

Community Links Newsletter

... Re-connecting

Spring/Summer 2021



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Welcome to our spring/summer **Community Links booklet** which we hope you will find to be a really useful resource as well as an interesting read.

As we slowly edge towards a world without restrictions (yes, it is on it's way) it is a good time to reflect and look forward. The past year has been filled with challenges for us all but we are all now facing a new one...how do we start living our lives again in the midst of a crowd of people?

Re-connecting with other people, going to the shops, eating out, having a hug...these are all things we have been desperate to do and yet how many of us, if we are honest, are a little nervous and worried about how we will stay safe?

But we also know that lockdown has not been all bad, the opportunity to slow down, enjoy our gardens and the world around us, try something new, has been something that many of us have quite enjoyed.

In the middle of this booklet we have a section you can pull out and post back to us (free of charge) as we would be really interested in hearing from you about what you would like to see start back up again, your reflections on what life during the pandemic was for you and also a little bit of feedback you may have on the support you have received from your community team (CIN).

A handwritten signature in black ink that reads "Ruth".

Head of Community Development

Ps: If you would like to receive this electronically moving forward please email us on the network email address network@ageukoxfordshire.org.uk



Accessing help and support

Community Information Network Team

As our circumstances change it is sometimes difficult to know what support and opportunities exist and this is where our Community Team comes in.

Embedded within their local community, they are experienced and knowledgeable, will listen and hear what matters to you and help you to:

- Meet new people
- Find out what support services are available to you
- Get help at home as your care needs change
- Discover and join in with a local group or activity
- Learn something new
- Feel confident to get involved

They work with anyone aged 18+, your family and anyone you care for. Supporting you to be as independent as possible and live life to the full.

Why not give us a call on 01235 849434 or email network@ageukoxfordshire.org.uk

or, you can contact your local community link worker direct...**it all starts with a conversation**



Meet your Community Information Network Team

When you call us on 01235 849434 you will hear the voices of one of our Community admin team who are ready to help you. Or you can email network@ageukoxfordshire.org.uk



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Good Neighbour Schemes

Across Oxfordshire there are **86** local Good Neighbour Schemes that offer help and support within their local communities to all those that need a little extra help.

Most offer assistance with **essential transport** eg, taking people to and from hospital, to appointments etc. Many also offer other services such as **befriending, shopping, help with gardening and small DIY jobs.**

All Good Neighbour schemes are different so it is always worth giving them a ring to see if they could help you.

To find your local Good Neighbour Scheme contact the **Good Neighbour Scheme Support Service** on **01993 776277** or email them at **oxfordshiregns@vlu.org.uk**

Or visit livewell.oxfordshire.org.uk

They all rely upon the support of their volunteers to be able to offer this support. **If you are interested in getting involved and helping to make a difference why not give them a ring...**They welcome interest from anyone who has some time to spare and wants to get involved.



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Feeling poorly but it's not an emergency?

As hospitals across the county remain under pressure, Oxfordshire residents are **encouraged to contact NHS 111 first** if they are thinking of attending an Emergency Department.

Either online via **111.nhs.uk** or by ringing **111**

NHS 111 is a national system that people can contact if they need clinical advice. People who need clinical advice but **aren't in a life-threatening emergency** are encouraged to contact NHS 111 first **before** attending their local Emergency Department (A&E). They will then be assessed and, if appropriate, booked into either the John Radcliffe or Horton General Hospital Emergency Department for treatment.

However, if it would be more appropriate for them to receive clinical advice elsewhere, they will be advised on:

- How to self-care if required
- Visiting their local pharmacy, dentist, optician, or their own GP for help
- Visiting a local minor injuries unit

One of the main advantages of contacting NHS 111 first is that you will get the right care, in the right place, depending on your needs. You may be seen more quickly and by the healthcare professional who is best placed to treat you, a loved one, or the person you are caring for.

People are still be able to contact 999 and attend an Emergency Department if they are experiencing a medical emergency, but we would encourage people who do not need emergency care to contact NHS 111 First to receive the most appropriate, timely, and convenient treatment.

