

*Age UK Oxfordshire's Magazine*

# EngAGE

**New falls prevention campaign in Oxfordshire**

**The story of a centenarian finding connection in later life**

**Are you worried about your memory?**

We are a local, independent charity working for a fairer later life in Oxfordshire.

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## Welcome from our CEO, Paul Ringer.



As the days get brighter and the first signs of spring appear, we're focusing on feeling safer, more connected and more confident. In this edition, you'll find practical tips and uplifting stories that show how small changes can make a big difference.

We're sharing Ches's story (p8) - a reminder of the strength that comes from community and support. If the longer days leave you feeling a little lonely, remember: we're here to help you find connection and enjoy the comfort of companionship.

You'll also find advice on preventing falls at home, because staying steady means staying independent.

And if technology feels overwhelming, we can guide you through using your devices and getting online - opening up new ways to stay in touch and explore the digital world. Don't miss Ludmilla's story on p18.

Let's embrace this season - one of confidence and connection.

Warm wishes,

Paul



# Stay scam-savvy this spring

**Scammers are becoming increasingly clever, and many are now targeting older people with convincing texts, emails and phone calls - especially during the colder months, when energy payments and online shopping increase. Knowing what to look out for can help you keep safe.**

## Winter Fuel Payment scams

There has been a sharp rise in fake messages about Winter Fuel Payments, with referrals to fraud agencies increasing by more than 150% in late 2025. Criminals pretend to be from the Government or the Department for Work and Pensions, telling you to “apply”, “update your details” or “confirm eligibility”. These messages may use official looking logos and language, but they are fake.



The key thing to remember is that Winter Fuel Payments are made automatically, and the Government will never ask for your bank details by text or email. If you receive a suspicious message, don't reply and don't click links. Forward texts to 7726, the official scam reporting service.

## Parcel delivery scams

Parcel scams are also becoming more common. You may get a text or email claiming to be from Royal Mail, Evri or another courier saying a delivery has failed and you need to pay a small fee. These messages often link to fake websites designed to steal your bank details. If you're expecting a delivery, visit the courier's website directly rather than using a link in a message. Genuine companies will never ask you to pay unexpected fees by text.

## How to report a scam

Report fraud or cybercrime at [reportfraud.police.uk](https://reportfraud.police.uk) or by calling **0300 123 2040**. If you're in immediate danger from doorstep callers, call **999**; otherwise call **101**. Tell your bank straightaway if you've shared details or lost money - they can help protect your account. You can also report scams to the organisation being impersonated (for example, your energy provider or the DVLA).

Staying alert and reporting anything suspicious helps protect you, and others, from fraud. For more information on our scams support, visit [www.ageuk.org.uk/oxfordshire](https://www.ageuk.org.uk/oxfordshire) or call **0345 450 1276**.



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\*Some restrictions may apply. See website for details.

Find out  
more



# Discover our groups across Oxfordshire

## Bereavement Support

Open to people aged 60+ who have lost a loved one. Abingdon, Banbury, Bicester, Carterton, Didcot, Grove, Headington and Witney.

[community@ageukoxfordshire.org.uk](mailto:community@ageukoxfordshire.org.uk)  
01235 849 434

## Carers Support

We know the importance of peer support, and that there is real benefit in connecting with people who know what you're going through. We run and support a variety of groups through our sister organisation Carers Oxfordshire, in locations across Oxfordshire.

[carersinfo@carersoxfordshire.org.uk](mailto:carersinfo@carersoxfordshire.org.uk)  
01235 424 715

## Dementia Support

We run and support a number of groups across the county which provide information, support and connection to those living with dementia, and their carers. Various locations across Oxfordshire through our dementia support service, Dementia Oxfordshire.

[info@dementiaoxfordshire.org.uk](mailto:info@dementiaoxfordshire.org.uk)  
01865 410 210

## Digital Support

Whether you need help with your phone, computer or tablet, we can support you to develop your skills and safely get involved with the online world. Bampton, Banbury, Bicester, Burford, Didcot, Kidlington, Oxford.

[community@ageukoxfordshire.org.uk](mailto:community@ageukoxfordshire.org.uk)  
01235 849 434

## Exercise Classes

Tailored exercise classes for older adults, including Strength and Balance, seated exercise, plus Stay Strong and Steady, a falls prevention exercise and information programme. Available at venues across Oxfordshire and online via Zoom.

