience. During April, May and June of this year we visited 280 older people at home to help with their Attendance Allowance claims. This resulted in over £1million in extra benefits being paid to our clients.

We also offer a benefit assessment service, as many older people are missing out on extra money. We can check to see if our clients are entitled to Pension Credit, help with rent and Council Tax.

The Information and Advice Line is available for telephone and email enquiries. Our advisers can provide advice and information about many aspects of later life.

Please contact us for free, confidential and independent information and advice on **0300 303 3929** (charged at local rate) or **01604 611207**.

If you are contacting us on behalf of somebody else, please ensure that they have given us their consent to speak to you about them first.

Other services offered by us

Here at Age UK Northamptonshire our goal is to enable older people across the county to love later life. We believe that your later years can be fulfilling years. Whether you are going through tough times or just want to prepare for a good old age, we're here to help.

We can provide support for older people and their families with the following services:

- Carers Sitting Service
- Collaborative Care
- Extra Help at the End of Life
- Gardening Service
- Handyperson Service
- Home Care Cleaning Service
- Money Management Support
- Northampton General Hospital A&E Support Service
- Northampton General Hospital Support Service
- Kettering General Hospital Support Service
- Telephone Befriending Service
- Toenail Cutting Service
- Day Centres
- Business Directory

For further information on the services we can offer please call **0300 303 3931** (charged at local rate), you can also visit our website **www.ageuk.org.uk/northamptonshire**



Day in the life of Age UK Northamptonshire



It can be easy to forget that Age UK Northamptonshire is a locally registered and funded charity and the assumption is that we don't need support from the community. Laura Graham is our Business Relationship Manager and is looking to raise the profile of the charity and dispel some of those common myths.

When Age UK Northamptonshire was selected as the Northamptonshire Chamber of Commerce's charity of the year, it was necessary to allocate resources in order to get the most out of this fantastic opportunity. Laura Graham had been working with Age UK Northamptonshire for 18 months and moved from her client facing role to that of a business focus. Here we meet Laura to find out what her typical day is like and some of the exciting projects she's working on.

So, tell us, how long have you been working with Age UK Northamptonshire?

I started as a volunteer over three years ago. I was working full-time in Learning and Development at the time but knew I could spare an hour a week to volunteer for a local charity. I volunteered with the Hospital Discharge service, going into people's homes to help them with cleaning, shopping and befriending. I met so many wonderful characters it made me want to work with the charity, so that I could do more to help people in later life. I initially joined in a paid capacity as a Later Life Co-ordinator, supporting people with all sorts of things from benefits claims to getting out and about. As that project came to an end, an opportunity to work with businesses came up and it suited my previous experience, so I moved into the role of Business Relationship Manager in May.

You are obviously passionate about Age UK Northamptonshire, what's your favourite part of the job?

Age UK Northamptonshire does so much to support a huge number of people in the county. In fact, we support 15,000 people in later life every year. We're also providing much more than people think. The perception is we have a couple of lunch clubs, but the list of services is huge! My favourite part is talking to businesses about what we do and telling them the human stories. I love to see the surprise on people's faces when they realise the impact we make.

“My favourite part is talking to businesses about what we do and telling them the human stories. I love to see the surprise on people's faces when they realise the impact we make.”

What does a normal day look like?

Well to be honest there's no such thing as a normal day! I only work two days a week with Age UK Northamptonshire so I have to cram lots in! I start at 8am, check emails, catch up with colleagues and get organised. I then might have a meeting. I manage the marketing for the charity so I might meet with a local photographer or influencer to discuss social media messaging. I also deal with local press, so I might be writing and sending out a press release and trying to get media coverage.

There are networking events most weeks so I might head off for a lovely lunchtime networking event with the Northamptonshire Chamber of Commerce. That involves speaking to lots of local businesses and trying to build links to work with them in terms of pro bono support services, volunteering or fundraising. Then I'll come back to the office, follow up with people I've met, update LinkedIn and set meetings. I also try to get out to as many parts of the organisation



Northamptonshire's Business Relationship Manager

as possible, so I might go and visit one of our shops or day centres to see how we can promote their projects. I finish up my day at 4pm.

What are you working on right now?