For more information, visit www.ouh.nhs.uk/patient-guide/nhs111-first/



Our **Information & Advice helpline** is a small team of dedicated staff and volunteers providing answers to all sorts of questions; they can talk through your situation with you and help you to find the information you need.

We have information on over 200 topics; from Powers of Attorney, mobile dentists and welfare benefits right through to social care, pendant alarms and woodland burials. All our advisers have active listening skills and are able to explore your situation with you, supporting you to find solutions or offering a range of options to move things forward.



We are also integrated with Age UK national, which enables us to re-direct our phones to the national helpline after we close each day through to 7pm, and all day at weekends and bank holidays. The national team can provide fact sheets and give basic advice, following up with a secure email to us so we can call you back with any more details about local guidance and support.

Tel: 0345 450 1276 (local advice 10am – 4pm weekdays)
helpline@ageukoxfordshire.org.uk



Re-building your confidence.....

As we slowly start to emerge from lockdown restrictions, how can we rebuild our confidence and self-esteem?

The past year has had a massive effect on us all and it is not an exaggeration to say that the Covid-19 pandemic will have possibly changed us for life.

If you are anxious about returning to 'normal' and you want to start rebuilding your confidence again we have 5 simple tips:

- **Think about a time when you felt most confident:** a time you felt most at ease, confident in your abilities and the person that you are. Ponder on what it was about that situation that made you feel this way. Was it surrounding yourself with supportive people, or getting lost in something you really care about? As you start to ease yourself back to normal, try to recreate these moments
- **Say it out loud:** A research study has found that silently repeating things to yourself soothes, helps you stay focused and can help you feel confident. Many would call this a 'mantra'...a short assertion that we connect with and can repeat to ourselves eg "I can do this", "I am worthy", "I matter".
- **Dress to express:** What makes you feel good? Is there an item of clothing or a particular colour that reminds you of happy times or makes you smile? Is there something you can pop in your pocket that you can touch/squeeze when feeling wobbly, that will help remind you that you can do it? Why not use your clothes as your coat of armour and feel safe and confident when wearing them.
- **Be kind to yourself:** we all feel nervous and a little worried about how our 'post lockdown world' will look and feel. What you are feeling is normal. Ask for help if that would make a difference, take your time and go at the pace that works for you.
- **Remember you are not on your own:** your community team is there for you as are an army of volunteers, all of whom are keen to support you in the way that works for you. We can help you re-connect in the way that works for you.





Why not give us a call and ask us to send you updates and information on local groups and activities that we will be beginning to run again, over the coming months.

All we need is your name and contact details along with the area of Oxfordshire within which you live.

We look forward to welcoming you back to our friendly and fun filled groups & activities

Ring: 01235 849434

Or email: network@ageukoxfordshire.org.uk



HOW TO BE MORE CONFIDENT

1. STOP COMPARING. STAY FOCUSED ON YOU.
2. RELAX. GO WITH THE FLOW AND DON'T STRESS THE LITTLE THINGS.
3. LOVE YOURSELF. YOU ARE A GIFT. NOTHING WOULD BE THE SAME IF YOU DIDN'T EXIST.
4. BE POSITIVE AND LOOK FOR THE GOOD IN EVERY SITUATION.
5. DO WHAT YOU LOVE. LIFE IS TOO SHORT TO WASTE YOUR TIME DOING ANYTHING OTHERWISE.



Our bereavement support service that is here for you

Over the last year we have broadened our offer and hope that you will find a support that works for you:

- **In-Touch:** a new telephone support service. Calls are answered by an experienced Late Spring team member and they can provide a listening ear as well as link you to further support **01235 426600**
- **Let's Reflect Packs:** themed packs, posted out to you four times a year with thoughts, reflections and activities included.

For many, simply being in the company of others who have been bereaved, and will understand, can make all the difference:

- **One Step at a Time:** short and gentle walks (no more than a mile) in the company of others...Covid-19 safe and re-starting from 19th April
- **Virtual Late Spring Support Groups:** continue to run monthly using zoom, all are welcome (also accessible by telephone)
- **Late Spring Groups (in person):** hoping to re-start these in the coming months as Covid-19 restrictions allow, contact Petra if you would like to be kept informed of when your local group will re-start.

