



Picture: Nordic Walking Group, Valentine's Mansion (More on Page 5)

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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 Digital Skills**

During April - August 2023, 121 older people in Redbridge completed our survey on digital skills. The survey aimed to understand how comfortable people are with using digital technology and what areas they may need more support or training in. It also aimed to identify whether people feel digitally excluded from some services and activities and how this impacts on their daily lives.

We found that the older people are, the less likely they are, to own a digital device, or to have the skills and confidence to make the most out of them.

For example, fewer than half of respondents aged 75 - 89 (47%) own a smart-phone, this compares with 78% for those aged 65 - 74, and 100% for 50 - 64 year olds. On skills, just 39% of those aged 75 - 89 feel confident to use their smart-phone, comparing with 69% for respondents aged 50 - 64.



The move to online services has been rapid

This sort of disadvantage, along with the rapid move to online-only services, has clearly resulted in inequality and exclusion. Services with an online access requirement have been problematic for 36% of respondents (again many of them older) and just 33% were offered an alternative access method.

We have heard accounts of staff insisting on the online method, with advice to 'get family or friends to help'. When someone has outlined difficulties with technology, we feel that this kind of approach is inappropriate, and unreasonable. There should always be an alternative and people should always be supported. Read more in our full report. ➔ [More](#)

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

What can we do for you?

➔ **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.

“ I found out I could get additional support. ”

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

➔ Getting Prepared for Winter

The winter is approaching, and there are lots of practical things you can do to look after yourself.

Age UK has compiled an online resource, containing information, advice and tips - on topics including maintaining your mental and emotional wellbeing, managing your money, how to access booster jabs, looking after each other and staying well in colder weather.

The page includes videos and downloads. ➔ [More](#)



Get information from our trained staff

You can also contact Age UK Redbridge, Barking and Havering, for tailored information and advice. We are open 9.00am - 3.00pm, Monday to Friday.

☎ 020 8220 6000

“ I learned about Carers Allowance and got it! ”

What can we do for you?

Local Information - At Your Fingertips!

Our website also features useful advice, guidance and tips, along with signposting information on support from local councils and other organisations.

We have a dedicated factsheet on the cost of living, detailing a wide range of support topics.

You can view this information online now. ➔ [More](#)

✉ advice@ageukrbh.org.uk

➔ Join the Team!

Age UK Redbridge, Barking & Havering is a fast-growing local organisation. We have a friendly team, offer competitive terms and recruitment is now underway for the following vacancies.

Volunteer Co-Ordinator

We rely on the support of our dedicated volunteers. The successful applicant will be responsible for the induction of volunteers and liaising with our service managers to place volunteers in various roles across the organisation, providing training and support.

On Site Activity Centre Manager

Our activity centre at Wanstead offers exercise and craft among other classes, plus light refreshments and a daily 2 course meal - freshly prepared.



Our popular Activity Centre at Wanstead

The successful applicant will look after daily running of the centre, to include administration and rotas, as well as planning activities and events and ensuring our service users feel welcomed.

Advice and Information Worker (Redbridge)

This post involves both office based, home visit and outreach work at a variety of locations across the London Borough of Redbridge, to ensure that local residents are informed of support and entitlements.

View all vacancies on our website. ➔ [More](#)

“ Joined the walking group and made new friends! ”

What can we do for you?

➔ Nail Cutting Clinic Now Open!

Great news - our Nail Cutting Clinic is now open and ready for business. We had an extremely successful launch day on 19th of September 2023, resulting in a number of very satisfied clients.

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.



A professional service at affordable rates!

Age UK Redbridge, Barking and Havering provide an affordable service within a safe and trustworthy environment.

Residents of the older community can now have their nails trimmed at the Age UK Ilford office every 6 weeks or when required.

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

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

What can we do for you?

The Nail Cutting Clinic is open on Tuesdays from 10am to 4pm and by appointment only.

To book an appointment and for more information please visit the website. ➔ [More](#)

You can also contact Sami Jobanputra, Business Development Manager:

☎ 07943 877035

➔ New Survey on Social Isolation and Loneliness

Older people may become lonely after the loss of a spouse or a loved one.

Other common triggers include retiring from work, children leaving home, having reduced mobility, or no longer being able to participate in enjoyable activities for some reason.