Well I'm really excited about how we're going to be developing our social media presence over the next 12 months. It's such a great way to connect with people and showcase the amazing work we do. I think charities in general aren't always good at shouting about their achievements, probably because we're too busy delivering life-changing services. But for me, it's super important to ensure people know what we're doing and to give them the opportunity to support us if they can. For example, we now have a retail Instagram account (@AgeUKNorthantsRetail)

that showcases the fashion, homeware and toys we have for sale in our eight shops across the county. People can share their purchases using the hashtag #ShopAgeUKNorthants and get inspiration on vintage and pre-loved items. With such a huge focus on the environment and slow fashion, we're in a great position to lead the way and make a difference. It's lovely because at the same time as generating income to support people in later life, we're positively impacting the planet and helping people to reduce their carbon footprint.

What's been your biggest achievement?

I feel like I have a win every day. Working with Age UK Northamptonshire doesn't feel like a job, it's a vocation, and there are so many things, big and small, that I count as achievements. One of the things I'll always be proud of is when I was in my client facing role, supporting a gentleman through the loss of his wife to cancer. He was able to talk to me in a way he couldn't talk to his family. I have experience of bereavement, losing my mum to breast cancer, so I could relate to what he was going through. Knowing that I made a difference at such a difficult time means the world to me. I will always maintain that working with Age UK Northamptonshire is the most important work I'll ever do and it's such a privilege to impact so many people in my community.

■ Social Media

Follow, like and share our content on social media. It really helps us to be seen and to raise awareness of our work. You can find us on

Twitter: @AgeUKNorthants,

Facebook and Instagram: @AgeUKNorthamptonshire and of course our

retail Instagram is: @AgeUKNorthantsRetail

■ Visit our shops

We have eight across the county with lots of great items for sale. You can also donate your unwanted things by dropping them off in store.

■ Display a collection goblet

We can drop our goblets to businesses, schools, colleges, community centres, faith groups etc. Every penny helps to enable us to keep supporting people in later life.

■ Visit our website

There are LOADS of ways you can get involved, as an individual or as a business. Head over to the website ageuk.org.uk/northamptonshire and visit the "Get Involved" tab for more ideas.



Back in the shop for a day

Ruby used to volunteer in a charity shop and wanted to spend some time doing it again.

After retiring some time ago, Ruby now lives in a care home. She has a bucket list of things she really wanted to do and one of them was "Spend some time in a charity shop doing what she used to love". Manager Yvette Prior and Assistant Manager Marion Wilson of our St Giles Street charity shop were delighted to invite Ruby and her carer Keri Gulley to spend the morning with them.



Ruby had a fabulous time marking up clothes for our sale basket and hanging up clothes on the rails. She then spent some time on the shop floor serving customers. Ruby says she really enjoyed the morning and it showed she hadn't forgotten how to use the till. She also enjoyed a friendly chat with customers. Ruby's experience shows that there's more to volunteering in a charity shop than selling clothes.

We rely on around 460 volunteers who put their spare time to good use. There are many ways to volunteer. All applicants must be over the age of 18 years. We appreciate all offers of volunteering and will work with you to find an opportunity that suits both you and the older people we support. All our volunteers need to undergo a DBS check as we take our safeguarding responsibility towards both the older person and the volunteer seriously.

People feel part of a team and know that their time and skills are making a difference in their local community. If you can spare a regular morning or afternoon, or maybe more, every week please get in touch. We'd love to hear from you.

For further information on volunteering for Age UK Northamptonshire call **0300 303 3931** or visit our website **www.ageuk.org.uk/northamptonshire**

Maynard Memorials Kettering

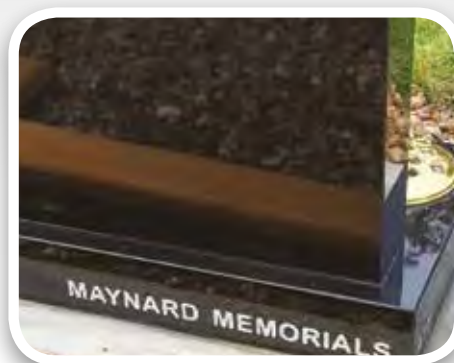


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To anyone who has recently lost a loved one we offer our sincerest condolences. Choosing a new memorial is the most stressful experience after the passing of a loved one, however, we hope, with our personal care and experience we will help to make the choice an easier one



T:01536 512113 / 07483162263

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e.mail michael@maynardmemorials.co.uk www.maynardmemorials.co.uk

NEW WEBSITE - www.headstoneclean.com



SOOYOGA

founder

Meet Kristina Rihanoff



Besides my passion for dancing, I have been a yoga devotee for nearly 20 years and feel my regular yoga exercises during my professional dance career and Strictly Come Dancing TV career have helped me stay away from injuries and provided mental focus.