If you think that you, or someone you are close to, would benefit from joining one of our groups, accessing a pack or receiving support from the Late Spring team and want to find out more, please contact

Petra on **01235 849434** or **Email: latespring@ageukoxfordshire.org.uk**
or visit **www.ageuk.org.uk/oxfordshire/latespring**



Moving more, getting out and about

Getting out and about:

Being active is good for our physical and mental wellbeing. This is why we should **all try to move regularly**, including doing exercises that help keep us strong and steady. Being active every day can help to:

- Keep your spirits up
- Get a good nights sleep
- Stay independent
- Reduce the risk of having a fall
- Keep your bowels regular
- Stay a healthy weight
- Reduce the risk of heart attack, stroke, diabetes and some cancers

Just building in a little more movement every day can make a real difference to how you feel. Why not give it a go?

Fall in love with the great outdoors, re-connect with nature, explore the area around where you live, make new friends and get healthier...and you can do all this by going for a walk.

Walking is simple, free and one of the easiest ways to get more active, lose weight and become healthier. You do not have to walk for hours as even 10 minutes a day can make a real difference to us all.

Walking is low impact, requires minimal equipment (just a comfortable pair of shoes) and can be done at any time of the day at the pace that suits you.

For those who have lost their confidence why not give us a ring **(01235 849434)** and we can link you up with a local volunteer who could go for a walk with you and help you rebuild your confidence.



Why not consider joining your local Ramblers group?

For just £36.60 a year you can have access to thousands of routes via their website and local group walks every week

Visit www.ramblers.org.uk to find out more

Health Walks run across the county designed to be short, over easy terrain. Open to everyone. **Why not give one a go?**

Visit www.walkingforhealth.org.uk for more information



One step at a time

Short walks (no more than a mile) run by the Late Spring Bereavement Support Service and designed to offer you the opportunity to chat with others who have been bereaved and who will understand.

Each walk will have a Late Spring member of staff present and these walks are **FREE** to join and will run throughout Oxfordshire. For more information or to book call: **Petra on 01235 849434** or email latespring@ageukoxfordshire.org.uk



Street Tag

A fun, free smartphone app that offers rewards for exercise. Family friendly and designed for everyone to get involved with whether you are walking, running or cycling. You can record the distance you have covered and can compare yourself with others too. There is a community league so you can see what others have achieved.

Download the FREE **Street Tag app from the Play store or App store**. Select Oxfordshire for the league table. Create your own team or play as an individual. Street Tag will then convert every step into a street tag point and then you will be in for a chance of winning prizes.

Or visit www.streettag.co.uk to find out more

Walk 'n' Talks

A chance to make new friends and have a natter as you stroll around a local beauty spot. From Blenheim Palace to Stoke Wood in Bicester, Betjeman Park in Wantage to Pinsley Wood why not come and join us.

All welcome and **FREE** to join in with.

For more information or to book call:
Kayleigh on 01235 849434 or
email network@ageukoxfordshire.org.uk

Nb: all organised walks will be running in line with Covid-19 restrictions and have no more than 6 people in attendance.

Although not all organised walks are running at present due to Lockdown restrictions we would still encourage you to let us know you would be interested in joining one of the walks and we can book you on, in advance, and let you know when they will start.

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Oxford Preservation Trust self-guided walks

All of these walks are **FREE** to do and are based across Oxford City. They take you through beautiful open spaces as well as helping you to discover hidden heritage sites.

By visiting their website you can download each walk (or if you do not have access to a computer you can give us a call on **01235 849434** and we will print them off and send them out to you) and they come with creative and literary activity suggestions too. Designed for the whole family, whatever your age, you can do these walks on your own or together with others.

Visit www.oxfordpreservationtrust.org.uk to find out more

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Step into Oxford



Not been out for a while?

Has the pandemic, lockdown and isolation left you feeling a little anxious about that big wide world?

Are you ready to put your toe back in the water and find out more about this wonderful city?

We have just the thing for you: a gentle stroll through the stunning, famous, uplifting sights of Oxford, led by a professional guide, and accompanied from door to door by a volunteer.

What could be better than an engaging 45 minute "tour", followed by a delicious cup of coffee and a chance for a chat?