[active@ageukoxfordshire.org.uk](mailto:active@ageukoxfordshire.org.uk)  
01235 849 403

To find out more about the below activities, please contact us on:

[community@ageukoxfordshire.org.uk](mailto:community@ageukoxfordshire.org.uk)  
01235 849 434

## Cinema clubs

Watch a film, share refreshments and connect with others in a warm, welcoming space. Carterton, Merton, Sibford Gower, Steventon.

## Book Clubs

TeaBooks are sociable book groups for those 60+, helping people to share a love of books and reading, and to make new friends. Abingdon, Banbury, Bicester, Carterton, Cowley, Headington, Kennington, Kidlington, Letcombe Regis, Marston, Northway, Summertown, Thame, Wantage, Wallingford, Witney.

## Social Get-togethers

Social gatherings offering a warm welcome, with the chance to enjoy the company of others with refreshments. Banbury, Bicester, Carterton, Cowley, Cutteslowe, Oxford, Osney, Sonning Common, Wallingford, Witney.

## Information & Advice Drop-ins

Abingdon, Banbury, Barton, Bicester, Blackbird Leys, Bodicote, Cholsey, Faringdon, Greater Leys, Headington, Hinksey, Horspath, Kidlington, Littlemore, Rose Hill, Thame, Upper Heyford, Wallingford, Wantage.

## Lunch Clubs

A chance to meet and eat in friendly company. Abingdon, Banbury, Bicester, Chipping Norton, Eynsham, Kidlington, Thame.

## LGBTQ+ Groups

Social groups for older people in our LGBTQ+ community. Banbury, Didcot and Oxford.



## Discover our new Activities and Events webpage!

It's now easier than ever to see what we have going on in your community. From exercise classes and wellbeing walks to lunch clubs and digital support, there's something for everyone. Scan the QR code or visit [www.ageuk.org.uk/oxfordshire/activities-and-events](http://www.ageuk.org.uk/oxfordshire/activities-and-events).





## Preventing falls in Oxfordshire

**Falls are one of the leading causes of injury for older adults – but most falls can be prevented. That’s why a new county-wide campaign has launched across Oxfordshire to help older residents stay safe, steady and independent.**

Run by Oxfordshire County Council together with local partners including Age UK Oxfordshire, the initiative is all about preventing falls — one of the most common causes of injury among older adults.

Every month, the local ambulance service receives around 3,000 calls related to falls and frailty. Falls not only affect confidence but also lead to long recovery times and a loss of independence. The positive news is that many falls can be prevented with a few simple steps and there are also a range of local services that can support you.

These include:

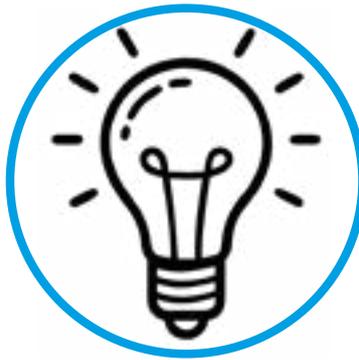
- Age UK Oxfordshire’s *Stay Strong and Steady*, a free evidence-based falls prevention exercise and information programme, for those who are concerned about their balance.
- Active Oxfordshire’s *Move Together*, supporting people with long-term health conditions to stay active in a way that suits them.
- Oxford Health NHS Falls Prevention Service, offering a personalised assessment to help reduce risk at home and outdoors.
- Local home improvement agencies which support older, disabled and vulnerable residents to live safely and independently at home, offering grants and practical advice to help with repairs, maintenance and home adaptations.

# Top tips to prevent trips



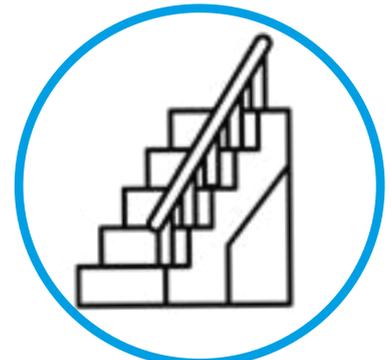
## Clear walkways

Remove clutter, loose rugs and trailing wires from floors



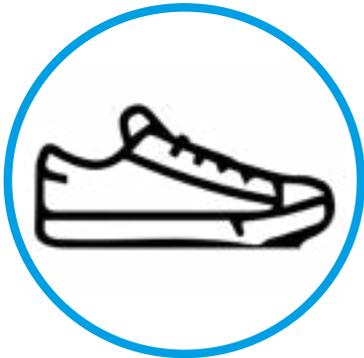
## Improve lighting

Ensure hallways and entrances are well lit and install nightlights



## Secure handrails

Fit sturdy handrails on both sides of stairs and in bathrooms



## Check footwear

Wear well-fitting shoes with good grip indoors and outdoors



## Keep essentials within reach

Avoid climbing. Store frequently used items at waist height



## Non-slip mats

Use non-slip mats in the bathroom and kitchen

## Stay Strong and Steady

If you sometimes feel unsteady on your feet or want to feel more confident moving around, our free Stay Strong and Steady information and exercise programme can help.

