



Picture: 'Diamond Geezer' Reg, Leading the Locomotion

In this Issue!

Our Report on Social Isolation & Loneliness 500 th Health Champion Recruited!	2
New Survey on GP Access in Redbridge Age UK Volunteer Awarded MBE!	3
Our Nail Cutting Service is Expanding! Home Support Service	4
Our New Gardening Service Falls Prevention & Awareness - Book a Talk!	5
Keeping Active - Wanstead Activity Centre Volunteer with Age UK!	6

... plus more!

020 8220 6000
www.ageuk.org.uk/redbridgebarkinghavering
admin@ageukrbh.org.uk
4th Floor, 103 Cranbrook Road, Ilford, IG1 4PU

Contact Us

➔ Our Report on Social Isolation & Loneliness

During August - November 2023, 120 local people in Redbridge completed our survey on social isolation and loneliness.

Findings reveal that poor health is a leading cause of isolation, and that those in good health, are much less likely to be affected.

Of the respondents citing poor health, three quarters (73%) say they often feel isolated, two thirds (64%) lack companionship, go out just once a week (or less), or have poor life satisfaction, and almost half (45%) feel 'left out' and have inadequate support networks.



Understanding the causes of isolation

We have heard about a lack of awareness on what is available, a lack of support or difficulty with costs, poor self-esteem and motivation, and family, friends or neighbours who are 'too busy' to assist.

More generally, we are told that coping after bereavement can be difficult, and take a long time, and that the evenings can be especially difficult.

There is a difference between the genders - women are more likely to lack companionship and to feel 'left out' while men are more likely to feel isolated, and as a whole, are 'less satisfied' with life.

On households, we are surprised to find that those living alone, are less likely to feel isolated, and also go out more often - than those living with others. Find out more in the full report. ➔ [More](#)

“Thanks to yoga I feel in much better shape!”

What can we do for you?

➔ Milestone - 500th Health Champion Recruited!

Sharon Adkins, My Health Matters Coordinator writes "In the 3rd quarter of the year, My Health Matters enjoyed more than 20 outreach events, 5 training modules and 3 webinars all designed to furnish Havering residents with health information and encourage positive behaviour change.



Adriana (centre) with the team

The most exciting news was achieving our 500TH HEALTH CHAMPION in November - a lovely lady called Adriana who met the team at the local Hub and wants to be more involved in the community promoting good health and wellbeing.

“ I found out I could get additional support. ”

What can we do for you?

Anybody over 18 with a link to Havering can apply for our free, accredited RSPH training which leads to a Level 2 award in 'Understanding Health Improvement.' Once qualified, we then offer additional free training modules on a variety of health-related subjects - we have recently added a Menopause session to our modules.

Health Champions all get regular email updates on these and the latest health news and services - the team are currently involved in the consultation process for the recently drafted Healthy Weight Strategy - if you would like more information on this or need guidance to available services, please contact Sharon Adkins or Suzannah Sallaby.”

☎ 07538 798478

✉ myhealthmatters@ageukrbh.org.uk

➔ Our New Survey on GP Access in Redbridge

We have decided to recycle a previous survey, the 'GP Access Survey' as we would really like to know if 15 months on, anything has changed in the local community. Questions like, waiting times for appointments, how satisfied people are with their GP service and whether they need to be digitally confident to access services, will all be re-explored.



What's your experience, of accessing your GP?

We are interested to know if things have improved since our previous recommendations were made, or, if they have not changed or have become worse, then we can take our findings to the local and wider professional bodies to explore improvements.

“The lovely lady gives me a call once a week.”

What can we do for you?

Last time, in Autumn 2022, GP services were still emerging from the fall out of Covid 19 and so it will be interesting to see if anything has changed since this very significant and unprecedented event. We have also rattled through 5 Secretaries of State for Health and Social Care in the last 18 months, so it will also be fascinating to see if that has had any impact.

A full report on the survey and any subsequent findings will be available around late March 2024.

The survey is available online now, paper copies on request. ➔ [More](#)

☎ 020 8911 2927

✉ sue.grant@ageukrbh.org.uk

➔ Age UK Volunteer Awarded MBE!

We are delighted to announce that Geraldine Maclaine, a former volunteer with our befriending service, has recently been awarded with an MBE.

Nikki Gardner, Befriending Coordinator writes “I started working with Geraldine in 2013 working alongside her with the Bogus Caller Partnership.

I would go out with her, sometimes with the Fire Brigade, on visits to older vulnerable clients.