Age UK Oxfordshire has teamed up with the **Oxford Guild of Tour Guides** and the **Oxford Hub** to brighten your days and get you "back out there". Sign up for a **FREE** morning or afternoon walk on a Tuesday or Thursday and be back home in time for tea. **Walks start 6th April.**

Contact: **Petra** on **01235 849434** to book your place

For more information on the Oxford Guild of Guides visit <https://www.oxfordguildoftourguides.co.uk/>



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Let's keep moving

Although we have restrictions to deal with, keeping moving and eating well are two of the best things we can do to protect our health.

Every week during term-time we run many exercise sessions online, at a regular day and time, so you will get to know your group.

We offer:

- Online classes
- We usually offer weekly face to face classes
- A free Strength & Balance DVD available on request
- On demand sessions on Youtube

When referred by a GP or healthcare professional, you will receive 6 weeks free of charge Strength & Balance classes.



If you are interested in joining either an online or a class in a venue, please get in touch: gg@ageukoxfordshire.org.uk
 Call: 01235 849 403 www.generationgames.org.uk



<https://www.youtube.com/user/generationgamesuk> (or search generationgamesuk)



Get digitally connected

As the world around us moves more and more online we can help you make sense of it and build your confidence to use it as you choose. Whether you need help with your phone, computer or tablet Age UK Oxfordshire and our team of volunteers can support you to develop your skills and be involved, safely, with the online world within which we all now live.

- Stay connected with family/friends over skype/zoom
- Do shopping online
- Set up an email account
- Join a virtual group or activity
- Learn how to use your IT gadget



We will listen to what your issue is and if we can't help you we will know someone who can.

Tech Buddy



We offer basic, **FREE** help via: telephone, online, handy 'how to' guides that can be posted out to you, home/garden visits (Covid-19 safe) and when able to face-to-face IT classes and gadget drop-in sessions.

Contact Troy on 07584 148 507 or

Email: techbuddy@ageukoxfordshire.org.uk





A time to reflect...

We are really interested in hearing from you

The last year has been a time of challenge and reflection for us all and as we look ahead we also want to take a moment to reflect. Over the next 3 pages we have given you the space to tell us:

- What matters to you and what you would like to see happening over the coming months
- Your story of the past year (the good and the bad)
- Your reflections on what support, help, information and group(s) you have attended (for many this will encompass many years, for others not as many) that has been delivered by our Community team (p4)...we have included a list of the community team (on pages 5 and 6) to help you remember if you have had contact with any of them

All you need to do is take the opportunity the next few pages offer, to fill in the spaces.

Then simply pull this section of 4 pages out and pop it in an envelope and return it to us, **free of charge**, by writing on the envelope **FREEPOST Age UK Oxfordshire (CIN)**

Your responses matter to us...they will help us to target our support, identify what we have done well and know which activities and opportunities we need to focus on offering moving forward...help us to continue supporting you.



How are we doing? Thinking about your interaction with the Community Information Network Team please circle the number most appropriate/likely with 1 being the lowest and 5 being the highest. There is a 'not applicable' option.

	Least likely/ appropriate			Most likely/ appropriate		
I know more about what support exists and the options I have	1	2	3	4	5	N/A
I know where to go for help/advice/support	1	2	3	4	5	N/A
I have/will connect with others	1	2	3	4	5	N/A
I have/will try something new	1	2	3	4	5	N/A

Please leave any additional comments here, including any interaction with our services:

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As the sun begins to shine and lockdown restrictions continue to ease, we are all beginning to look forward. We would love to hear from you about:

- what matters to you
- What would you like to see happen/be offered by us, in the next six months, i.e. more online courses, more support to get online, more face to face group activities...

What matters to you?

What would you like to see happen / re-start in the coming 6 months?



Give us your story of Lockdown, how did it affect you, the good and the bad?

Are you happy for us to contact you? If you are please leave your contact details here:

Name:

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Tel Number:

Email:



Covid-19 safe and accessible to all...why not give a virtual group or activity a go?

Using zoom it's easy to join in whether via your computer or by phoning in to the session.