Specially designed for older adults, the programme is delivered by trained specialists at venues across Oxfordshire. It includes weekly group classes alongside exercises to do at home, focusing on strength and balance to help you feel steadier, improve posture, and make everyday tasks easier. As you build confidence and strength, we can support you to move to our regular Strength and Balance classes.

We're happy to chat and help you decide if the programme is right for you, and help you find your nearest venue. Call **01235 849 403** or email [active@ageukoxfordshire.org.uk](mailto:active@ageukoxfordshire.org.uk).

## Your local friendly foot care service

Keeping your toenails trimmed is not always easy as you get older. Our foot care service for people aged 50+ offers gentle, expert care to keep your feet comfortable and healthy.

Each session costs £22 and we've launched new clinics in Carterton and Chipping Norton, alongside our existing clinics in Abingdon, Banbury, Bicester, Didcot, Henley, Kidlington, Oxford, Wallingford, Wantage and Witney.



For more details or to book please contact us on **01865 717 615** or [footcare@ageukoxfordshire.org.uk](mailto:footcare@ageukoxfordshire.org.uk)



## For a fairer later life: Ches's story

**Ches celebrated his 100th birthday in December 2025. Until recently, he remained independent — growing his own vegetables and heading out on his electric tricycle. With our support he continues to stay connected, confident and supported as his needs change.**

A Second World War veteran, Ches settled in a Polish camp in South Oxfordshire after the war, later marrying locally and raising his family here. In retirement, he has remained closely involved in his community, writing stories for local magazines about his wartime experiences and life in the camp.

For Ches, staying active and engaged has always mattered. “Being alone, perhaps a lot of people think their life is finished. I don’t think so. I try to live while I’m alive,” he says. He continues to value independence, purpose and meaningful connection with others.

When Ches was first referred to us by his GP in September 2022, the focus was on listening and understanding what mattered most to him. Charlie, Community Link Worker at Age UK Oxfordshire (pictured right) explains: “Ches is very young at heart. He’s very active. When I first met him, he was showing me how he does lunges and keeps fit. He really enjoys the company of other people.”

***“Being alone, perhaps a lot of people think their life is finished. I don’t think so. I try to live while I’m alive”***

Ches



As Ches' circumstances changed, our support adapted around him — providing information and advice on benefits, including Attendance Allowance, and helping him find opticians offering home visits, plus guidance on the Discharge to Assess pathway, working closely with Home First to ensure his care package met his needs following a hospital stay.

After Ches shared that he was feeling isolated and would welcome some company, we matched him with one of our Volunteer Befrienders, Valbona, who now visits him weekly.

“She comes to see me to keep me company. I was very grateful because it did help really, talking to other people,” he says.

Their friendship has grown around shared stories — often in Italian, a language Ches picked up during the war — and Valbona has continued to visit even through recent injuries and hospital stays.

For Ches, that connection has meant more than just practical support. “I feel that somebody is interested,” he says.

Reflecting on the impact, Charlie adds: “You can see that Ches is feeling much happier in himself.

“It's the whole point of doing this job really — it's nice to know you've made a difference to somebody.”

Today, Ches continues to enjoy the simple but meaningful things that matter most to him: conversation, shared stories, and knowing that someone will be there. With the right support in place, he is no longer facing later life alone, but feeling part of something again.

Through the support we provide to Ches and many others, we're helping to ensure that older people are not left isolated or unheard, but supported to stay connected, valued and included in their communities.

Watch Ches' story by scanning the QR code or visiting: [https://youtu.be/\\_mljlqi1XEY](https://youtu.be/_mljlqi1XEY)



A service provided by



Our Community Links Oxfordshire Team are here to work with you to discover what could make a difference to your life and support you in living well. Funded by Oxfordshire County Council, we offer free, personalised support. We work at your pace, listening and supporting you in the way that suits you best.

Call us on **01235 849 434** or email [community@ageukoxfordshire.org.uk](mailto:community@ageukoxfordshire.org.uk) to discover what could make a difference in your life.