In the past few years I have become a certified yoga instructor in Hot Yoga, Hatha, Vinyasa, Pre/Postnatal yoga, Children and Family yoga and Meditation.

Chair yoga is a very special qualification for me as I got it to help my mum. She started having issues with moving around, sleeping patterns and depression. I really wanted to help and decided to find a style of yoga which would help her. My mum had never exercised a day in her life but she totally fell in love with Chair yoga. She said it has dramatically improved her mood, sleeping issues and overall wellbeing. I am a true believer that this form of exercise can help with stress and mental focus.

The highlight for me was teaching a wheelchair rugby team from the Saints, after which the players said it was an amazing relaxing and restorative experience.

Chair Yoga and benefits for older people

Most people get the impression that yoga is just for the young and fit but in truth it is really for everyone. What's great about

yoga, is that it can be modified so many different ways to suit everyone's style and level of ability. One example is Chair Yoga, which literally suits everyone! This involves sitting on a chair or standing while using the chair for support. Whilst this style does cater for everyone, it primarily focuses on the elderly and people with injuries, as it's the best option for this group of people.

A chair offers a stable base for less mobile individuals and is highly adaptable to the physical needs of a variety of disabilities and injuries, such as people with special needs who have varying degrees of physical disability. It will improve mobility, flexibility and strength, and help compensate for the lack of balance and other weaknesses, which will then empower them to be more confident in movement and provide breathing and meditation techniques to reduce stress and depression.

Chair Yoga can also benefit people with other conditions like high blood pressure, anxiety, chronic fatigue syndrome, arthritis, multiple sclerosis, depression, chronic pain and those with mobility issues including wheelchair users.

Soo Yoga Ethos and Promise

We promise to provide a family friendly space for you to come and relax, unwind and burn calories. We will provide you with a wide variety of classes that will be guided

Soo Yoga is a family wellbeing centre which provides classes to every age from babies to elderly. We are very proud to be the very first centre in Northampton to offer special classes for people with mobility issues and wheelchair users.

by true professionals. We will focus on what abilities you have and adjust accordingly to make sure you feel comfortable in each class. We treat everyone that walks in like family. We promise to make each class worth your time and help you stress less and achieve more. Whether you're a complete beginner or a fitness fanatic, our extensive range of classes, our facilities and personal trainers/instructors will inspire you to reach your personal goals.



Contact :

www.sooyoga.com

info@sooyoga.com

Tel: 01604 621004

For more information on Age UK Northamptonshire's activities and courses please see Page 9.

NORTHAMPTON

COMMUNITY TRANSPORT



**NORTHAMPTON
VOLUNTEER
CAR SCHEME**



We are delighted to announce that Voluntary Impact Northamptonshire, who already run the Northampton Volunteer Car Scheme, is taking over the Northampton Door to Door Service.

At Voluntary Impact we are passionate about the need for affordable, supportive transport provisions for those in the community, who do not drive and struggle using conventional buses. Not only is this type of transport essential for many to get to important medically related appointments, but it is also a lifeline for shopping, social interaction and wellbeing, to help prevent social isolation and keep our community active, independent and involved.

Please join us in celebrating this venture and contact for further information about how you can benefit from the schemes.