All you need to do is ring **01235 849434** or email **network@ageukoxfordshire.org.uk** to book your place and we'll send you the log in details. We can also send you a helpful 'how to use zoom guide' if that would be helpful?



Virtual group sessions available:

Chatterbox: put on the kettle, make yourself a cup of tea and join us for a natter.

Knit and Natter: A chance to chat over your knitting (or crochet). Beginners welcome.

Crafty Foxes: an arts and crafts themed session. Materials posted out in advance.

Magic of Words: If you enjoy reading why not join us as we read a book each month and meet together to discuss what we thought of it.

Memory Lane: Step back in time and join us for a nostalgic trip down memory lane. Bringing memories to life from the 1940's through to the 1990's.

Aviation Group: discussing all things aircraft, speakers and a chance to ask questions and have a chat.



Music and Memories: Not a singing group, rather a space where you can come together and listen to old favourites, bring along your own song and tell us why it is special to you.

Online song-writing course: Whether a beginner or someone with experience. Supported by Activate Learning Banbury College, all are welcome.





**Never had a mobile phone?
Always wanted to try one?**

We can help source a mobile phone and help you learn how to use it.

Give **Stephen a ring on 07827 235 450** to find out more

Most GP Surgeries and hospitals now offer a text messaging service.

By signing up to your surgery/clinic service they can let you know useful information, new services and remind you of the appointments you have booked.



All you need is a mobile phone. It is really safe and easy to do.

We can help you do this too, just ring Troy or Stephen

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Re-purposed Laptops

If you have an old laptop you'd like to donate to be used by local people, please contact

Thrive North Oxford

contact@thrive-nothox.co.uk

The Mix (Wantage)

wantagemix@gmail.com

If you would be interested in having one of their re-conditioned computers why not get in contact with them and see what availability they have.



**Need help to access an online appointment?
Want to feel more confident to go online?**

We can help you learn how to use your computer/phone/tablet, so you can. Or, we can lend you a tablet and teach you how to use it so that you can.



Troy on 07584 148507 to find out more



Would you take pleasure in receiving a regular letter through the door?
Would you like the excuse to write to someone else who is interested in hearing your news?

In the digital world in which we live, the gift of a handwritten letter or card can be precious and very much appreciated by many. Handwriting is also known to be relaxing, and written relationships can be just as central to a person's life as their face-to-face ones.

Pen Friends offers a befriending service to older people through the written word, exchanging regular letters and correspondence.

For more information contact Petra

01235 849 424

or

email: penfriends@ageukoxfordshire.org.uk



Staying in touch

There are lot's of ways you can stay in touch with others, whether by the written word, via an online portal or by telephone...

They may be different but they all offer you the opportunity to connect with other people in the way that suits you best.

How to access zoom on your computer, tablet or smartphone:

1. From a computer

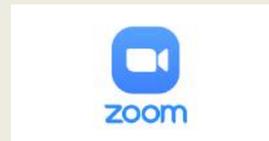
Go to <https://zoom.us/signup>

- Enter an email address.
- You will be sent an email with a link in to click.
- Once you click on the email link, you will be taken back to the webpage to set up a password.

Then download the software using the link: <https://zoom.us/support/download> - when you open this page you will see a pop up asking what you want to do with Zoominstaller.exe – click on Run.

2. From a tablet or smartphone

- Go to the apple or android App Store and search for: **Zoom Cloud meetings**. Once you've downloaded it, open the app and click on Sign up.





Phone Friends

'A friendly voice at the end of the phone'

Phone Friends provides older people, who feel lonely, with a regular and free, friendly phone call from one of our Phonefriend volunteers.

If you would be interested in receiving a phone call, or know someone who you feel would really benefit from a weekly chat, please give **Paula** a ring on **07557 038278** or **Lucy** on **07964 038813**

If you would be interested in joining our team of Phonefriend volunteers and be that friendly voice at the end of the phone please contact **Paula or Lucy** on the numbers above. Or visit www.ageuk.org.uk/oxfordshire/our-services/phone-friends

Full training and ongoing support is provided and calls can be made from the comfort of your own home.





Trying new things

Trying new things just **means** that you want to experience **something different**. For example...**try** tea instead of coffee, bike to work instead of drive, learn to swim...