Then when my work load got heavier, I would send her a list of some of our clients (who had agreed to a visit from Geraldine).



Geraldine Maclaine MBE

Geraldine would then visit them with another volunteer and do the assessments, and show the clients how to be aware of bogus callers with a short video. Geraldine carried this on until a few years ago when her health declined.

Geraldine was the lady who put our FMN Service forward for the Queen's Jubilee Award for the 'volunteer service by groups in the community' award.

We were successful, and volunteer James and I went to a Buckingham Palace Garden Party.

I am so pleased that Geraldine has been honoured with an MBE for all her tireless work for charities and the people of Redbridge.”

“I learned so much at the talk on diabetes.”

What can we do for you?

➔ Our Nail Cutting Service is Expanding!

Many older people find it hard to cut their own toenails. This can lead to a risk of foot problems as well as being uncomfortable. Keeping nails trimmed, especially the toenails can help maintain mobility and keep you active.

Residents of the older community can now have their nails trimmed with Age UK Redbridge, Barking and Havering who are now offering an affordable service within a safe and trustworthy environment.

Alongside our popular Ilford Clinic, we are now offering our Nail Cutting Clinic service at our Wanstead Activity Centre.



A professional service, at affordable rates!

Now residents of Redbridge, Barking & Havering have a choice of visiting two clinics to have their toenails trimmed.

Full information, including clinic sessions & prices can be found on our website. ➔ [More](#)

You can also contact Sami, Business Development Manager:

☎ 07943 877035

We are working towards opening more clinics across our boroughs as well as a mobile service.

Watch this space for further developments!

“ I couldn't fill in the form and Age UK helped. ”

What can we do for you?

➔ Home Support Service

Initially a service to assist people with showering and bathing, our home support service has grown to offer much more!

In addition to weekly showering and bathing, we can help out with cleaning, shopping and pension collection, plus other routine tasks.



Providing a helping hand, when needed

We promote independence while offering appropriate assistance and professional quality of service. Prices start from £22.50 and an initial assessment is required to determine the appropriate care plan.

If you are interested in this service for you or a family member, you can complete an online referral form via our website, or simply get in touch. ➔ [More](#)

☎ 0208 911 2925

“ After discharge they got me additional support. ”

What can we do for you?

Join the Home Support Team!

If you are interested in joining our team as a Home Support Worker, we are currently recruiting. We offer flexible working hours plus travel-pay at an hourly rate between clients if applicable.

For more information and an application form you can visit our website or give us a call. ➔ [More](#)

☎ 0208 911 2925

✉ homesupportservices@ageukrbh.org.uk

➔ Our New Gardening Service!

Age UK Redbridge, Barking & Havering are delighted to offer our older community a new gardening service.

Available for the over 50s, we have partnered up with an experienced gardener who will be able to offer basic services for our clients, all year round.



Helping you with gardening - all year round!

The service is available Monday to Friday, 9am to 4pm and includes lawn mowing and edging, spring and autumn care, strimming, weeding and tidying, planting bulbs and shrubs, jet washing driveways and paths, basic fencing, tree care and more.

All waste from the work will be cleared away.

“Tried poetry & managed to inspire others!”

What can we do for you?

How much is the service?

The service is £23 per hour, with a minimum booking of one hour. The required tools and equipment will be provided, the client will bear the cost of any specific additional materials.

How to book?

Booking in advance is essential. Please visit the website, or get in touch.

Terms and conditions apply. ➔ [More](#)

☎ 07943 877035

✉ homesupportservices@ageukrbh.org.uk

➔ Falls Prevention & Awareness - Book a Talk!

Falls are the biggest cause of accidents in the home and one in three people over the age of 65 fall each year. This increases to one in two for people aged over 80. The good news is that falls are not an inevitable part of ageing, many can be prevented and our Falls Prevention service is here to help.

As well as our comprehensive support service, we also visit local groups and organisations to raise awareness and to give practical advice.

Recently in October, the service co-ordinator Glenda Templeman gave a talk at Hope Cafe, Bridge Church in South Woodford. The session was complimented as being 'very informative' by attendees.



Service Coordinator Glenda, at Ask Care

At another talk in September, members of the Partially Sighted Society said 'thanks for pointing out the simple things we can do, to help keep safe'.

We also spoke recently at Ask Care and the Interfaith Group, attended by over 100 people.

Our service offer includes a range of activities, such as Tai Chi and Nordic Walking.

To find out more about our Falls Prevention service, visit the website or get in touch. ➔ [More](#)

☎ 020 8220 6000

✉ glenda.templeman@ageukrbh.org.uk

“I got one-to-one support, to use my smartphone.”

What can we do for you?

➔ Wanstead Activity Centre

Louisa Ryrie, Activity Centre Manager writes "This year we hosted Christmas lunch across not one, but two days, and both days were thoroughly wonderful.

We had Christmas themed bingo, a raffle, and all the trimmings, and thanks to the generosity of local businesses and residents, everyone ate for free!

A special thanks to Daisy's Florists Wanstead, Waitrose South Woodford, The Burgess family, and some anonymous donors for helping us provide such a fabulous party for so many service users.



Gladys, celebrating her 100th birthday

A big thank you to staff member Sue Grant and all the volunteers who spent extra hours throughout the month, to help prepare, and serve the meals. We wouldn't have managed without them.

Long time service user Gladys also celebrated her 100th birthday at the second Christmas lunch, so a special congratulations to her too.

I have settled in as the new manager, and Tuesday service users probably know me already from the Craft group, which I had been running for over 10 years at the centre before taking over from long-serving manager Jackie.

Jackie retired in November and we miss her already. We had a wonderful send off for her last day, and we wish her a most relaxing and fantastic retirement. Pop in and meet me soon if you haven't already!

We would like to pay tribute to our volunteers, who have recently retired from service at the centre:

Prinny Woolcock (21 years), Helen Kilpatrick (6 years), Dolly Goring (13 years), Thanu Sureskumar (1 year), Elaine Driscoll (18 months). A very special thank you to you all!"

➔ Volunteering - We Need You!

The Volunteering team has a new addition - Sami Jobanputra. Sami has been working alongside Age UK for a number of years as a Chair Yoga Instructor and within Business Development.

She recently launched the Nail Cutting clinics in Ilford & Wanstead as well as the Gardening service.

She has now taken the role of our new Volunteer Coordinator. There will be some exciting updates to our Volunteer process in the next six months so watch this space!

In the meantime - WE NEED YOU! If you are interested in volunteering your time to help a worthwhile charity, we would love to hear from you.



Support activities, such as Di's Diamonds!

We have a variety of volunteer roles available and some wonderful elderly members of the community who benefit from a few hours of your time each week. It really is a rewarding position.

You could help us to befriend local older people, you could assist with activities, you could even become a champion - assisting with healthy living, or helping people to use their smart phones and computers.

To find out more, contact Sami:

☎ 07943 877035

✉ sami.jobanputra@ageukrbh.org.uk

“Lunch at the activity centre is delicious!”

What can we do for you?

➤ The Digital Champions Programme

We are very pleased to announce that Our Digital Champions programme, thanks to its success, is continuing this year.

The project has been helping local older people to get online, make the most of their devices (such as smart phones, tablets and laptops) and to get access to equipment.



Our 'Digital Champion' Lorraine, at Ilford

If you need assistance with your devices, or access to tablets and other support, then this service is for you. We run class based sessions, and also (depending on criteria) may be able to visit you at home.

Our 'Digital Champion' volunteers have many years of experience in assisting older people - and are very knowledgeable about all things digital!

“The volunteering has made me feel good.”

What can we do for you?

The service is expanding!

The group sessions, initially hosted at our Ilford office, are now also available in Wanstead, Dagenham and Havering.

To find out more about Age UK Redbridge, Barking and Havering's Digital Champions Programme, or to sign up as a volunteer Digital Champion, please get in touch or visit the website. ➤ [More](#)

☎ 07946 032332

✉ vivienne.greengrass@ageukrbh.org.uk

➤ Introducing Di's Diamonds

Di's Diamonds are a group of men and women living in Havering, Redbridge and Barking & Dagenham, from all walks of life and backgrounds, single or partnered, aged 50+, who want to meet people and make friends, get out and about, enjoy activities and events, discover opportunities and take on new challenges.

Di's Diamonds & Diamond Geezers enjoy a variety of social activities.

Diamond Geezers meet every Monday, 3.00 - 5.00pm at Harrow Pub in Hornchurch. Di's Diamonds meet regularly for coffee mornings and meals across the three boroughs in coffee bars, at libraries and pubs.



A Christmas visit to Fortnum and Masons

We also meet for regular tea dances, bowling, talks, and trips to the cinema, museums and theatres. On Zoom we have tai chi, watercolour art and poetry. Find out more on our website. ➤ [More](#)

➤ Introducing The Café @ Loxford

Redbridge Council in partnership with local charity, Serving Humanity Foundation has launched The Café @ Loxford. The aim of this weekly event is to encourage conversation and reduce loneliness.

Residents can join for a hot drink, a bite to eat and a board game or two every Sunday, 11.30am - 3pm. Loxford Polyclinic, 417 Ilford Lane, Ilford, IG1 2PF

“I'm better placed to identify a scam.”

What can we do for you?

➔ Cost of Living 'Shouldn't Be a Barrier to Care'

Healthwatch England writes “As the cost of living crisis challenges our basic human needs, rising costs mean many of us are having to adapt our spending to keep on top of expenses.

You might be having to make tough decisions, cutting back on what you're spending on food, heating and your health to pay your bills.

The cost of living crisis shouldn't be a barrier to care. Prioritise your health. If you have a chronic condition, a new illness causing concern or feel ill, seek the appropriate professional healthcare support. Many pharmacists can support you with everyday health concerns, meaning you may not need to visit your GP.



Keep your medical appointments, if booked

Take your medication. Many of us take medication to stay healthy and manage existing health conditions. With the recent increase in prescription charges, rationing medicines to save money may seem like a good idea, but it can lead to health complications in the long run. You might be eligible for support with your prescription with a Prescription Prepayment Certificate. Prescriptions are free for those over 60.

Keep your appointments. Please attend any pre-arranged or regular appointments with your GP, dentist, optician or hospital. If you're worried about the increase in transport fares, check out what support is available when travelling to your GP, hospital or other NHS services.” [➔ More](#)

“With their home support I can do much more.”

What can we do for you?

➔ When to Use NHS 111 and How it Can Help

Healthwatch England writes “The NHS wants to make it easier and safer for patients to get the right treatment when they need it, without waiting a long time to be seen in A&E.



Phone, or use the online portal

If you have an urgent but not life-threatening health problem, you can now contact NHS 111 to find out if you need to go to A&E. Call 111 or use the online portal (111.nhs.uk).

They can book an appointment at your local A&E or emergency department (the time given will be a rough guide for when you will get seen). It allows the NHS to better manage patient flow and overcrowding at A&E, with the aim for people to get seen sooner.

Your NHS 111 advisor or clinician could also make you a direct appointment with a GP, Pharmacist or Urgent Treatment Centre. They can also give you the advice you need without using another service.

“I was assisted in applying for pension credit.”

What can we do for you?

If you need an urgent face-to-face assessment or treatment, they can arrange this immediately. No one who turns up in A&E should be turned away or asked to call NHS 111”. [➔ More](#)

What to do in an emergency?

In the event of a life-threatening emergency, you should call 999 or go straight to your nearest emergency department.

➔ New App-Based Dial-a-Ride Booking System

Transport for London writes “Dial-a-Ride is a vital free service that supports older and disabled Londoners, to get them to where they need to be.

The new app-based booking system offers members and caregivers access to an additional channel to the existing telephone booking system and allows members to book journeys and manage their bookings.

Members are now able to download and use the app to book journeys from 20th November onwards.

The new app will improve the accessibility and efficiency of the service, with customers being able to book more quickly, track where their driver is, update any details related to their ride, and cancel a trip without having to call the contact centre.



Helping to ‘meet your specific needs’

Members will be able to customise their app with accessibility features to meet their specific needs, such as options to assist those with impaired vision with voice overs and adaptive font size. The new system will help us schedule trips more efficiently, benefitting both members and drivers through better planning of journeys.

We will be letting customers know about the new system using various communication channels including posters, leaflets and recorded messages on our phone lines when members call the contact centre.”

“They saved me money with a travel tip.”

Join us today and have your say!

➔ Phone Lines - Moving Over to ‘Digital Voice’

BT’s digital home phone switch over is called Digital Voice. The current landline telephone network is being switched off by 31st December 2025.

The reason for the switch over is that the current cables are over 100 years old and they are hard to replace. The current system is very ‘power hungry’ and it is not just BT but a whole ‘industry change’ of system. The new system will offer better quality of calls and be more energy efficient.



99% of phones will work on the new system

With Digital Voice, your phone will plug into a black box called a router. You will be able to keep the same telephone number and you will pay the same price and have the same contract.

It has an enhanced scam protect feature, protecting people from scam calls and fraud. There is a 3-way calling option, connecting people with multiple family & friends, and the connection is ‘very clear’.

“I had a game of bowls, delighted to win!”

Join us today and have your say!

If people have no mobile signal where they live, are vulnerable customers, lifeline users, are over 75 years, or only use a landline - their switch over to the new system is being delayed, in order to take more care and attention for these customers. However, eventually all phones will be migrated.

Our colleagues at Age UK have produced an online resource, explaining in detail what is happening and how. Please share widely. ➔ [More](#)

➔ Vitamin D

Vitamin D helps regulate the amount of calcium and phosphate in the body.

These nutrients are needed to keep bones, teeth and muscles healthy.

It's important to take vitamin D as you may have been indoors more than usual this year.

You should take 10 micrograms (400 IU) of vitamin D a day between October and early March to keep your bones and muscles healthy.



Vitamin D helps to keep you healthy

Find out more on the NHS website. ➔ [More](#)

Latest Newsletters

- ➔ [Age UK - Health and Wellbeing Newsletters \(Sign Up!\)](#) ➔ [More](#)
- ➔ [Alzheimer's Society - Dementia Together Magazines](#) ➔ [More](#)

Please send us a link to your latest newsletter!

Health & Wellbeing Roundup

- ➔ [The latest news, campaigns and events from Age UK](#) ➔ [More](#)
- ➔ [The latest news from Barts Health NHS Trust](#) ➔ [More](#)
- ➔ [The latest news from Barking, Havering and Redbridge University Hospitals NHS Trust](#) ➔ [More](#)
- ➔ [The latest news from North East London NHS Foundation Trust](#) ➔ [More](#)
- ➔ [Age UK: 'It is imperative that both the government and the BMA end their dispute'.](#) ➔ [More](#)
- ➔ [NHS urges people to get winter jabs with two weeks until online bookings close](#) ➔ [More](#)
- ➔ [Homelessness social work role valuable but rare, isolated and temporarily funded](#) ➔ [More](#)
- ➔ [NHS cancer bus tours country as over two in five wouldn't visit GP about possible symptom](#) ➔ [More](#)
- ➔ [10% pay rise for thousands of care workers as part of national living wage rise](#) ➔ [More](#)
- ➔ [First-ever therapy for rare genetic disease in babies to save lives on the NHS](#) ➔ [More](#)
- ➔ [Social care staff carrying out tasks previously undertaken by NHS, without extra funding](#) ➔ [More](#)
- ➔ [Hundreds of thousands of NHS patients to be offered the chance to travel for treatment](#) ➔ [More](#)
- ➔ [Women urged to take up NHS cervical screening invitations](#) ➔ [More](#)
- ➔ [Fast-track programme to train 320 more social workers in £19m contract extension](#) ➔ [More](#)
- ➔ [Age UK: 1.2m unpaid carers aged 50+ say their health has deteriorated in the last 12 months](#) ➔ [More](#)
- ➔ [New NHS software to improve care for millions of patients](#) ➔ [More](#)
- ➔ [NHS dementia diagnosis rates at three-year high](#) ➔ [More](#)
- ➔ [Giant lung roadshow tours England as most people ignore early lung cancer symptoms](#) ➔ [More](#)
- ➔ [Pharmacy reforms to bring new services to the high street](#) ➔ [More](#)
- ➔ [Most councils rated good for adult social care in CQC pilot assessments](#) ➔ [More](#)
- ➔ [Artificial intelligence to help boost NHS winter response and prevent avoidable admissions](#) ➔ [More](#)
- ➔ [One-year waits reduce for patients as record demand for NHS emergency care continues](#) ➔ [More](#)
- ➔ [NHS mobile testing scheme finds thousands of new cases of liver damage](#) ➔ [More](#)
- ➔ [NHS virtual wards to treat thousands of patients with heart failure at home](#) ➔ [More](#)
- ➔ [NHS sets ambition to eliminate cervical cancer by 2040](#) ➔ [More](#)
- ➔ [Age UK responds to Ofgem's price cap announcement](#) ➔ [More](#)
- ➔ [Age UK urges older people to protect their health by having their jabs](#) ➔ [More](#)

HOW ARE YOU?

In our adult years, the lifestyle choices we make can dramatically increase our chances of becoming ill later in life.

Making small changes now can improve your health right away and double your chances of staying healthy as you get older. It's never too late to start.

Talk to your doctor or nurse about your health today.

BECAUSE THERE'S ONLY
ONE YOU