# Puzzles

## Anagram 1

Moon starrer

## Anagram 2

Scrub host son

# Match the TV titles

**Can you match the titles of these TV programmes?**

Top of the

Street

Have I

Midwife

The Great

the Day

Country

Roadshow

Question

the Hammer

Coronation

and Horses

Call the

Pops

Strictly

Time

Homes Under

Got News For You

Antiques

file

Only Fools

British Bake Off

Match of

Come Dancing

# Could you be an unpaid carer?

Many of us support a family member, friend or neighbour who is ill, disabled or older. You might help with shopping, lifts to appointments or checking in regularly. When that support becomes more regular or essential, you could be an unpaid carer, even if you don't think of yourself in that way.

Caring can include personal care, managing medication, supporting someone at home or providing emotional support. It can be rewarding, but also physically, emotionally and financially challenging.

If you think you might be a carer, support is available. Our sister organisation, Carers Oxfordshire, is a free and confidential service offering information, advice and personalised guidance for unpaid adult carers aged 18 or over who look after someone in Oxfordshire.

Support includes carer's assessments, advice on your rights, benefits, finances, cost of living and emergency planning, plus signposting to local services for you and the person you care for.

Carers Oxfordshire also offers Carer ID cards, Max Cards for SEND families, local carers groups, short breaks, 'Courses for Carers' with Abingdon & Witney College, and a new service, Carer's Phone Friends, for regular, friendly chats.

You don't need to be a full-time carer to get support, and recognising your role early can make a real difference. Visit [www.carersoxfordshire.org.uk](http://www.carersoxfordshire.org.uk) or call **01235 424 715** to find out more.



## Trusted **care** in the home they **love**.

At TrustonTap, we connect your family with compassionate local carers who provide personalised support with dignity and warmth.

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- ✓ 25% more affordable than agencies
- ✓ No rushed visits – minimum one-hour

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# Let's tackle ageism together

**Ageism means treating people unfairly because of their age. Many older people experience it, sometimes without realising. It can happen in everyday life – being ignored for opportunities, hearing comments like “you’re too old,” or jokes that make you feel less valued. These attitudes can chip away at confidence, harm mental health and even affect access to services.**

## Did you know?

1 in 3 people believe older age means frailty, vulnerability and dependency.

Ageism affected an estimated 137,000 people aged 50+ in Oxfordshire last year.

Children as young as three begin to develop stereotypes about older people.

Ageism matters because it shapes how society views ageing. When older people are seen as less capable or less important, it limits choices and independence. It can lead to loneliness, poorer health and a sense of invisibility. But ageing is not a decline – it's a stage of life full of experience, skills and potential.

## Here are some things we can all do every day:

- 1 Say something if we hear an ageist joke or comment – a simple “That’s not true, older people have so much to offer” can make a difference. (But, never put yourself in an unsafe situation).
- 2 Share our stories – talk about hobbies, achievements and interests to challenge stereotypes.
- 3 Support intergenerational activities – invite younger people to join community events or volunteer together.
- 4 Stay visible online – using digital tools helps show that older people are active and connected.
- 5 Encourage businesses and services to treat older customers with respect and provide accessible options.

At Age UK Oxfordshire, we believe ageing should be positive, not something to fear. Together, we can create a county where people of all ages feel seen, heard and valued.

We're proud to support **Age Without Limits Day** on **10 June 2026** – a national day of action led by the Centre for Ageing Better to help end ageism. However you take part, you can help create a society where age is never a barrier. Find out more at [www.agewithoutlimits.org/day](http://www.agewithoutlimits.org/day).

# Chatterbox comes to Chipping Norton

**Chipping Norton is set to benefit from a new Chatterbox social group, made possible through support from the town's new Specsavers branch.**

The new Specsavers store at 19 High Street, which is set to open in April, will be sponsoring Age UK Oxfordshire to run 'Chatterbox', which will take place in the Lower Town Hall on the second Tuesday of every month, starting on Tuesday 12th May from 10:00am-12:00pm.

The launch builds on the long-running success of Chatterbox in Witney, where the group has been bringing older people together for over ten years, offering both social connection and access to local advice and support. The store has also recently donated £2,000 to Age UK Oxfordshire in support of Chatterbox.

Commenting on the new group, Cathy Mullen, store director at Specsavers Witney and Chipping Norton, said: "We've been supporting Chatterbox in Witney for 10 years and see firsthand the benefit it can bring to people.

"More than 80 people attend every month and now the new store is set to open, we were really keen to work with Age UK Oxfordshire again to bring the group to Chipping Norton. We hope that it will prove just as popular."

Cathy continues: "Not only will Chatterbox offer a safe environment to meet and chat to others, it's also an opportunity to hear from people who can offer help and advice on relevant issues or topics. Visitors will also be able to have a free hearing screening and chat to Age UK Oxfordshire link workers who can help provide support with any questions or signpost to other services or organisations. There's no need to book, just turn up on the day and we'll all be pleased to see you."

To find out more about our social groups, contact our Community team on **01235 849 434** or visit [www.ageuk.org.uk/oxfordshire/activities-and-events/social-groups](http://www.ageuk.org.uk/oxfordshire/activities-and-events/social-groups).





# Are you **worried** about your memory?

**Becoming a little more forgetful is a natural part of ageing. Misplaced car keys, forgetting why we went upstairs, mis-remembering a name – all of these happen from time to time as we get older.**

However, if you are concerned that you are beginning to struggle with memory on a regular basis – you're not alone and help is now available through our new Memory Support Service.

This new service is designed for people who do not have a dementia diagnosis but want advice about how to support their memory. Speak to your GP in the first instance. They can then refer you to the service and one of our advisers will be in touch.

## Memory boosting tips

Did you know that recent research shows there are several ways we can keep our brain healthier for longer?

**Eyes and ears:** Hearing loss and sight loss are both key risk factors for developing dementia. Do get regular checks and wear your glasses and hearing aids if you have them!

**Good for the heart equals good for the brain:** High blood pressure and being overweight can put a strain on your brain as well as your heart, so it's a good idea to monitor blood pressure and weight. We also know that being physically active can be a great boost for memory. You don't have to join a gym – a brisk walk a few times a week can be really beneficial.

**Healthy habits pay dividends:** A healthy diet can keep your bad cholesterol and sugar levels under control. This is important as high LDL cholesterol and type 2 diabetes are key risk factors for dementia. Research also shows that smoking and drinking too much alcohol can harm your brain, so try to cut down, or give up altogether if you can.

**Look after your mood:** Did you know depression and social isolation also affect our memory? Taking up hobbies and joining new social groups can be daunting as we age, but being in the company of others has real benefits for our brain. Oxfordshire has lots on offer. Take a look at [www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell).





## Join our Memory Worries Workshops

Worried about your memory? Come along to one of our Memory Worries Workshops where you can chat to our advisers in a supportive, relaxed environment. Our workshops focus on the different causes of memory problems, strategies to support memory and the opportunity to learn some practical approaches to boosting brainpower.

***“I would definitely recommend the Memory Support Service to anyone with memory concerns. It was very reassuring to speak to someone who was so knowledgeable, and I now feel empowered to take positive steps to help my memory.”***

- Someone who used the Memory Support Service

Memory support is provided through our dementia support service, Dementia Oxfordshire. Find out more at [www.dementiaoxfordshire.org.uk/events](http://www.dementiaoxfordshire.org.uk/events) or call our Support Line on **01865 410 210** for dates and venues.

## Hats off to Oxfordshire's Big Knitters!

Thanks to your amazing generosity, we received **28,993** hats last year for The Big Knit, raising a brilliant **£8,697.90**



Since 2003, Age UK and innocent have teamed up to inspire the nation's crafters to knit little hats for innocent smoothie bottles. For every be-hatted smoothie sold, at Age UK Oxfordshire we receive 30p, helping to provide crucial support to older people across the country.

The Big Knit, in partnership with Age UK will return in 2027. Please don't send any hats to our office until the next campaign has launched, as we don't have the space to store them! We will share more information about the next campaign on our website.



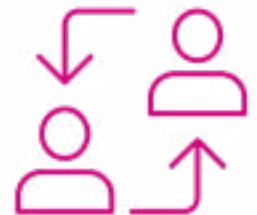
## A sense of Silver Pride

**Finding spaces where you feel comfortable, understood and welcome isn't always easy, especially later in life. Our LGBTQ+ social groups for people aged 55+, offer a friendly, supportive place to meet others, share experiences and enjoy time together in a relaxed and respectful setting.**

We spoke to Valerie Hunt, Link Worker and facilitator of the new Oxford Silver Pride group, about how it began and the difference it's already making.

### What is Silver Pride?

Silver Pride began after I noticed that many people I was supporting—often over 55—identified as LGBTQ+ but had never felt able to be open about who they were, and were living very isolated lives. Some felt they were living a double life. I thought it would be really good to get people together to reduce loneliness and create some social connection.



The Oxford group is new, and we started small with about five people, which has grown steadily. What's been really lovely is seeing people start to interact, come out of themselves and talk about being LGBTQ+ and what that's meant for their lives. It's given them a point of reference—a group they can share with, with people who have similar values and experiences.

### How does Silver Pride support people who may feel isolated or unseen?

It's a very safe space. People can say what they want to say and not feel judged in any way. Once one person starts opening up about their experiences as an LGBTQ+ person, others join in. People realise, 'actually, I'm not on my own', and that's been so important.

There are at least three people in our group who are in their late 60s and had never told anybody before. Because the environment feels safe, people feel confident to talk—at their own pace.

### What happens at Silver Pride?

We have an agenda to give the session some structure, but really, it's flexible. People bring the topics they want to talk about, and the group flows around that. It's become much more informal and because of that, we've had really open conversations about identity, relationships and shared history.

Sometimes it feels quite therapeutic. Not counselling, but people really want to talk and be heard.

We've also discovered that many members have shared interests and that has led to walks, trips to the theatre, visits to museums, and even outings together to local pubs. It's been lovely to see friendships grow beyond the sessions themselves.

### **What would you say to someone who feels nervous about coming along?**

I'd say, just come along and see how you feel. You don't have to come on your own — we can meet beforehand or meet you at the door. You don't have to be 'out', and there's no pressure to share anything. We try to do everything very gently.

### **Why are spaces like Silver Pride so important for older LGBTQ+ people?**

A lot of older people haven't had the opportunity to live openly or freely. Silver Pride gives them permission to be who they are, to make new friends, and to know they're not alone. That's the most important thing.

We run monthly Silver Pride groups in Oxford, Banbury and Didcot. Contact our Community Team on **01235 849 434** or email [community@ageukoxfordshire.org.uk](mailto:community@ageukoxfordshire.org.uk) to find out more.

## **Alun's story**

Alun, aged 61, joined our Silver Pride group in Oxford last year and says the group came at exactly the right time.

"I was looking for something social, a way to meet people and make new connections," he explains.

After a difficult period experiencing depression, Alun's therapist encouraged him to explore local activities and groups. After being signposted to our website, he found the LGBTQ+ support section and got in touch with Valerie, who told him about the new Silver Pride group.

"The first meeting was small, but it felt very welcoming," he says. "We shared what we wanted from the group and what we could contribute to it."

Since then, Alun has seen the group naturally evolve beyond the monthly meetings. "We've started talking about other activities — trips to the theatre, visits to local museums, even group outings, it's really nice to see these ideas developing from within the group."

For Alun, the group has become an important space for connection. "What's been really important for me is having a place where I can talk openly with people who have shared experiences. There's a real sense of understanding. You don't have to explain yourself."

He also highlights the wider importance of spaces like Silver Pride for older LGBTQ+ people. "Once you're past a certain age, it can feel like there's very little out there.

"Whether someone has been out for years or is only starting to explore their identity later in life, having a supportive, social space makes a huge difference.

"It's definitely helped me and I'd really encourage anyone who's interested to come along and see for themselves - it's a great way to meet people and feel connected."



## Restoring **confidence** with technology

**When Ludmilla, 67, began struggling with her phone and computer, she quickly realised how dependent everyday life has become on digital technology. Living with a visual impairment and largely housebound, Ludmilla relied on her devices for communication, information and accessing vital services.**

“I am not a computer-illiterate person,” Ludmilla says. “I have used computers throughout my working life. But there is a big difference between what you can manage yourself and what your limitations are. When you reach that point, you panic.”

Several problems happened at once. Her printer stopped working when she needed it for something important. Her computer asked questions during updates that she did not understand. Then came the most distressing experience of all.

“I lost practically all my family photographs, which were very important to me,” she said. “At my age, those photographs mean a great deal. It was extremely distressing.”

Ludmilla contacted several local information technology companies, hoping they could help recover the photographs and resolve her other issues. They agreed to visit her at home, but the cost was high and she was encouraged to take out a subscription package.

“The costs were not transparent, and it was very difficult to understand what was included,” she explains.

“I was asked to pay a lot of money, with no clear guarantee that anything would be fixed. The whole experience was confusing and extremely stressful.”

After trying several local companies, Ludmilla contacted our digital support service, where she was put in touch with Carrie and Stephen. From the very first phone call, Ludmilla says the support she received made a difference.

“Carrie was so helpful, sympathetic and supportive,” she says. “She listened properly and arranged for Stephen to visit me at home. That alone was a huge relief.”