During the pandemic, many people experienced for the first time, what some older people had been experiencing all the time.

For some people, there was no difference because they already felt isolated and lonely.



Aiming to tackle social isolation

Social isolation is a measure of the number of contacts people have. Loneliness relates to the quality of those relationships. People may happily choose to have only a few contacts, but they may not choose to be lonely.

The purpose of this survey is to establish reasons and frequency of social isolation in the local Redbridge population - and importantly to help address the issues once identified.

The survey closes on 16th November 2023. Complete it now online (paper copies on request). ➔ [More](#)

☎ 020 8911 2927

✉ sue.grant@ageukrbh.org.uk

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

What can we do for you?

➔ Our Falls Prevention Service

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.

New Class! We have launched an 'Easy Chair' based exercise class, Mondays 10.00am at Ilford Library.

One of our members says "I suffered from lower back and hip pain and my yoga class wasn't really helping. I joined the Age UK Chair Exercise class based at Ilford Library. I went along, continued and now I can walk without having to stop here and there to regain my composure. The tutor is very helpful and she concentrates on my individual needs'.



Our classes help people to stay independent

A yoga class member says "Sami, you have been an amazing teacher and have always motivated me to be the best that I can be. I appreciate all that you have done for me and for the yoga community. Thank you for providing such a positive and supportive environment for all of us to practice in. We are truly lucky to have you as our teacher."

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

What can we do for you?

➔ Case Study, Louise

Nordic Walking Leader, Ann Mills writes "Louise is part of the original group of walkers that did their initial workshop in September 2022.

When I first met her, she was suffering with a trapped nerve in her neck. She also informed me that she had a fair amount of arthritis and found walking hard.



Louise (back right) with other group members

Within the first week her trapped nerve was better. She was over the moon. We have worked on mobility and flexibility over the months, there are several exercises we do regularly to help with this.

In the warm up we take longer to ensure that there won't be any injuries. We do assisted quats to help with hip flexors. Our waist, obliques and core play a huge part in many activities. Wednesday afternoon isn't just Nordic Walking, we play games and do drills.

“After discharge they got me additional support.”

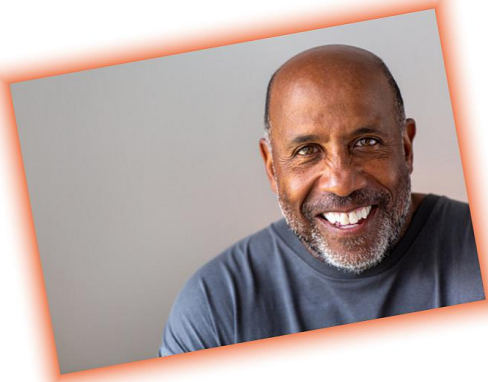
What can we do for you?

I have noticed that Louise is walking with a longer gait, her posture has improved. Her whole technique in the time I have known her is so much better. She still struggles with some aspects but I can see she loves coming each week (weather permitting).

The group has developed into a very supportive and sociable set of people. I know Louise has found this has helped with her wellbeing. Her confidence has also improved. She is always one of the first to welcome new members into our lovely group."

➔ Our Volunteer Befrienders

Pat Farrell has joined the Age UK team as the Home Visiting Volunteer Befriending Coordinator for the South Havering project (BHVS). The BHVS is a home visiting service to housebound patients who require a face-to-face support model.



Giving you a friend, when you need it

The patients typically referred to the BHVS are housebound as a result of physical, mental, demographic or social isolation and vulnerability.

There is no “one size fits all” and the service will take account of many factors that will deliver the most suitable and appropriate support through direct one-to-one home visiting.

Befriending relationships aim to be non-judgemental, supportive, and there is a commitment over time. It may be delivered face to face or remotely such as by telephone. Find out more on the website. ➔ [More](#)

“Tried poetry & managed to inspire others!”

What can we do for you?

➔ The Holly Health App!

Introducing the “Holly Health App” which is now available for those aged over 50 looking to make sustainable, positive health changes. The app can be used to reduce stress, increase energy levels and improve exercise and mobility.

It is free to use and main topics covered are sleep, activity, mental health, nutrition and relationship with food. Find out more online. ➔ [More](#)

➔ The Digital Champions Programme

Our Digital Champions programme, which has been running for around a year, 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.

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!



Our ‘Digital Champion’ Harvey, at Ilford

Recent comments about the service:

“Thank you so much, I had given up hope of ever understanding my phone.”

“The volunteer spent time with each person, it was like they knew us individually.”

“I not only learnt how to send an email, I met a lovely friend and we now support each other.”

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

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

What can we do for you?

➔ My Health Matters

Sharon Adkins, Project Coordinator writes “It has been an exciting 2nd quarter of the year for the My Health Matters team and their project.

With 38 newly qualified Health Champions trained in July and September, bringing the total to 482 in Havering, what better time to celebrate the wonderful volunteer Champions?

And so our ‘Celebration of Health’ event took place on Thursday 7th September at the Rainham Library Hub.



Championing health - Sharon and Suzannah

A total of 148 attended which included support from 34 community colleagues and service providers, 49 Health Champions were awarded goodie bags and Certificates of Appreciation by Sharon and Suzannah and many local residents joined in the fun, with cooking demonstrations for healthy pasta sauces and stir fry ideas, nutrition talks, yoga and relaxation taster sessions - all completely free and very well received by the community.

A new member joined our team - Jennie Green - to support with training administration which is such a great help.

Moving forward, the project will stay with Age UK RBH for at least another year while the council commissioners discuss how we can benefit from the newly- formed Place Based Partnership with the ICB (Integrated Care Board).

“I feel better placed to identify a scam now.”

What can we do for you?

Anybody over 18 with a link to the borough of Havering can apply for our free, accredited RSPH training which leads to a Level 2 award in ‘Understanding Health Improvement.’



Our ‘Celebration of Health’ event, 7th September

Once qualified, we then offer additional free training modules on a variety of health-related subjects including Nutrition for Health (Level 2), Diabetes Awareness, Physical Activity, Drugs & Alcohol Awareness and Mental Health training which take place throughout the year.

In addition, we offer monthly Wellbeing Webinars for the whole community - recent topics have included Ageing Well, Menopause and Feeding Minds - the link between nutrition and mental health.

Health Champions get regular email updates on these and the latest health news and services - the team are involved in the consultation process for the upcoming Obesity 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

➔ National Petition - Online Access

Age UK London writes “Everyone should have fair and equal access to services. But if you aren’t online it’s becoming impossible to do basic things like booking a medical appointment, applying for a blue badge or paying for parking.

6 million older people either don't have the internet or can't use it successfully and safely. Why are they being overlooked? It's discrimination. Sign our petition and demand offline alternatives.” ➔ [More](#)

➔ **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.



Diamond Geezer Reg, leading the locomotion!

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

Diamonds 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.

“Lunch at the activity centre is delicious!”

What can we do for you?

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

➔ **Wanstead Activity Centre**

We run a diverse range of activities at Wanstead, Monday to Friday! We can help you keep fit, discover your creative side, and to make new friends.

Activities are just £4 per session. There is also a daily booked lunch - just £7 for two courses, and an extra 50p on a Friday for that all important Yorkshire Pud on our famous Friday Roast. Proceeds are ploughed into the centre.

To find out more, drop in, Monday to Friday 10am - 2pm at The Allan Burgess Centre, 2 Grove Park, Wanstead, E11 2D. You can also give us a call on 020 8989 6338, or visit the website for the latest information. ➔ [More](#)

➔ **How Can We Help You?**

Our dedicated staff are out and about all year round across the three boroughs.



Staff at a Disability Festival

We deliver talks, raise awareness of support and entitlements, signpost to services and generally look-out for the welfare of local people.

We may be able to come to your group or event, to highlight the range of services on offer, give tips, information and advice, and to listen to the views and experiences of your members.

To find out more, contact us. You can also view a range of information on our website. ➔ [More](#)

“The falls course has helped my balance.”

What can we do for you?

➔ How to Beat Bowel Cancer

Someone dies of bowel cancer every 30 minutes in the UK. It's the second biggest cancer killer, but it shouldn't be, because it's treatable and curable. Nearly everyone diagnosed at the earliest stages will survive the disease. Knowing the symptoms is so important - it really could save your life.

That's why the North East London Cancer Alliance is supporting Bowel Cancer UK to ensure more people know the top 5 symptoms of bowel cancer.

Main Symptoms: The red flag symptoms of bowel cancer are bleeding from your bottom and/or blood in your poo; a persistent and unexplained change in bowel habit; unexplained weight loss; extreme tiredness for no obvious reason; a pain or lump in your tummy.



If things don't feel right, contact your GP

Most people with these symptoms won't have bowel cancer. Other health problems can cause similar symptoms. But if you experience one or more of these, or if things just don't feel right, contact your GP straight away.

NHS bowel screening checks are free and are currently available to everyone aged 54 to 74 years. The programme is expanding next year to everyone aged 52 to 74 and then to 50 to 74 the year after. If you're 75 or over, you can ask for a kit every 2 years by phoning the free bowel cancer screening helpline on 0800 707 60 60. You can also find out more on the website. ➔ [More](#)

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

What can we do for you?

➔ New Website to Help Health and Wellbeing

Patients in North East London will benefit from a new website.

The new 'Wait well, Stay well.' website is designed to provide useful information and links to local and national resources to help people manage their own health and wellbeing while they wait for hospital treatment.



Get answers to questions and more!

Andrew Lappin, deputy head of elective recovery at NHS North East London said: “We recognised that the Covid-19 pandemic meant that some operations were postponed or delayed and waiting times increased.

While everyone in North East London and the wider NHS is working hard to reduce the backlog, we also wanted to think about other ways to support patients.”

**“I was assisted in applying
for pension credit.”**

What can we do for you?

The new website provides answers to questions patients may have about their treatment, guidance on current waiting times at local hospitals, advice for staying well mentally and physically while people wait for an appointment and help to prepare for the procedure itself.

There are also links to other local and national resources.

Find out more in the full article. ➔ [More](#)

➔ Dementia - Living Well After Diagnosis

Have you recently been diagnosed with dementia?

Get your copy of the latest version of the dementia guide. Compiled by the Alzheimer's Society, It has lots of tips and advice to help you live well with dementia and keep you doing the activities that you enjoy.

It will help you to understand more about dementia and the treatments, support and services that are available.



A useful guide by the Alzheimer's Society

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

Latest Newsletters

- ➔ [Voices of Experience - Newsletter, August 2023](#) ➔ [More](#)
- ➔ [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](#)
- ➔ [Retired specialists set to help with tackling Covid backlog](#) ➔ [More](#)
- ➔ [40% of unpaid carers face financial difficulties, new research found](#) ➔ [More](#)
- ➔ [Weekly visits to NHS website's hay fever advice reach 122,000 as pollen levels rise](#) ➔ [More](#)
- ➔ [Age UK on supporting carers in the community](#) ➔ [More](#)
- ➔ [Age UK on how benefits checks can change lives](#) ➔ [More](#)
- ➔ [Patients to benefit from faster care, under major new GP access recovery plan](#) ➔ [More](#)
- ➔ [Number of patients receiving lifesaving NHS cancer checks has doubled in a decade](#) ➔ [More](#)
- ➔ [Labour-commissioned report sets out plans for National Care Service](#) ➔ [More](#)
- ➔ [NHS plan to improve workforce experience](#) ➔ [More](#)
- ➔ [Number of repeat prescriptions ordered via NHS App up by 92% in the last year](#) ➔ [More](#)
- ➔ [Age UK on 'retirement on the road'](#) ➔ [More](#)
- ➔ [Harnessing technology to tackle the challenges of assessing pain in people with dementia](#) ➔ [More](#)
- ➔ [New NHS measures to improve eye care and cut waiting times](#) ➔ [More](#)
- ➔ [Government takes action to strengthen local care systems](#) ➔ [More](#)
- ➔ [Tennis star Sir Andy Murray OBE backs 'parkrun for the NHS'](#) ➔ [More](#)
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- ➔ [Our unsung heroes: Recognising carers in home care](#) ➔ [More](#)
- ➔ [Sara Hurley, the Chief Dental Officer for England, to stand down](#) ➔ [More](#)
- ➔ [Age UK on developing 'crucial connections'](#) ➔ [More](#)
- ➔ [Lifesaving campaign to help people spot a heart attack](#) ➔ [More](#)
- ➔ [Significant A&E demand continues for NHS](#) ➔ [More](#)
- ➔ [NHS Winter vaccine rollout kicks off with care homes](#) ➔ [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