Car Scheme: 01604 628234

Door to Door: 01604 583553



**NORTHAMPTON
VOLUNTEER
CAR SCHEME**

**CALLING ALL
CAR DRIVERS
WE NEED YOU!**

**FLEXIBLE DAYS
FLEXIBLE HOURS
ALL EXPENSES REIMBURSED**

**WE NEED CAR OWNERS TO HELP TAKE
PEOPLE WHO CANNOT MANAGE ON PUBLIC
TRANSPORT TO THEIR MEDICAL AND
WELLBEING APPOINTMENTS.**

**WE ALSO NEED VOLUNTEERS TO DRIVE POOL CARS FOR A
SPECIAL PROJECT, WHERE YOU DO NOT NEED YOUR OWN
VEHICLE.**



**01604 628234
WWW.VOLUNTARYIMPACT.ORG.UK
CARSCHEME@VOLUNTARYIMPACT.ORG.UK**

Fundraising, Support

National Care Home Open Day

Most of our clients live independently in their own home but we also provide services to many people who live in residential care. We value the support of the care homes in our county and are pleased to be able to work with them for the benefit of local older people. National Care Home Open Day has run every year for the past seven years and aims to put care homes at the heart of the community. Care homes in the UK are encouraged to open their doors to celebrate the key values of friendship, making connections and celebrating older and vulnerable people. This year's open day on Friday 28th June had the theme "celebrating the role of Arts in Care", an easy theme for us to endorse as every day we witness the enjoyment our day centre clients get from painting and other craft activities.



This year Age UK Northamptonshire says thank you to Ashurst Mews Care Home in Moulton whose residents, staff and volunteers had put together a small exhibition of original craftwork, paintings and homemade cards. Sales of items in the exhibition, and also of specially decorated cupcakes, helped raise

a magnificent £300 for Age UK Northamptonshire.



Over at Timken Grange in Duston, Lifestyle Manager Daniel Worley and his staff welcomed artist and art tutor Gerald Porter to their care home. Gerald runs a well-attended weekly art club for Age UK Northamptonshire at the Abington Bowls Club and is skilled in helping mature people rediscover artistic skills they may have forgotten they had.

Gerald's watercolour session was run to suit the individual capabilities of everyone who attended. Between them, Gerald and Timken Grange staff made sure no one was left out. Local MP Andrew Lewer and Northamptonshire County Councillor Pinder Chauhan also called by to show their support for a national event that encourages friendship, making connections and celebrating older and vulnerable people.

Find out more about Age UK Northamptonshire's clubs and activities for older people in Northamptonshire by visiting our website or call Kate Kingston on **0300 303 3931**.

A big **thank you** to Grangewood Residents Association



We would like to thank Claire and Howard and all the members for choosing us as their Charity of the Year. They have organised lots of events for the residents of East Hunsbury to get involved with in order to help improve their local area, whilst arranging several fundraising activities to help make a difference to the older people of Northamptonshire.

A big thank you to Nic and his team at the Great British Munch for raising awareness of our services in the Far Cotton area, and for hosting one of our fundraising collection goblets. If you or your business would like to host a collection goblet, or get involved to fundraise and promote our services, please contact us on

fundraising@ageuknorthants.org.uk
or call **0300 303 3931**.

Age UK Northamptonshire have been named Northamptonshire Chamber of Commerce Charity of the Year 2019

Being the Chamber's Charity of the Year will give us the opportunity to raise our profile and to promote Age UK Northamptonshire to the business sector across the whole of the county. It will be a great opportunity to network with Chamber members through their events, in particular their regular Breakfast and Lunch meetings.



The Big Knit 2018/19

We have hit an amazing target of **15,035 little hats!** Raising a fantastic total of **£3,758.75p**



A huge thank you to all our kind supporters who have been knitting away since last September.

The little woolly hats started appearing on bottles in participating stores in October 2019. Innocent pay 25p for every woolly marvel you have sent us. This helps us provide vital support to older people in our community.

A big thank you to Johnson Underwood



We are delighted that Johnson Underwood have chosen us as their Charity of the Year. Johnson Underwood are neighbours of our Venton Centre in York Road and will be volunteering to support our clients. We will also be working with Johnson Underwood to create a book of memories that will be sold in our shops. We look forward to an exciting year of joint projects and fundraising together. Every penny raised will help support older people in the county.

Young volunteers in Raunds chose to support older people during their week of social action

As a local independent charity Age UK Northamptonshire is always thrilled when young people in our county choose to support us. We are delighted to thank a group of NCS (National Citizens Service) volunteers based in and around Raunds for their recent fundraising and community activities. Phase 3 of the summer programme calls for "social action" and the students are asked to devise their own community project.