During the visit, Stephen helped Ludmilla understand messages about her computer, adjusted her phone and computer settings to make them easier to see, helped her organise and transfer her photographs and showed her how to connect her phone to her television so she could use the larger screen to see what she was doing more clearly.

“He was amazingly competent,” Ludmilla says. “I know just enough to know who really understands these things and who does not. Stephen understood my visual impairment and worked around it to give me more confidence.”

For Ludmilla, the support was about far more than fixing devices.

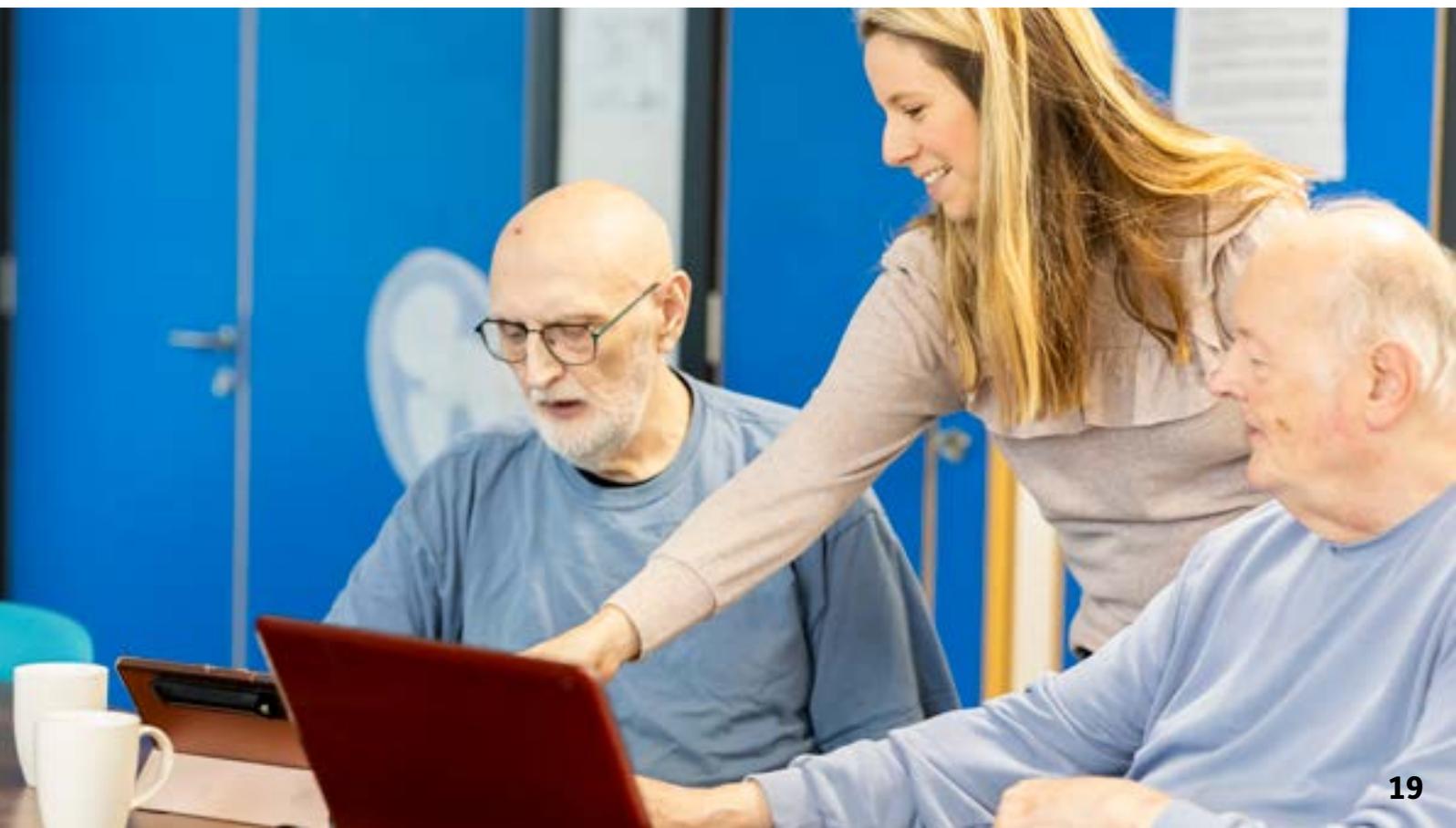
“Technology is now being made mandatory for accessing essential services,” she says. “But technology without support is nothing. Without help, people are excluded and left vulnerable.”

