

EngAGE

#LoveLaterLife

Suspicious
emails

A new way
to report
cyber crime

Staying safe during
the pandemic

Including tips for coping
with mask anxiety

5 simple exercises
to try at home

WE NEED
YOU!

Could you
volunteer in your
community?

Welcome!

Manor Club Extra

Oxford United in the Community have teamed up with Age UK Oxfordshire and Active Oxfordshire. Over the next six months, we are producing three brochures called *Manor Club Extra*. These 12-page brochures, available online and in print, will include useful information, puzzle pages, past player interviews and the latest on what Oxford United in the Community have been up to. We will also be launching 6 digital shows with interviews of former players and other exciting activities. If you are interested in receiving a brochure or finding out more about the online shows, please email **Alex Blane** via **Manorclubextra@oufc.co.uk**.



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ageukoxfordshire

We are **Age UK Oxfordshire** - a local independent charity with a national name. We raise funds locally to help deliver services for older people in Oxfordshire. We are one over 130 local Age UKs and are brand partners of Age UK.



Bags of Sunshine - page 7

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Two in five people entitled to claim Pension Credit do not do so

By Penny Thewlis, Chief Executive

TV LICENCES

Are you eligible for Pension Credit?

Thank you to everyone who helped with the campaign to keep free TV licences for the over-75s. We're really disappointed to not have had more success with this, particularly now when the pandemic has made television more important than ever. The campaign continues - we are not giving up!

However, people over 75 are still eligible for a free TV licence if they claim Pension Credit. We know that two in five people entitled to claim Pension Credit do not do so. That's around 3,500 people in Oxfordshire.

To check if you are eligible and to apply for Pension Credit, you will need to find the following:

- National Insurance number
- Bank account details
- Information about your income, savings and investments
- Information about your pensions (if you have any)
- Details of any housing costs (such as mortgage, interest payments, service charges)
- The same details for your partner (if you have a partner who lives with you)

HOW TO APPLY

You can apply online here via www.gov.uk/pension-credit or call the Pension Credit claim line on **0800 99 1234**.

HELP AND SUPPORT

If you are unsure if you are eligible and need someone to check on your behalf - call our Age UK Oxfordshire helpline on **0345 450 1276** (10am - 4pm, Monday to Friday) or the national Age UK Helpline on **0800 169 65 65** (8am - 7pm daily).



STAY SAFE FROM TV LICENCE SCAMS

As of this week TV Licensing have started sending letters to anyone aged over 75 asking them to either pay for their TV licence or apply for a free one. The letter TV Licensing sends will include your licence number, your title and your last name and they will only ask you to pay using the following options:

- By post using the address:
TV Licensing, PO Box 578, Darlington, DL98 1AN
- Online at www.tvlicensing.co.uk
- Over the phone on **0300 790 615**

If you are contacted and asked to pay for your TV licence using a different phone number, a different website or by posting your details to a different address, **this is a scam**. TV Licensing will not come to your doorstep to collect the licence fee if you are over 75, so anyone who claims to do so is also a scammer.

If you're unsure about anything, you can call TV Licensing on **0300 303 9695** for more information.

Staying SAFE

outside your home



During the pandemic, staying at home helps us to remain safe but there may be times when you want or need to go outside your home. You can keep yourself and others safe by following current government advice and by making sensible choices that you are comfortable with.

Currently, the government ask that you:

- ✓ **Don't go out for 14 days if you have symptoms of COVID-19**, or have been in contact with someone who has COVID-19. There are volunteer services that can help you to get essentials, instead of you having to go out.
- ✓ **Keep your distance from people who don't live with you** – 2 metres is the preferable distance but may not always be possible
- ✓ **Wash your hands (or use hand sanitiser) regularly** and especially after touching surfaces that other people might have touched. Also wash your hands as soon as you get home.
- ✓ **Avoid touching your face** to stop anything from your hands being transferred to your mouth, nose or eyes.
- ✓ **Avoid peak times and wear a face covering** if you need to use public transport.

WHEN TO WEAR A MASK

You may have heard varying advice about the use of masks or face coverings and, indeed, things are regularly changing as scientists learn more about this new virus.

At the time of writing, the Government social distancing legislation says that you only have to wear some form of face covering when:

- **Travelling on public transport** (you are expected to provide your own)
- **Going to or visiting a hospital** (a suitable face covering can be provided by the hospital)
- **Going into shops** (you are expected to provide your own)

WHAT TYPE OF MASK CAN I WEAR?

You can make your own face covering, which is shaped more like a traditional mask, from household materials. There are lots of resources on video-sharing sites online such as YouTube, or you can follow the government guide: www.gov.uk/coronavirus. You can purchase many different types of mask online and some local volunteering support groups are making them for people in their communities.

You will need to learn how to use the mask properly. Remember to:

- **Wash your hands** before putting it on and taking it off
- **Ensure it fits snugly** around your face, covering your mouth and nose, and is tied securely but comfortably
- **Don't touch the front of the mask** and avoid touching your face
- **Dispose of it**, or place it in a plastic bag until you can wash it, then wash your hands again

WHAT IF I CAN'T WEAR ONE?

There are lots of reasons why people can be exempt from wearing a mask – you don't have to carry any paperwork or proof, but you may choose to note something down so that you don't have to explain to people. There are lots of badges, cards and printable notes online that you can wear to explain your circumstances if you wish to.