The volunteers in Raunds chose to focus on making a difference to the older people in their community. During their week of social action they visited a local care home to chat to residents and give them the opportunity to find out what life is like for 21st century teenagers. The students said they felt honoured to meet the older people and for most of them it had been the first time they had been inside a care home. They also enjoyed doing some outdoor, practical work which would make a difference to the residents.



The students completed a nine mile sponsored walk and organised a cake stall in Raunds Market Square, asking for donations for Age UK Northamptonshire. We say a huge thank you to all the NCS volunteers, to their families and friends and to the people of Raunds who have helped raise a magnificent total of £325.75. very penny will help us improve later life for people in Northamptonshire.

Our team at the Northampton Half Marathon

This is the first year an Age UK Northamptonshire team entered and our fantastic three runners raised £1,543.75p - what an impressive achievement!

A big shout out to Claire, Ralph and Phillip, for raising vital funds.

Our runners explained why they chose us as their charity to support;



Phillip – "I was running on behalf of Age UK Northamptonshire due to the good work they do. My wife's Grandma had benefited from their help and it was fantastic to help raise money for people who may find themselves in a similar position. I may need to benefit myself one day. I can't stay young for ever – if only!"

Ralph – "It was a great experience running in the Northampton Half Marathon.

The route showed the very best of Northampton's countryside and historic buildings. This was a brilliant opportunity for me to continue supporting older people in my local community, as everyone deserves to live with dignity in later life."



We have been out and about in Northamptonshire sharing information on the services and support we offer to older people in the county.

Year 8 students learn that older people have a story to tell

Collaborative Care Team Co-ordinators Paula Fox and Jonathan Cook visited Manor School Sports College, Raunds in July to take part in the College's Charities Day workshop event. Paula and Jonathan ran five sessions for 100 Year 8 students in total, explaining the purpose of Age UK Northamptonshire and why the charity's work is vital.

The team co-ordinators gave an outline of a "typical day" for workers and volunteers and why fundraising is so important for independent charities such as Age UK Northamptonshire. They gave examples of how our charity supports older people in the county and what a huge impact our work can have on people's lives.

As part of the presentation students were shown images of older people looking into a mirror and seeing their younger selves looking back at them. This visual aid helped students understand that older people have a story to tell, regardless of the challenges and difficulties they face in older age.

Paula and Jonathan were impressed by quality and range of questions asked by the students, and also the empathy shown by the young people towards older generations. There was a fruitful discussion about the ways in which students could help and support older people and they also came up with lots of interesting ideas for fundraising.



Delapre Abbey Village Show

Northampton was blessed by warm, sunny weather on Sunday 8th September and it turned out to be the perfect day to have an information stall with a Tombola in the grounds of Delapre Abbey.

We were pleased to speak to many local people and to answer questions about the support and services we provide in the county. Several people were interested in day care for their parents and had not realised that as well as The Venton Centre in York Road we also run day centres in Moulton and Bugbrooke. Thank you to everyone who had a go on our Tombola and helped raise a much-appreciated £47. Every penny helps make a difference to older people in the county.



Small Charity Week celebrates and raises awareness of the essential work of the UK's small charity sector who make an invaluable contribution to the lives of millions of individuals, communities and causes across the UK and the rest of the world.

The Age UK network is made up of 130 local charities of different sizes working together.

Age UK's main strength is in its partner network, made up of small and medium organisations of different sizes. There are over 130 local partners in England, three national partners, and six local Age Cymru partners. In addition to that, many of the local partners work with other small charities themselves, from Friends of Age UK to social care charities. There are innumerable examples of charities of

different sizes supporting each other across the network.

This year, Age UK Northamptonshire and Age UK are proud to take part in the Big Support Small campaign, which showcases examples of support between charities of different sizes. The aim of the campaign is to show how working together helps charities, big and small, achieve more for the causes they support.

Where is this more obvious than in the Age UK network!

Diabetes Awareness



Jason one of our Prevention Development Co-ordinators attended a Diabetes Awareness event at King Edward Surgery, Northampton. He demonstrated Otago and armchair exercises to music showing how exercise benefits people with diabetes.

Northamptonshire

On 25th July 2019 our Kettering Shop celebrated 25 years of trading

Staff and volunteers were joined by the Mayor of Kettering to mark this special anniversary.

Our thriving shop in Stamford Road reached an important landmark this year, celebrating 25 years of trading and raising vital funds for the charity. We were thrilled that the Mayor of Kettering Cllr Keli Watts could join us for the birthday celebrations.

Charity shops rely on the hard work of many local people. Our staff ensure the shop is run efficiently and profitably and volunteers give up their spare time, knowing they are making a positive contribution to their community. We know that our volunteers enjoy keeping busy in the shop, making new friends and helping to make a difference. The income raised from all our shops plays a vital role in enabling Age UK Northamptonshire to provide support to thousands of older people in the county.

The Mayor said how pleased she was to be invited. She explained how she is very focused on supporting the elderly and, as we are all living longer, we will be needing Age UK Northamptonshire's services more. The Mayor also stressed what a fan she was of charity shops because they are such an excellent way of recycling resources and reducing waste. By encouraging people to re-use clothes and other items we are protecting the environment.

Shop Manager Nerissa Haimes said she was pleased that so many customers and volunteers had been able to join us for the celebrations and to enjoy the drinks, nibbles and free raffle. Thank you to all our customers and we look forward to another 25 years of successful trading.



This Christmas consider making a **Will** to ensure you leave a gift that Will last - **Do something that will last beyond your lifetime!**

Tollers Solicitors in aid of Age UK Northamptonshire are delighted to offer our supporters the opportunity to make a will for free or to amend an existing will.*

Free appointments for making a will are available in November and December 2019. Please contact Age UK Northamptonshire to take advantage of this offer, and to receive a detailed information pack by emailing:

legacies@ageuknorthants.org.uk
or by contact our office on
0300 303 3931.

There is no obligation to include a gift in your will to Age UK Northamptonshire if you take part in this scheme, however any such gift you make could help facilitate our work in improving later life in Northamptonshire. We have been there for older people in Northamptonshire since 1952 and want to still be here in the future continuing this work.

A massive thank you to Tollers and all the solicitors who are giving up their time and using their expertise to write Wills for our wonderful supporters, in exchange for a voluntary donation. This is an incredible opportunity for people in Northamptonshire, as Tollers have offices based all over the county in Northampton, Kettering and Corby. The support by Tollers and the people of our county is needed so that Age UK Northamptonshire can continue to be there for people when they need us most – long into the future. Together we can make a legacy that ensures that everyone in Northamptonshire lives with dignity in later life.

*Terms and Conditions apply

Timken Grange Fete

Thank you again to the residents of Timken Grange who chose to support us so that they can give back to the community. They had a fundraising shopping day on Friday 4th October and attendees were encouraged to support our work in the county.

GranPart

Supporting grandparents who have little or no contact with their grandchildren

It is estimated that there are at least 1 million children in the UK who are estranged from their grandparents. There are many grandparents who, due to circumstances very often beyond their control, never get to see their grandchildren. The reasons can vary considerably, it can be due simply to a falling out amongst family members, sometimes the parents of the children have divorced or have simply moved a long distance away.

GranPart support group was established in 2015 in Milton Keynes and has grown over the years with another group being started up in Northampton. The meetings give grandparents who are going through this difficult time an opportunity to meet others in a similar situation, in an informal environment where they can chat and share experiences and can be empathetic and supportive to each other.

GranPart is also supported by professionals who can offer guidance. Local solicitors regularly attend the meetings and can offer advice to grandparent who may be struggling to know what their legal rights are, and what direction to take.



The group is also involved in trying to change the law. Currently in law a grandparent has no automatic legal right to a relationship with their grandson or granddaughter. Nor does a child have an automatic right to a relationship with his/her grandparents or in fact any relative who does not have parental responsibility. All the parties involved can enter into an independent mediation process, however this will rely on everyone involved attending the meetings but, very often the parent or parents of the child refuse to attend.

For grandparents to take the very difficult step of legal action adds to the distress - currently they would have to ask for a 'leave

of the court'. This is the court's permission for an application to spend time with the child. Firstly they are required to complete an additional court fee and a possible court hearing to establish why they should have permission to see the child. The process can be costly and stressful.

GranPart along with other support groups, MPs, lawyers are working towards changing the law, for further information about GranPart:

please visit **www.granpart.co.uk**

or contact Marion on **01604 830070** or **07842 146637**.



Independent Living Aid Products

How independent living aids have helped John and Kathleen Harris

John is 83 and lives with his wife Kathleen, 80, in a three-bedroom detached house, where they have been very happy for 13 years. John was a railway locomotive design engineer until he took early redundancy and retired 28 years ago. Kathleen was a keen gardener and both were pretty active until about five years ago.

“We socialise with friends and family (son and daughter) and are regular churchgoers. We have no problems in getting around by car or public transport though we cannot walk for more than about 10 minutes without a rest,” said John.

Their concerns:

John was diagnosed with a crumbling spine due to osteoporosis in 1997 and Kathleen started to find walking more difficult in recent years. Consequently, John invested in rising/reclining armchairs and fitted an extra bannister in March 2015.

“Kathleen was finding it increasingly difficult to use the stairs without using her hands for support, hence the extra bannister. Also I was conscious that I had no support when carrying a tray downstairs and that a fall in my condition could be very serious,” explained John.

They decided to have a stairlift installed and researched them on the internet where he found Age UK Stairlifts which are provided by Age UK Trading CIC in association with Handicare.

“Moving house might have been preferable, to a bungalow with a smaller garden. However, the right property is never easy to find. At our age the sheer hassle of moving is daunting and we like the

community we live in,” he added.

John and Kathleen had three quotations before choosing Age UK Stairlifts on grounds of value for money.

The solution:

Handicare installed an Age UK Simplicity Straight Stairlift, the slimmest in the Age UK Stairlift straight range with a manual swivel seat and large toggle switch for ease of use. The stairlift has two hand held remote controls which ensure both John and Kathleen can operate the lift at the push of a button.

The outcome:

“I am happy to tell you that we regard our choice of an Age UK Stairlift as one of our better decisions. The installation took place with the minimum of fuss and the fitter explained the workings to us very comprehensively. We now regard it as one of our routine household appliances and would feel lost without it. Also, it is very good value for money,” said John.

“If you are struggling with carrying things upstairs like tea trays or laundry and your balance is a bit suspect, get a stairlift and stay safe,” he added.

John and Kathleen have now had their bathroom changed to a walk-in shower, a home adaptation that was also carried out by Handicare.

For further information on our products you can call
01604 631030.



Age UK Stairlifts

Stay safe & independent in your home

Age UK Northamptonshire
31 Billing Road, Northampton
NN1 5DQ

01604 631 030

Buying this product supports Age UK's charitable work

Age UK Northamptonshire
ageUK

 **handicare**

Age UK Stairlifts are provided by Handicare Accessibility Ltd, in association with Age UK Trading CIC. Handicare will raise a minimum of £1.2 million during 2018/2019 for Age UK (registered charity no.1128267). Contact us for information.

Helping you to choose well, stay well and live well this winter

The NHS in Northamptonshire is making it easier for people to access GP services in their local area, with hundreds of extra appointments being made available every week.

The additional appointments mean people across the county can access services at times that are more convenient to them – including weekday evenings until 8pm, at weekends and bank holidays including Christmas and New Year.

The Extended Access service allows you to book routine and on-the-day appointments with a GP or other healthcare professional, including nurses and healthcare assistants, seven days a week.

Northamptonshire GP Dr Naomi Caldwell said: "We understand our patients are leading increasingly busy lives and there is increasing demand to be able to see a GP, nurse or other healthcare professional outside traditional working hours.

"The GP Extended Access service makes it easier for patients to book

an appointment at a time which suits them, including evenings and weekends. Patients needing a primary care appointment should still contact their GP practice in the usual way but now may be offered an appointment with the GP Extended Access Service, if this is right for them."



For more information visit

www.corbyhub.co.uk

if you live in Corby, or

www.neneccg.nhs.uk and search 'extended access' if you live elsewhere in Northamptonshire.

Know your local NHS

As winter approaches, Northamptonshire residents are being urged to familiarise themselves with the wide range of local NHS services available to help them stay well and keep illness at bay:

■ **Get your free flu jab** – people aged over 65 and those living with long-term health conditions can protect themselves and their loved-ones by getting a free flu vaccination. Contact your GP or local pharmacy for more information.

■ **Pharmacy** – your local pharmacist can provide confidential, expert advice and treatment for a range of common illnesses and complaints, with no appointment necessary. If you have a long-term health condition and feel under the weather, ask your pharmacist for advice and don't wait for it to get worse.

■ **NHS 111** – if you need help or advice urgently but it's not a life-threatening situation, call 111. NHS 111 is available 24 hours a day with highly-trained operators and clinicians to assess your symptoms and direct you to the most appropriate service. You can also access 111 online at 111.nhs.uk.

■ **Corby Urgent Care Centre** – for minor injuries and illnesses that need to be looked at that day, but are not life-threatening, the Urgent Care Centre is open every day from 8am until 8pm.

Appointments with a GP, nurse or other healthcare professional are now available in the evenings and weekends, either at your local practice or another nearby NHS service.

Speak to reception or visit nhs.uk/GPaccess to find out more.

HELP US HELP YOU WHEN YOU NEED IT

NHS

Lucy Goodeve-Docker, GP

Free Home Energy checks in Northamptonshire

Now that Autumn has kicked in and with the advent of a cold winter around the corner, Age UK Northamptonshire are delighted to be able to offer our **FREE** Home Energy checks again this year.

The project focuses on eliminating fuel poverty for older people, keeping them warmer in their homes by ensuring they are on the correct benefit and the best fuel tariff. During the visit, Gordon, our Home Energy advisor will check any areas of draughts or damp and either refer on to other organisations or install materials free of charge to eliminate the problem. Products likely to be provided range from energy saving light bulbs, 24-hr segment timer switches, remote controlled switches (so hard to reach sockets can be turned on with a remote control), radiator reflector foil, letter box brushes, draught excluders for doors and windows and cold alarms.

This is a free service available to all older people who are at risk of cold related illnesses or who live in homes that are hard to keep warm.



For more information you can call Jo Gunnett on **0300 303 3931** or visit our website **www.ageuk.org.uk/northamptonshire**

Gas Safety Week 2019 was 16th – 22nd September.

Gas Safety Week is an annual safety week to raise awareness of gas safety and the importance of taking care of your gas appliances. It is co-ordinated by Gas Safe Register, the official list of gas engineers who are legally allowed to work on gas. Badly fitted and poorly serviced gas appliances can cause gas leaks, fires, explosions and carbon monoxide (CO) poisoning. CO is a highly poisonous gas that can kill quickly and without warning, as you cannot see it, taste it or smell it.

By taking care of your gas appliances properly you are taking care of your home and your loved ones. Follow these few simple checks to keep you and your family safe.

- Check your gas appliances every year. Gas appliances should be safety checked once a year and serviced regularly by a Gas Safe registered engineer. Tenants – make sure your landlord arranges this. Set a reminder so you don't forget at StayGasSafe.co.uk.
- Look out for friends and relatives. Some people may be unable to arrange their own gas safety check or may be unaware of what they need to do to keep safe. Help your loved ones by ensuring that they have their appliances checked and serviced regularly.
- Check your engineer is Gas Safe registered. You can find or check an engineer at GasSafeRegister.co.uk or call 0800 408 5500.
- Check your engineer is qualified for the type of gas work you need doing e.g. natural gas, domestic boiler. You can find this information on the back of their Gas Safe ID card and on the Gas Safe Register website.
- Check for warning signs that could indicate your (or others) appliances are not working correctly. Signs may include lazy yellow /orange flames instead of crisp blue ones, black marks on or around the appliance, a pilot light that keeps going out and too much condensation in the room.
- Know the six main symptoms of carbon monoxide poisoning – headaches, dizziness, breathlessness, nausea, collapse and loss of consciousness.
- Install an audible carbon monoxide alarm and make sure your friends and relatives have one too. Check they are marked EN50291 and display the British Standards' Kitemark.

For gas safety advice and to find or check an engineer visit the Gas Safe Register website at **GasSafeRegister.co.uk**. Or call the free helpline on **0800 408 5500**. You can find a Gas Safe registered tradesperson on the Age UK Northamptonshire Business Directory website.



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4mph

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in stock, all at
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