When we **try new things**, we can be amazed at how life changing that **new** experience can be...and having had a year of Covid-19 restrictions **maybe now is the time to give something new a go?** All too often we let the fear of the unknown stop us...**trying new things** not only helps us to vanquish those fears, but it also allows us to expand our minds and learn.

Have you ever considered becoming a volunteer?

With busy lives, it can be hard to find time to volunteer. However, the benefits of volunteering can be enormous. Volunteering offers vital help to people in need, worthwhile causes, and the community, but the benefits can be even greater for you, the volunteer. The right match can help you to find friends, connect with the community and learn new skills.

Giving to others can also help protect your mental and physical health. It can reduce stress, combat depression, keep you mentally stimulated, and provide a sense of purpose. While it's true that the more you volunteer, the more benefits you'll experience, volunteering doesn't have to involve a long-term commitment or take a huge amount of time out of your busy day. Giving in even simple ways can help those in need and improve your health and happiness.

- ◆ Volunteering connects you to others.
- ◆ Volunteering is good for your mind and body.
- ◆ Volunteering can advance your career.
- ◆ Volunteering can bring fun and fulfilment to your life.



Have you got an hour to spare?

We are always looking for friendly and enthusiastic volunteers to join our team. **If you are aged 18+**, feel passionate about supporting older people to 'live life to the full' then why not consider joining our team? Our roles are flexible in terms of time and are available across the whole of Oxfordshire. Whether you have family commitments, work full time, are retired or currently unemployed, we've got a role for you.

Late Spring Oxfordshire provides bereavement support to those aged 50+. We offer a range of services in person, virtually, by telephone and by post. With your support we can reach more people who have been bereaved and help them know that they are not on their own.

For more information **call Nicola on 01235 426660 or email latespring@ageukoxfordshire.org.uk**

Generation Games: since the event of Covid-19, we have moved many of our classes online using 'Zoom'. Would you be interested in helping to ensure the safety of participants by watching a class in 'gallery view' on Zoom and alerting the host (a member of Generation Games staff) to any concerns? Full training will be given.

For more information **call the Generation Games Team: 01235 849403**

Phone Friends: could you spare the time to make a regular weekly phone call to someone who would enjoy some company? Receiving a call can make such a difference, particularly in the current circumstances. Calls can last from 5-20 minutes and are made at a mutually convenient time. For more information **call Phone Friends on 01235 849434**

My Community Link Volunteers: as a volunteer, you 'buddy up' with an individual to achieve a clearly identified goal, supporting them to be as independent as possible. Would you enjoy helping a person to become confident to use a bus again? Or teaching someone how to skype call their family.

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Memory, remembrance, recollection, reminiscence are all words that are important for us all to take the time to do/have. **Memories** are essential in our lives because they allow us to hold on to the things and people that matter to us as well as help us to grow and learn to be a better person. But often our lives are so busy that our memories can be hidden/squirreled away and so making time to reminisce/reflect/remember is something we all should do.

Memory Lane groups are a way to reconnect with your past memories and enjoy the feelings that nostalgia brings. You may like to share a favourite holiday destination, chat about a range of topics from fashion in the 1960s to your first car. Remembering milestones from our past can inspire us to reconnect to a past hobby, pottery, arts, photography or can help us remember an old friend, schooldays, special places and people from yesteryear.

Memory Lane offers a space to share support and tips to help with times of forgetfulness as we explore, together, some useful tricks people use to stay independent with some memory loss. The memory lane groups are for everyone who want to re-live some magical moments from their past and to help stay independent and live well in the here and now.

A seasonal memory lane postable reflection pack is also available containing materials to help you relive some treasured memories on your own or with a loved one, helping you to capture treasured memories as you look forwards to making new ones.

For more information contact the Network Team on **01235 849434**



AGE OF CREATIVITY

According to Age UK research, being creative can have a huge impact on your wellbeing in later life and that is why Age UK Oxfordshire have a dedicated Creative Team developing opportunities across the county. 'Creativity' means different things to different people, which is why we spend time listening to older people and working with partners to devise diverse age friendly, accessible, low-cost projects. If you would like to know what is currently available or help us to develop new projects, then we would love to hear from you.