Please note that advice is constantly being updated regarding distancing measures and the use of masks. This information is a source of basic information only and you should check specific concerns about your health with your healthcare provider.

Tips for coping with mask anxiety

You might not ever feel totally comfortable with masks. Here are some tips from **Mind** you could try to help:

Panic and breathing issues

- ◆ Get some fresh air outside before and after you wear your mask.
- ◆ Do something to relax you before and after you wear a mask.
- ◆ Choose a face covering that hangs down your neck, rather than fitting around your jaw, like a neck gaiter.
- ◆ Keep your body as cool as possible. For example, by wearing loose-fitting clothes.
- ◆ Add a comforting scent to your mask. This might be a few drops of lavender oil, your own perfume or aftershave, or a smell that reminds you of someone else.

Anxiety around other people wearing masks

If people in masks make you feel uneasy or afraid:

- ◆ Try to pay extra attention to your non-human surroundings. This might be trees, traffic or the sounds and smells you notice. Balancing what you're taking in with other things that are unchanged, things might feel less abnormal.
- ◆ Take a distraction out with you. For example, listen to music or podcasts through headphones, or call to someone you enjoy chatting to.

Mask exceptions for mental health reasons

Don't assume that someone not wearing a mask is just 'being selfish'. Many people are exempt from wearing masks, and it might not be immediately obvious why.

It can be difficult to judge if you're unwell enough to have a reasonable excuse for not wearing a mask. But remember: you are the expert on your own experience. You might decide that you have a legitimate reason for being exempt. That's ok.

For more info on mask exceptions for mental health reasons, visit: mind.org.uk/masks





Community Information Network

Whether you want to meet people, get help at home, or volunteer in your local community, the **Community Information Network** is here to help you.

The service is free and operates across Oxfordshire through information drop-ins, over the phone or visiting you at home. Please call **01235 849 434** or email network@ageukoxfordshire.org.uk.

We need



YOU!

Phone Friends: Could you volunteer to be a friendly voice at the end of the phone?

- Do you have a spare **20 minutes** a week?
- Would enjoy having a **friendly chat**?
- Do you want to really **make a difference**?

We would love to hear from you and welcome you into our **Phone Friends team of volunteers**. Across Oxfordshire, there are so many people who are feeling lonely, isolated or lacking in confidence. Receiving a regular weekly call can make such a difference. Calls last from 5 mins to 20 mins and are made at a mutually convenient time for both the volunteer and the person receiving the call.

As a result of COVID-19, we have seen a massive increase in demand for this service and we are at present ringing **nearly 800 people** regularly across Oxfordshire. Every week we have more and more people contacting us to say that they would value a call. **We really need your help to be able to continue to respond to these requests.**

If you are interested in becoming a phonefriend, please email kayleighboorer@ageukoxfordshire.org.uk or call **01235 849 434** to receive an information pack.

My Community Link Volunteers: Support that makes a difference

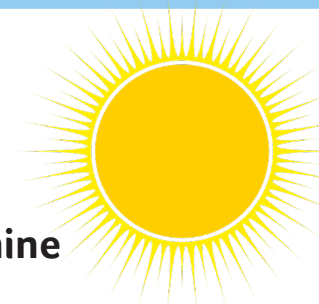
Community Link Volunteers support people to be as independent as they can be. As a volunteer, you buddy up with an individual for between 2 to 6 weeks, during which time you work together to achieve a clearly identified goal.

Whether it is following a discharge home from hospital or coming out from weeks of being shielded, we find that many people have lost their confidence and **simply need a bit of extra support.**

Would you enjoy helping a person become confident to use a bus again? Or teaching someone how to skype call their family? Or going along with them to a group or activity and supporting them to make new friends?

To find out more, please contact stephenmott@ageukoxfordshire.org.uk or ring **01235 849 434** and we will send you an information pack. Full training and ongoing support is given and you would work alongside a member of our community team.

Bags of Sunshine



The Community Development Team have been creating and delivering '**Bags of Sunshine**' throughout the last 20 weeks.

With the support of grant making trust, **Pharsalia**, donations of books from **Hachettes**, donations of seeds, plant pots and soil from the **Cotteslowe Horticultural Therapy Nurseries**, deliveries of tins of soup and chocolate biscuits from our national partner **Age UK** and a host of local schools whose students have worked hard to create 'thinking of you cards' and 'hugs in the post', we have been able to put together little bags for older people.

These have grown and evolved over the weeks but are quite simply a way of us delivering a smile to **over 580 people** so far. Response to receiving these has been brilliant, with many people saying that it helped them remember that they have not been forgotten and has given them something to do - not to mention that many have enjoyed the opportunity of having a socially distanced natter on the doorstep with one of our team. A big thank you goes to everyone who has helped us create these. Together we have discovered that very often it is the **little things that make such a big difference.**



Telephone Support Service

At the beginning of the pandemic, we launched a new **Telephone Support Service (TSS)** designed to offer advice and assistance to older people concerned during this time. Over the last 20 weeks we have received over 1,200 calls to the TSS line.