Ludmilla is clear that the support is not just important for her, but for others too.

“I cannot thank Carrie and Stephen enough. Stephen is so helpful and knowledgeable. The help has been tremendous for somebody like myself and for many other people out there. Charities are the only bodies that really help people with various special needs.”

We run digital support drop-in sessions across the county, as well as dedicated one-to-one support, helping you to feel confident using technology and staying connected.

Find out more by visiting [www.ageuk.org.uk/oxfordshire/our-services/digital-support](http://www.ageuk.org.uk/oxfordshire/our-services/digital-support) or call our Community Team on **01235 849 434**.



# Useful contacts

## Age UK

0800 055 6112  
www.ageuk.org.uk

## Better Housing Better Health

0800 107 0044  
bhbh@nef.org.uk  
www.bhbh.org.uk

## Carers Oxfordshire

01235 424 715  
carersinfo@carersoxfordshire.org.uk  
www.carersoxfordshire.org.uk

## Connection Support

01865 711 267  
enquiries@connectionsupport.org.uk  
www.connectionsupport.org.uk/oxfordshire

## Cruse Bereavement Support

01865 245 398  
oxfordshire@cruse.org.uk  
www.cruse.org.uk

## Home Library Service

01865 810 259  
www.oxfordshire.gov.uk

## Live Well Oxfordshire

01235 849 410  
livewell@ageukoxfordshire.org.uk  
https://livewell.oxfordshire.gov.uk

## My Vision Oxfordshire

01865 725 595  
info@myvision.org.uk  
www.myvision.org.uk

## National Debtline

0808 808 4000  
https://nationaldebtline.org

## Out of hours Duty Social Worker

0800 833 408  
www.oxfordshire.gov.uk

## Oxfordshire Mind

01865 247 788  
info@oxfordshiremind.org.uk  
www.oxfordshiremind.org.uk

## Oxfordshire Talking Therapies

01865 901 222  
oxon-talking-therapies@oxfordhealth.nhs.uk  
www.oxfordhealth.nhs.uk/oxon-talking-therapies

## Samaritans

116 123  
www.samaritans.org

# Puzzle Answers

## Anagram 1

Astronomer

## Anagram 2

Hot cross buns

## Match the TV titles:

Top of the **Pops**

Call the **Midwife**

Have I **Got News for You**

Strictly **Come Dancing**

The Great **British Bake Off**

Homes **Under the Hammer**

Country**file**

Antiques **Roadshow**

Question **Time**

Only Fools **and Horses**

Coronation **Street**

Match of **the Day**



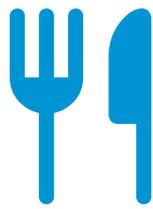
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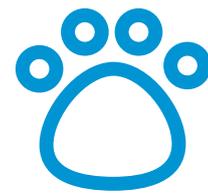
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On-site restaurant



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[info.fernmeadows@housing21.org.uk](mailto:info.fernmeadows@housing21.org.uk)



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Age UK Oxfordshire relies on donations to ensure we are there for the older people in Oxfordshire who need us most. To make a donation please complete and return this form to: **Age UK Oxfordshire, 10 Napier Court, Barton Lane, Abingdon, OX14 3YT**. Alternatively call us on **0345 450 1276** or donate online via [www.ageuk.org.uk/oxfordshire/get-involved/donate](http://www.ageuk.org.uk/oxfordshire/get-involved/donate). Every donation makes a difference.

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Address.....

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*giftaid it*

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I've decided not to leave a gift in my will

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## Our Services

**We provide a wide variety of services for older people including:**

**Bereavement support**

**Book groups**

**Carer support**

**Dementia support**

**Digital support**

**Foot care**

**Homeshare**

**Information and advice**

**LGBTQ+ groups**

**Physical activity classes**

**Scams prevention advice**

**Social activities and clubs**

**Telephone befriending**

Call us on  
**0345 450 1276**

or visit  
**[www.ageuk.org.uk/  
oxfordshire](http://www.ageuk.org.uk/oxfordshire)**  
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information



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By leaving a gift in your will to us, you would be supporting us to create a fairer later life for older people in Oxfordshire. You can make sure we are always there for those who need us most. (Charity number 1091529). To find out more please call **0345 450 1276** or email [contactus@ageukoxfordshire.org.uk](mailto:contactus@ageukoxfordshire.org.uk). Alternatively visit our website [www.ageuk.org.uk/oxfordshire](http://www.ageuk.org.uk/oxfordshire) and search 'Leave a legacy'.