Oxfordshire Age Friendly Creative Network is open to anyone in the county who has an interest in creativity for/ with/ by older people.

We have regular meetings and newsletters and 270+ partners so take a look at our latest information <https://www.ageuk.org.uk/oxfordshire/our-services/the-oxfordshire-age-friendly-creative-network-oafc/>.

Either telephone **0345 450 1276** or contact helenfountain@ageukoxfordshire.org.uk for more information.



Specialist support



If someone relies on you.....
.....you can rely on us.

We will support you to find ways to care for yourself as you care for another – whatever that looks like.

Call us on **01235 424 715**

or email carersreferrals@carersoxfordshire.org.uk

Carers Oxfordshire is a service dedicated to unpaid adult Carers in Oxfordshire, whether you are caring for a child, young person or another adult.

At Carers Oxfordshire our expert team will help you:

- Recognise your role as a vitally important carer. No one likes to be labelled however, recognising yourself as a carer can be the first step to getting the information, advice and the support that you need.
- Make your caring journey easier by offering advice and support to enable you to navigate what can be a confusing system. Armed with knowledge and confidence there's nothing we can't tackle together.
- Caring for someone else shouldn't come at the cost of caring for yourself.



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Home Support Options

Our Home Support Options Team are there to support older people and their carers to stay independent at home. Our knowledgeable co-ordinators will meet with you in your home to conduct an assessment and explore how we can help you.

The team can help with:

- General help around the home
- Light household chores
- Laundry and ironing
- Changing bed linen
- Companionship
- Shopping
- Help with attending routine appointments
- Picking up prescriptions
- Basic administration help
- Meal preparation
- Support with activities and help to learn new skills
- Linking you with other services provided by Age UK Oxfordshire **(we are unable to provide support with personal care tasks)**

Service Cost

Initial Assessment Charge: £20.00

Home Support Visits: £18.00p/h*

Mileage Charge: 0.45 per mile**

*Minimum of 1 hour per week required. **Applied when transport is provided or use of staff car on clients behalf.



Basic Toe Nail Cutting

We provide a basic toe nail cutting service. The service can be provided in your own home or in a venue local to you. Your appointment occurs approximately every 8 weeks to ensure your nails are maintained regularly; helping you to stay mobile and independent. All our footcare assistants undertake training and are fully vetted. We only offer basic toe nail cutting and are not trained podiatrists.



Service Cost

- Home Visit £20.00
- Venue session £15.00
- Equipment cost £15.00 (one off payment)

All fees are payable at the time of treatment.



Dementia Oxfordshire supports people living with dementia, their relatives and carers. We provide advice, information and on-going support. Our dedicated support line is staffed by experienced Dementia Advisers and is open to everyone including people with dementia, their relatives and carers, health care professionals and voluntary organisations.



Contact us:

Dementia Support line: 01865 410210 (Monday – Friday, 9am-5pm)

Email: info@dementiaoxfordshire.org.uk

www.dementiaoxfordshire.org.uk/



Could Homesharing be for you?

Would you welcome a little help with household tasks, some companionship, or simply the reassuring presence of someone else in the house?

Homeshare Oxfordshire carefully matches an older people who might be looking for a bit of help in the home, companionship or peace of mind with another person who is happy to lend a hand and who would enjoy living with an older person.

To find out more please visit our website. We'd be happy to hear from you and to answer any questions.

Visit: www.homeshareoxfordshire.org.uk

Email: homeshare@ageukoxfordshire.org.uk

Call: 01865 410670



Follow us!



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Useful Telephone Numbers & Websites

We have compiled a list of useful telephone numbers and web addresses for many local and national organisations who offer help and support in one handy place so that you can keep this booklet close to the phone should you ever need it...