At the beginning of lockdown, many calls were for practical advice and solutions to issues such as how to get shopping and medication delivered, as well as for reassurance and advice about what was happening and what it meant for them. We were able to help problem solve and link everyone who called up to local support and help that worked for them. We also received calls from people feeling more and more lonely and anxious and so a listening ear and support to 'keep going' and to help them be linked in to additional support was increasingly needed.

If you have a concern or just need some advice or a friendly voice, please know that we continue to be here for you.

By ringing **01865 411 288**, you will be asked to leave your name and contact number and a member of our team will give you a call back. Messages are picked up and responded to Monday to Friday.



By Helen Fountain

Creativity During Lockdown

Oxfordshire Age Friendly Creative Network (OAFCN) has been a hive of activity, recently finding new ways to support everyone to continue to enjoy being creative and connected during lockdown.

When lockdown started back in March, many arts and cultural organisations responded to the situation with online theatre performances and ideas for creative activities at home. OAFCN wanted to share some of this joy and began to send out emails to our network members, sharing links and ideas as local and national cultural organisations continued to adapt and provide fantastic online access to arts and culture.

The streets began to brighten up with lovely pictures of rainbows and many of us tuned into the TV show **Grayson's Art Club** and enjoyed digital screenings of plays and musicals. Local organisations including **Dance Creative, Music Health Service** and **Voices Across Time** were getting in touch and sharing lots of ideas for ways that we could all engage with arts, culture and creativity. The emails really took on a life of their own and evolved into weekly *Creativity at Home* e-bulletins and we were able to feature some home-grown artistic talent.

In April, we published the results of our *Oxford Creative Consultation* (kindly funded by **Oxford City Council**) and in June we conducted a survey. Based on this feedback, OAFCN have moved to a monthly E-Newsletter which will continue to include a



Above:
Dorothy Beazer
crocheted a
blanket over
lockdown

mixture of local and national age friendly creative news and feature the creative achievements of our brilliant Oxfordshire residents.

We will also be piloting new projects that support participation in creative activities from home and we will be looking at ways we can support everyone to improve their digital skills. We now have a dedicated OAFCN webpage which enables us to share information about projects we have delivered, useful age friendly creative resources and research, and previous editions of the OAFCN newsletter. Search 'The Oxfordshire Age Friendly Creative Network' on the Age UK Oxfordshire website: www.ageuk.org.uk/oxfordshire.

We are very mindful that not everyone has access to the internet so **Age Of Creativity** has devised a printed Creativity Pack which includes great ideas to try at home, poetry, information about reading from local reading charity **BookFest** and an exercise DVD from our very own Generation Games. Over 600 packs have been distributed to older people in



Left: A May Day card created by Peter Upham

Below: Watercolour painting on roof slate by Jane Doswell



the Banbury and Bicester area to date.

We have also been working with **Oxford Playhouse** to support them in delivering the lovely *Tea Talks* project which has been offering weekly thirty minute phone calls with 15 people across Oxfordshire. The idea is to talk about life, love and everything in-between and the response has been fantastic. The idea came about when Oxford Playhouse's Community Engagement Officer, Beth Sedgewick, considered the isolation that some people might experiencing during lockdown. Beth told us, "The stories I have heard have been thrilling, tender and remarkable. Stories of travel, family and war - all of which have a resonance today and have been a privilege to listen to. They've made me laugh and reflect and have reinforced the idea that we are all storytellers - we just need someone to listen."

Last but not least we have been working on an exciting new project in Cowley called *Framing Oxford* (kindly funded by the **St Michaels and All Saints Charity**) in partnership with **Oxfordshire History Centre**. The project aims to enable people to enjoy and share local history knowledge and photography, while making new connections in their local area. We hope to share the learning from the project and try out new approaches in a safe and socially distanced way using a mixture of online and telephone participation.

OAFCN has lots of exciting plans in the pipeline to support Oxfordshire residents to have even greater access to creativity and culture in the future. If you would like to find out more or add your name to the mailing list then please contact Oxfordshire Age Friendly Creative Coordinator, Helen Fountain, via helenfountain@ageukoxfordshire.org.uk.

**AGE OF
CREATIVITY**

The Age of Creativity, part of Age UK Oxfordshire, has been busy responding to the lockdown over recent months.

Although our creativity festival for older people has had to be rescheduled for May 2021, we have collated an enormous range of free digital and non-digital activities for you. These activities can be done in your home either on your own or in on-line groups - there's even a virtual choir!

Visit the website to access our range of activities:
<http://festival.ageofcreativity.co.uk>



Leaving a legacy of kindness

A gift in your will could help give older people in Oxfordshire someone to turn to. You can make sure we are always there for those who need us **for years to come**.

To find out more please call **0345 450 1276** or email **admin@ageukoxfordshire.org.uk**. Alternatively visit our website **www.ageuk.org.uk/oxfordshire** and search 'Leave a legacy'.



share your warmth

In February and March of this year, Sir Muir Gray launched the 'Share your Warmth' campaign with Active Oxfordshire and Age UK Oxfordshire. The campaign was the brainchild of Sir Muir Gray, who asked older people who receive a winter fuel payment that they do not need to donate it to help promote physical activity and prevent loneliness for older people in Oxfordshire.

Together, everyone who donated managed to raise the astonishing amount of **£7,600**, which has been of enormous value in helping Age UK Oxfordshire to respond to the coronavirus pandemic. The virus has particularly affected older people, who are no longer able to attend their usual exercise class or participate in physical activity. We have been able to use the money raised to adapt to the current situation and provide exercise opportunities in a new way for older people. The donations have been vital and have enabled us to:

- **Make (film, edit and publish online) 5 new specialist home exercise films** designed for local older people to improve their strength and balance whilst in isolation. It is incredibly important to remain physically active, to prevent deconditioning of muscles, help mental wellbeing and also to give a focus to the day. These films are available on our website and YouTube channel.
- **Print and distribute 1,000 tailored home exercise DVD packs** to older Oxfordshire residents who don't have access to the internet.
- **Make 3,290 friendly calls to older people** focused on alleviating loneliness and promoting exercise and wellbeing.

We will be re-launching the campaign this autumn so please watch this space for more details on how you can support us.



Thank you to everyone that voted for Age UK Oxfordshire in the Blue Bin Recycling League scheme by Oxford Recycles. We are delighted to have been chosen to receive a £1,000 cash prize to support older people in the local area. To find out more about the scheme, visit **www.oxford.gov.uk**.

Hold on to your hats!

The **Innocent** Big Knit will be returning this autumn!

Please feel free to start knitting but we kindly ask that you hang on to your hats for the time being until its safer to drop them off at our office.

Find all the latest information about the campaign on our website: **www.ageuk.org.uk/oxfordshire/**



Zooming into Exercise!

By Anna McKay

Nora is a cheerful and chatty 86-year-old lady who enjoyed attending one of our Strength & Balance exercise classes regularly before we had to shut all of the classes due to the pandemic. Nora was very complimentary of her exercise tutor, Caroline, who knows all the people in the class very well and has been calling them once a week.

Age UK Oxfordshire decided to start running some of its community classes by Zoom, and the class Nora attended was one of them. Previously she hadn't had any experience of Zoom but she knew that a poetry club that used to meet in the pub was now holding meetings via this platform.

With her son's help, Nora was able to join the first exercise class via Zoom, and by the second class she felt a lot more confident and has joined every class ever since. She said, "It definitely helps to have someone there for the first time to help with any technical problems."

About the classes themselves, Nora said, "It is a highlight of my week. I find it really reassuring that I can still do the things I did before lockdown. Lockdown makes everything go slower. **If I hadn't been joining the weekly Zoom classes I don't think I'd be able to walk to the class, do the class and walk back as I did before, if classes were to resume today.**"

Attending an exercise class is of course an excellent way to keep our bodies as fit and healthy as we possibly can, but there are benefits to our minds as well. Nora said: "It [fitness] is quite a dropdown, but in my head it is very clear. Doing the class every week keeps the fitness kicking over. It is work, but it is pleasurable too. After the class I feel...relief! Relief that I've been able to do it all and also reassured that I can still



do it all. There is a feeling of success. It's not how my body is feeling – it's how my mind is thinking. It's definitely a good thing in my life."

Attending a weekly class by Zoom is really the next best thing to attending a class in a community hall, and having a regular weekly class appointment can help to keep a sense of routine in our lives when they have been so disrupted – "It is a reason to get up if you have a routine in the day."

Nora tries to do something active every day, whether that is up to 30 minutes of exercises in the kitchen (as there are places to hold on to) and a walk before lunch, after which she might keep in touch with her grandchildren via WhatsApp or listen to an audiobook.

I could feel the energy and motivation in Nora's voice during our phone call and I wouldn't be surprised if her regular exercise plays a part in that. What would her advice to others be who have internet and an email address but are a bit uncertain about joining an exercise class by Zoom? Her reply: "If you're not sure about doing it on your own for the first time, have someone there with you who can help. I would encourage you to give it a go!"

5 simple exercises to try at home

We received many messages from EngAGE readers to say they had enjoyed doing the simple exercises we featured in the last issue, so we thought we would bring you some more!



Do this exercise against a wall. With your hands wider than shoulder width apart on the wall, bend your elbows so that your head nears the wall and return to the starting position.
Great for: Arm and upper body strength!



With your feet hip width apart, squat down pushing your bottom back. Try to keep your weight on your heels.
Great for: Whole lower body strength!



Take one leg back and sink the heel into the ground to feel the stretch. Try to keep the knee of your front leg over the ankle. Hold for 20 seconds. Repeat on the other side.
Great for: Strengthens the calf muscles, for better lower leg, foot and ankle support



Sitting on the front third of a sturdy chair, sit up tall, take your fingers to the side of your head and bend sideways. Repeat on the other side.
Great for: side body flexibility!



Stand on one leg, lifting the other slightly off the ground. Feel free to gently hold on to a sturdy chair or surface nearby. Repeat on the other leg.
Great for: improving balance!

By Helen Harman



Tony has completed 22 hanging baskets - and counting!

A New Passion

Tony lives in Bicester and has Lewy body dementia.

Pre-lockdown, Tony attended the *Forget Me Not Club* in Bicester twice a week. This club was an opportunity for Tony to join in some fun activities and enjoy the company of others. When COVID-19 meant the club had to temporarily close, Tony was at a loss as to what to do with his time.

Tony was concerned about any negative effects on his memory if he had nothing to do all day. He decided he needed a new hobby to keep physically and mentally active. Looking for inspiration from his garden, Tony came up with the idea of making hanging baskets.

Sourcing plants and compost was difficult due to the dramatic increase in interest in gardening during the pandemic. Tony went all over Bicester on his mobility scooter, sourcing supplies for his hobby, particularly struggling to find bedding plants; he ended up visiting most of the local supermarkets and a garden centre.

Tony admits he doesn't know his flowers and often can't remember their names. However he thoroughly enjoys his new hobby. He has completed 22 hanging baskets and counting; he has run out of space in his garden and so is now offering his hanging baskets to friends.

We think they look fabulous, Tony!



Dementia Oxfordshire launched their first Sunflower Competition in May, aiming to spread some sunshine with lovely yellow flowers blooming across the county. Sunflower growers from across Oxfordshire have enthusiastically been sending in their photos, growing tips and stories.

Carol said, "Every year I plant about 8 sunflowers, as I have four Grandsons who each choose a number from 1 to 8 and that relates to their flower. Two Grandsons live in Australia so it's a great way of keeping them involved."

One despondent gardener shared, "My sunflower seedlings were thriving until my cocker spaniel puppy decided they looked tasty!"

The closing date for the Sunflower Competition was 31st August 2020. Winners will be announced soon via www.dementiaoxfordshire.org.uk.

Jorgie goes the extra mile!

One person who has quite literally been going that extra mile is 8-year-old Jorgie.

Unable to go to school because of coronavirus, Jorgie said she was bored and wanted something to do. She decided she would complete a cycling challenge with her dad, setting a goal of completing 250 miles and raising £250 for **Dementia Oxfordshire**. She started on 1st May and gave herself until 31st August.

Incredibly, Jorgie reached her 250 mile cycling target before the end of July and so far she has doubled her fundraising target to over £500.

If you would like to sponsor Jorgie, please go to www.justgiving.com/fundraising/cyclejorgie



During the summer months **Dementia Oxfordshire** have been working in partnership with **Oxford Mutual Aid** to deliver free meals to those with dementia. The *Kitchen Collective* programme has supported older people in the community. Due to lockdown, many people had difficulty accessing cooked food, previously using meals on wheels due to limited cooking facilities or issues cooking for themselves.

Kitchens and chefs have been provided by **University College, Oxford**. The meals with fresh ingredients consider specific dietary needs including a diabetic option. Well over a thousand meals have been delivered, with two meals per person, twice a week, to homes across Oxford City and Kidlington.

Jane Proberts, Lead Dementia Adviser at Dementia Oxfordshire, said, "Apart from being able to offer lovely meals this project also makes people feel supported and part of the community - the social interaction is so beneficial."

Some of the feedback from recipients or their family members demonstrate the success of this unique service. One person said, "We had our first delivery of meals today, two microwaveable meals with veg, mash and meat. Instructions and use by dates were clear, the food looked very nutritious. Thank you so much for organising this"

If you or someone you know has a diagnosis of dementia and needs further support, please contact the **Dementia Oxfordshire Support Line** on 01865 410 210.

Staying in Touch

"It's a relief to be able to meet up with Householders and Sharers in person again," says Marian Pocock, from Homeshare Oxford. "Whilst video calls have been great way of keeping in touch with our existing Homeshare matches and carrying out interviews with new applicants, there's no substitute for the face to face visits and meetings."

There are also many people who have neither the technology nor the inclination to do things online. As the daughter of a prospective Householder explained: "I think dad is keen, but he wants to meet someone from Homeshare. That will make a big difference and, to be honest, I think you need to meet him in person too, to get a good sense of who he is."

Going forward, technology will play its part, but the Homeshare Oxford team are resuming face to face contact where it's preferable or important to do so. Certainly, meeting with prospective Householders in their homes, talking through how a Homeshare arrangement might work, answering any questions and seeing the home first hand, is fairly key to the way Homeshare Oxford operates.

"I can safely say that the relationship that was established, over time, between Homeshare Oxford and my mum, and indeed us as a family, was crucial to the success of the whole arrangement", reports the daughter of a recent Householder. "Mum used to look forward to the contact and certainly, any little things that needed ironing out usually happened as a direct result of these visits".

Testimony to these well established relationships is that we get to hear about what people are up to beyond the life of their matches. **One of our Sharers, who is sad to be leaving, is keeping in contact with the Householder** and has also offered to help her replacement settle into her new role. Another



Sharer, recently moved abroad, has asked if Age UK Oxfordshire could perhaps suggest some shopping support for someone he had been helping out as a neighbour. It's been great to hear about the occasional, socially distanced get-togethers that a recent match are enjoying even though now living cities apart.

Penny Thewlis, Chief Executive of Age UK Oxfordshire, added, "As lockdown eases, our Homeshare Oxford service has experienced a surge of interest. People are talking to us about their plans for the future in our changed world and exploring whether Homeshare Oxford is the right option for them to allow them to stay safely in their own home with someone else around for reassurance, company and a helping hand. As we all come to terms with changes in our lives caused by the virus, the relationships which are at the heart of Homeshare Oxford seem more important than ever."

REPORTING SUSPICIOUS EMAILS

'Congratulations! You've won a lottery that you never entered.' We've all received emails that we know or suspect to be spam and delete them, wishing that more could be done to stop these entirely. These emails, known as phishing emails, are a form of attempted fraud and often go unreported as so many of us know to delete and ignore them.

In May this year, the **National Cyber Security Centre (NCSC)** launched a new mechanism for members of the public to report phishing emails. You can now report these suspected phishing emails by simply forwarding them on to report@phishing.gov.uk.

The Suspicious Email Reporting Service (SERS) was co-developed with the **City of London Police** to help identify and monitor suspicious activity. Once a dubious email has been forwarded to the service, the NCSC will analyse the email and any websites it links to.

If malicious activity is discovered, action will be taken and this can include; blocking the address the email came from so it can no longer send emails, working with hosting companies to remove links to malicious websites and using the information to raise awareness of the most commonly reported suspicious emails and methods used.

Whilst the NCSC acts on every message received, they don't have capacity to inform the person reporting the email of the action taken, so you won't hear back once you have forwarded an email onto them.

SERS does not replace the need for fraud to be reported. If you believe that you have fallen victim to a scam from one of these suspicious emails, you should report this to **Action Fraud** either by calling **0300 123 2040** or via www.actionfraud.police.uk.

CYBER CRIME CYBER

Need *help* with your PC?

Fully qualified, locally based business is here to help with all your home and small business PC requirements, however trivial or complex.

Remote help option so no visit required

During these unusual times, a visit may not be possible or unwise. We already help lots of home users via our secure remote sessions.

A personal, professional service with a smile and at very reasonable rates.

(Qualifications and ID provided on request)

Landline: 01235 758013 or 01865 349057

Email: support@pc-help-4u.co.uk



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- Windows & OS X Upgrades
- Hardware Repairs
- Internet Security & Antivirus
- Backup Solutions
- Data Recovery
- Wireless Setups, Networking
- Software Rebuilds
- On-site & **Remote Help**

plus

- Monthly Cover
- Web Design & Hosting
- Server Support & Maintenance

Website: www.pc-help-4u.co.uk/oxford-it-support

Puzzle Page

Solutions can be found on page 21

Wordsearch

L	O	N	G	E	R	N	I	G	H	T	S	N	A	A	U	C	N
T	O	R	U	E	S	T	U	N	Y	R	O	K	C	I	H	R	I
M	S	O	A	Y	Q	E	N	I	S	I	A	O	T	R	W	O	K
R	C	Y	H	N	E	U	V	S	T	E	R	F	H	E	O	P	P
C	E	A	A	C	G	K	I	A	S	N	O	A	A	B	R	S	M
K	N	D	N	D	S	E	R	N	E	D	S	R	N	M	C	O	U
S	C	Y	L	N	R	G	L	U	O	L	P	M	K	E	E	C	P
Q	R	A	K	E	I	E	R	E	T	X	G	I	S	V	R	T	S
U	Y	D	T	M	A	N	T	S	A	E	F	N	G	O	A	O	E
A	D	Y	D	S	I	V	G	R	T	V	S	G	I	N	C	B	P
S	N	R	N	G	Y	W	E	H	O	E	E	N	V	W	S	E	T
H	I	E	L	P	P	A	E	S	P	H	A	S	I	V	O	R	E
B	W	T	Y	L	L	I	H	C	T	E	S	P	N	R	F	L	M
F	T	S	E	V	R	A	H	Y	E	L	O	I	G	C	R	E	B
A	A	U	H	A	L	L	O	W	E	E	N	E	F	I	O	S	E
A	F	L	S	E	V	A	E	L	W	O	L	L	E	Y	S	L	R
L	O	B	L	W	E	C	H	E	S	T	N	U	T	S	T	R	D

ACORN
APPLE
BIRD MIGRATION
BLOWING LEAVES
BLUSTERY DAY
CANNING
CHESTNUTS
CHILLY
COLD
CROPS
EQUINOX
FALL
FARMING
FEAST
FROST
HALLOWEEN
HARVEST
HAYSTACK
HICKORY NUTS
LONGER NIGHTS
NOVEMBER
OCTOBER
ORANGE LEAVES
PIE
PUMPKIN
RAKE
RED LEAVES
SCARECROW
SCHOOL
SEASON
SEPTEMBER
SHORTER DAYS
SQUASH
SWEET POTATOES
THANKSGIVING
TURKEY
WINDY
YELLOW LEAVES

Action for Carers Oxfordshire

Long Term Care

A move into long term care will almost inevitably be traumatic and upsetting for both partners.

“sometimes doing the right thing is not always the easy choice”.

Living in care can be a big challenge. And things don't always go smoothly. But lots of people find living in care gives them the safety and security they need.



Our support does not end, we are still there to help you through the emotional times.

Sudoku

Fill in the blanks so that each row, each column and each of the nine 3x3 grids contain one instance of each of the numbers 1 through 9.

7		1			9		3	
	2		7				6	5
				4				
		8			1		9	6
	9		3		8		4	
1	3		9			7		
				8				
3	1				6		7	
	8		5			4		9

Call our Carersline 01235 424715 or email carersreferrals@carersoxfordshire.org.uk

Sarah Jackson

Human Resources Manager

60
SECONDS
with...

How long have you been in your role?

I have been HR Manager for 2 years now.

What's the most rewarding thing about your job?

I love it when some training or guidance has made a difference to the way staff work and they feed back that it was of real benefit to them. Supporting our staff support older people in Oxfordshire is what I am here for and it's good to know we make a difference.

What is one of the biggest challenges of your role?

There are so many elements to the charity. Understanding what each service delivers and ensuring we can support them all in the ways they need.

Where is the best place you've travelled to and why?

I have been very lucky and travelled for 6 months back in

2005. I travelled to Australia and New Zealand. It's hard to pick the best place but I always said I'd love to go back to Melbourne.

You're hosting a dinner party. Who are the 3 people, living or dead, that you would invite?

This is a tricky one. I think I will say my mum and two sisters. We don't get much time just the four of us as there are usually little people about!

If you could do another job for just one day, what would it be?

I had always wanted to be a midwife but I don't mix well with hospitals and blood so decided that wasn't the best career choice for me. But I would love to do it for a day and try not to pass out!

Tell us something that might surprise us about you.

I married my 'high school sweetheart'. Met at 17 and twenty years later, we have two beautiful children.

How do you spend your free time?

I like to catch up with my family and friends. I have two small children and work full time, so any free time is spent catching up with others.

If you won the lottery, what would you do?

My husband and I often discuss this! We always say we will fly



to Mexico, where we spent our honeymoon, and then spend two weeks deciding what we give to people.

How would your friends describe you?

I think they'd say I am loyal, supportive and love a nice cup of tea!

What is something that is considered a luxury, but you don't think you could live without?

My phone. I use it to capture my children's pictures and videos and it's how I stay in constant contact with my family and friends.

What TV show or movie do you refuse to watch?

Star Trek or Star Wars!



Houseplant Care

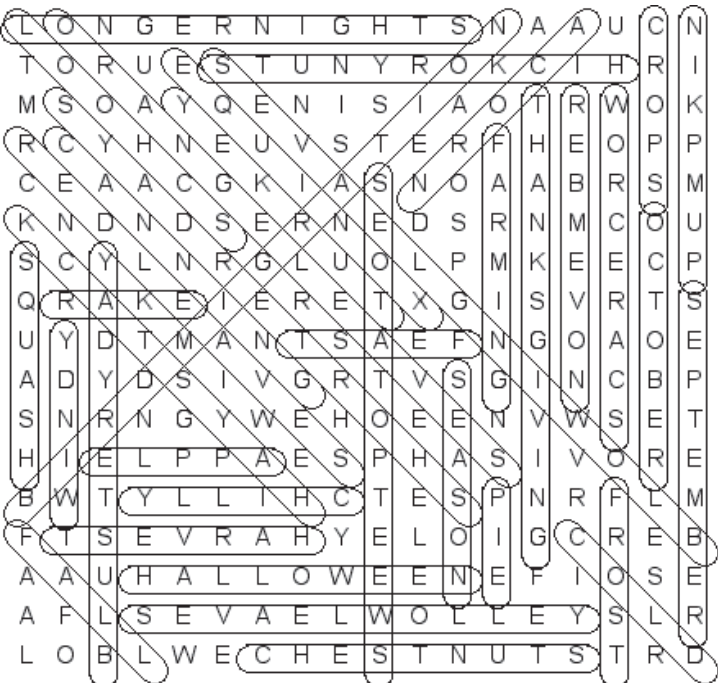
The art of keeping houseplants harks back to the Victorian times, when plant collectors began bringing home exotic tropical specimens from far-away lands. The pursuit of achieving the perfect indoor climate for each one soon became an integral part of the keen botanist's repertoire.

The key to a happy houseplant is to do your homework. Begin by researching its origins, for instance, does it come from a tropical climate or a dry and arid one? Ferns, palms and vines would much rather be living in a tropical, humid rain forest than in your living room, so do be prepared to get a little creative in your response to their needs (think steamy bathroom rather than sunny, dry windowsill). Succulents, on the other hand, will not respond well to over watering as this will rot their roots and make for a considerably unhappy plant. Their natural habitats, after all, are desert-like conditions, with little to no rain all year round and an abundance of sunshine – so do take note!

Whether you are a novice or a veteran when it comes to houseplants, the joy that a simple potted plant can give is never-ending. That is why, here at **Cotteslowe Horticultural Therapy Nurseries**, we are so passionate about plants, no matter what their shape or size, and we care deeply about their therapeutic benefits to humankind. If you should ever find yourself at a loss for something to do, do come and visit us here in the park and maybe, just maybe you'll be inspired to start nurturing your very own houseplant.



Puzzle Answers



7	5	1	6	2	9	8	3	4
8	2	4	7	1	3	9	6	5
9	6	3	8	4	5	1	2	7
5	4	8	2	7	1	3	9	6
2	9	7	3	6	8	5	4	1
1	3	6	9	5	4	7	8	2
4	7	9	1	8	2	6	5	3
3	1	5	4	9	6	2	7	8
6	8	2	5	3	7	4	1	9

Waves

Often within our Late Spring bereavement groups, we talk about how we are feeling since the death of a loved one. Over the last few months in this unusual ‘COVID-19 world’, the challenge of being bereaved has intensified. The enforced isolation experienced by many has added a layer of additional pain and loneliness to loss.

The below poem it resonated with many of us. Called ‘Shipwreck’ it is the story of how a self-titled ‘old guy’ responded to a friend who said, “My friend just died. I don’t know what to do.”

I’m old. What that means is that I’ve survived (so far) and a lot of people I’ve known and loved did not.

I’ve lost friends, best friends, acquaintances, co-workers, grandparents, Mum, relatives, teachers, mentors, students, neighbours. But here’s my two penneth worth.

I wish I could say you get used to people dying. I never did. I don’t want to. It tears a hole through me whenever somebody I love dies, no matter the circumstances, but I don’t want it to ‘not matter’. I don’t want it to be something that just passes. My scars are a testament to the love and relationship that I had for and with that person and if the scar is deep, so was the love, so be it.

Scars are a testament to life. Scars are a testament that I can love deeply and live deeply and be cut, even gouged and that I can heal and continue to love. The scar tissue is stronger than the original flesh ever was. Scars are a testament to life, they are only ugly to people who can’t see.

As for grief, you’ll find it comes in waves. When the ship is first wrecked, you’re drowning, with wreckage all around you. Everything floating around you reminds you of the beauty and the magnificence of the ship that was but is no more and all you can do is float. You find some piece of the wreckage and you hang on for a while. Maybe it’s a physical thing or a happy memory or photograph. Maybe it is a person who is also floating. For a while, all you can do is float. Stay alive.

In the beginning, the waves are 100 feet tall and crash over you without mercy. They come 10 seconds apart and don’t even give you time to catch your breath. All you can do is hang on and float. After a while, maybe weeks, maybe months, you’ll find the waves are still 100 feet tall, but they come further apart. When they come, they still crash all over you and wipe you out but in between you can breathe, you can function. You never know what’s going to trigger the grief, it might be a song, a picture, a street corner, the smell of a cup of coffee. It can be just about anything....and the wave comes crashing, but in between the waves, there is life.

Somewhere down the line, and it’s different for everybody, you’ll find that the waves are only 80 feet tall, or 50 feet tall and while they still come, they come further apart. You can see them coming....an anniversary, Christmas, a birthday, a holiday. You can see it coming, for the most part and prepare yourself. When it washes over you, you know that somehow you will, again, come out the other side, soaking wet, spluttering, still hanging on to some tiny piece of the wreckage, but you’ll come out.

Take it from an old man, the waves never stop coming. Somehow you don’t really want them to, but you learn that you’ll survive them. Other waves will come and you’ll survive them too.

If you’re lucky you will have lots of scars from lots of loves and lots of shipwrecks.

If you would value the opportunity to meet with others who understand, why not consider joining one of our **Late Spring** Bereavement Support groups. Please call **01235 849 434** or email **latespring@ageukoxfordshire.org.uk** for more details about your local group.



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If you would like to receive information about activities, services and opportunities in your area, or if you would like to join our EngAGE mailing list, fill out this request form and return it to: **Age UK Oxfordshire, 9 Napier Court, Barton Lane, Abingdon, OX14 3YT** or call **0345 450 1276**. If you received this copy through the post you will already be on our mailing list. Alternatively, you can email **sophiedyer@ageukoxfordshire.org.uk** or visit **www.ageuk.org.uk/oxfordshire/newsletter** to sign up to our magazine e-mailing list.

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Donate

Age UK Oxfordshire relies on donations to ensure that we continue to support people in Oxfordshire to **Love Later Life**. To make a donation please complete and return this form to: **Age UK Oxfordshire, 9 Napier Court, Barton Lane, Abingdon, OX14 3YT**. Alternatively call us on **0345 450 1276** or donate online via **www.ageuk.org.uk/oxfordshire/donate**. Every donation makes a difference. Thank you.

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I wish to make a donation of £		
<input type="checkbox"/> I enclose a cheque/postal order made payable to Age UK Oxfordshire.		
Signature		Date DD / MM / YY

giftaid it **Gift Aid declaration**

Please add to your donations through Gift Aid. If you are a UK tax payer, we can reclaim 25p for every £1 you donate.

☐ Yes, I want Age UK Oxfordshire to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations. I confirm I pay an amount of UK income tax and/or capital gains tax to cover the amount that all charities and Community Amateur Sports Clubs will reclaim on my donations in the tax year.

If you would like to hear about our events, campaigns and how you can support local older people, please tick your contact preferences below. You can opt out at any time.

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HAMBERLEY

CARE HOMES



CHAWLEY GROVE

A luxury care home with a heart

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Chawley Grove offers residential, dementia and nursing care, as well as short breaks, all within a luxury environment. Find out more about the exceptional safety and infection control measures we have in place which have kept us COVID-free.



Our care teams are committed to being leaders in the fight against COVID-19, and they've put their name to it



The Wellbeing & Lifestyle Coaches within our homes support our residents to be physically active, mentally stimulated, and socially connected



Our Enhanced Infection Control Pledge means that you can be confident that Chawley Grove is a safe and protected environment that provides outstanding care for all our residents



Our carefully controlled visits mean that residents and families can continue to enjoy time together, in a safe and protected environment



Our award-winning Homemakers ensure our residents stay connected with family and friends through regular video calls, wherever they are

Viewings available by appointment only – contact us to arrange a visit or to book in a guided virtual tour
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