365Alive (Fire Safety)	0800 032 5999	www.365alive.co.uk
Action on Hearing Loss	0808 808 0123	www.rnid.org.uk
Better Housing, Better Health	0800 107 0044	www.bhbm.org.uk
Age UK Oxfordshire	0345 450 1276	www.ageuk.org.uk/oxfordshire
Bereavement Advice Centre	0800 634 9494	www.bereavementadvice.org
Carers Oxfordshire	01235 424715	www.carersoxfordshire.org.uk
Citizens Advice Oxfordshire	03444 111 444	www.caos.org.uk
Care Quality Commission	0300 061 6161	www.cqc.org.uk
Disability Living Foundation	0300 999 0004	www.livingmadeeasy.org.uk



District Councils:

Cherwell District Council	01295 227 001	www.cherwell.gov.uk
Oxford City Council	01865 249 811	www.oxford.gov.uk
South Oxfordshire District Council	01235 422422	www.southoxon.gov.uk
Vale of White Horse District Council	01235 422422	www.whitehorsedc.gov.uk
West Oxfordshire District Council	01993 861000	www.westoxon.gov.uk
Emergency Planning	01865 323 765	www.oxfordshire.gov.uk
Falls Prevention Service	01865 903 400	www.oxfordhealth.nhs.uk/ service_description/falls-service
First Stop (Housing & Care options for older people)	0800 377 7070	www.firststopcareadvice.org.uk
Floodline (Oxfordshire)	01865 842999	www.oxfordshire.gov.uk
Hearing Impairment Team	01865 894925	www.oxfordshire.gov.uk
Helping Hands for Hoarders	01993 831551	www.helpinghandsforhoarders.com
Livewell Oxfordshire		www.livewell.oxfordshire.gov.uk
Oxfordshire Association for the Blind	01865 725595	www.oxeyes.org.uk



My Care, My Home	0800 731 8470	www.mycaremyhome.co.uk
NHS 111	111	www.nhs.uk
Oxfordshire Comet	01865 323 201	www.oxfordshire.gov.uk
Oxfordshire County Council	0345 050 7666	www.oxfordshire.gov.uk
Oxfordshire Mind	01865 247 788	www.oxfordshiremind.org.uk
Oxfordshire Social Services	0345 050 7666	www.oxfordshire.gov.uk
Parkinsons	0800 800 0303	www.parkinsons.org.uk
Patient Advice & Liaison (PALS)		
John Radcliffe	01865 221473	
Churchill	01865 235855	
Nuffield Orthopaedic Centre	01865 738126	
Horton General Hospital	01295 229259	
Powercut Helpline	105	www.powercut105.com
Red Cross Mobility Aid Loan Service	0344 871 1111	www.redcross.org.uk
Royal British Legion	0808 802 8080	www.britishlegion.org.uk
Samaritans	116 123	www.samaritans.org
SSAFA	0800 260 6767	www.ssafa.org.uk

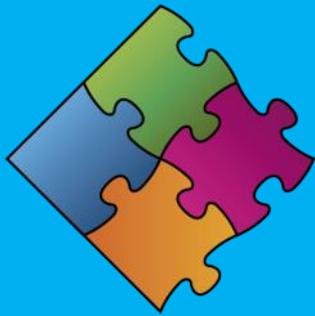


Small repairs Scheme:

Cherwell	01295 227022	www.cherwell.gov.uk
Oxford City	01865 252798	www.oxford.gov.uk
South and Vale	01235 432410	www.mearsgroup.co.uk
Stroke Association	0303 3033 100	www.stroke.org.uk
Tax Help for Older People	01308 488066	www.taxvol.org.uk
Talking Space	01865 901222	www.oxfordhealth.nhs.uk/ talkingspaceplus
Telephone Preference Service	0345 070 0707	www.tpsonline.org.uk
Thames Valley Police	101	www.thamesvalley.police.uk
Trading Standards	01865 896999	www.oxfordshire.gov.uk
Visual Impairment Team	01865 894935	www.oxfordshire.gov.uk
Wiltshire Farm Foods	0800 077 3100	www.wiltshirefarmfoods.com

If you cannot find the help you need or are not sure where is the best place to start, contact your local community link worker (their details are on p4 and p5) and they can help guide you through the maze to reach all the support that is available to you.





Community Information Network

To contact us please:

Phone: 01235 849 434

Write to us at 9 Napier Court, Barton Lane, Abingdon, OX14 3YT

Email us: network@ageukoxfordshire.org.uk

The Community Information Network
is a partnership between:



The Community Information Network
is supported by:

