



Picture: Nordic Walking Group (More on Page 6)

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### ➔ What's Happening at Age UK?

Welcome to the Age UK Redbridge, Barking and Havering (Age UK RBH) newsletter. Get the latest news, events and opportunities!

### ➔ Cost of Living - Advice and Support

With the current cost of living crisis it is more important now than ever that you check that you are receiving all the help that you are entitled to.



Find out what you may be eligible for

With the impact on everyone's energy bills, it's important to understand what help is available and what cost of living payments you're eligible for.

Our new factsheet gives you information on the financial help that is available and also things that you can do to keep warm indoors. We also share information on local Warm Spaces that you can attend in your area. ➔ [View Factsheet](#)

“ I found out I could get additional support. ”

What can we do for you?

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

You can view this information online, or get in touch. We are open 9.00am - 3.00pm, Monday to Friday. ➔ [More](#)

☎ 020 8220 6000 or ✉ [advice@ageukrbh.org.uk](mailto:advice@ageukrbh.org.uk)

### ➔ Keeping Active with Age UK

Our broad activities offer includes something for everyone.

Like to socialise? Join us for tea and dance, coffee and cake, lunch, bingo, board games and visits to the park.

Fancy something more intellectual? Drop in for quizzes, bridge, computer classes or the book club.

Want to keep fit? Roll your socks up for yoga, chair exercise & walks. Or, get creative with art classes, craft and knitting.

### ➔ Information, Advice and Support

Every day, we support hundreds of people across the three boroughs by giving useful information and advice, helping to fill in forms or apply for benefits, and checking on the welfare of more isolated people with regular calls or visits.



What could our classes or information do for you?

In partnership with health and social care services we also deliver talks on healthy living, classes on falls prevention, and help people to access services and support following discharge.

To find out more about our projects and services, visit the website or get in touch. ➔ [More](#)

☎ 020 8220 6000 or ✉ [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk)

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

What can we do for you?



### ➔ Care Navigation Coffee Clubs

Jacqueline Greig, Project Coordinator writes “At the beginning of 2019 we met with the Commanding Officer at Hornchurch Fire Station and were fortunate enough to be offered the use of the Fire Station’s Community Room on a weekly basis.

Clients of the Care Navigation Service who were isolated were invited to attend regularly and through the group a number of new friendships were forged. When the pandemic broke out everyone was concerned at the isolation that had been forced on them, but we kept in touch with weekly phone calls and text messages.

Once outdoor socially distanced meet ups were allowed, we began meeting in local parks in that beautiful sunny spring, alternating between Langtons, Harrow Lodge and Hylands so that the maximum number of clients could attend without the necessity of using public transport. Everyone very much appreciated these weekly meetings after the prolonged isolation of the lockdown.



Bringing local people together

This spring the London Fire Brigade conducted a risk assessment and we were allowed to once again use the Community Room. By this time many more clients were waiting to join the club, so we decided to open a second group and we now run a morning and an afternoon club.

The morning group started slowly, but clients immediately struck up friendships with other group members, helping those less able, encouraging each other and generally improving one another’s social experiences. Several members now attend other weekly activities together or travel to groups together on Dial a Ride. The group feels very welcoming and inclusive. We now look forward to this year’s Christmas meal where 29 members will get together to share a festive lunch”. You can find out more about the service online. ➔ [More](#)

### ➔ The Digital Champions Programme

Age UK Redbridge, Barking and Havering has launched a new Digital Champion Programme to help older people in the region who want to get online and learn how to use digital devices.



Supporting older people to ‘get online’

Vital services such as banking, shopping and health services have become increasingly ‘digital first’ since the COVID-19 pandemic. But there are more than 3 million people aged 65 and over in the UK who do not use the internet, meaning there is a huge risk of older people being left behind.

The scheme, which is part of a wider Age UK Digital Champion Programme being run through local Age UKs across England and Wales, will provide digital training sessions to help those older people who want to learn, to get online.

The sessions are delivered by volunteer Digital Champions, who are trained to provide digital support to others.

Those who take part in the programme can also get access to loaned devices such as tablets, allowing them to build their knowledge and practice skills.

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

☎ 07946 032332

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

What can we do for you?

### ➔ Our Report on GP Access for Older People

This summer, 203 local older people completed our survey on access to GP services in Redbridge.

We asked questions on telephone & online booking, waiting times, levels of choice and support, and whether disabilities, technology or language were a barrier in either booking or attending appointments.



In-person appointments are important

We found that a clear majority of respondents (87%) usually book their appointments by phone, with just 7% visiting the practice and a similar number (6%) using online services.

When phoning, fewer than a fifth of respondents (18%) usually get through within 10 minutes. 7% have not been able to get through at all, despite numerous attempts. One person says 'You can only phone for appointments at 8.00am. It takes ages to get through and normally then told all appointments for the day are gone - try again tomorrow'.

Around three quarters of respondents (73%) usually feel respected and supported when booking their appointments, however concerns over triage by reception staff have been voiced.

On choice, just a third of respondents (33%) are usually offered their preferred consultation method (in-person, telephone or online). The importance of continuity - seeing a regular GP is also outlined.

Our report, containing findings & recommendations is available now on our website. Paper copies are available on request. ➔ [More](#)

“ I can take part at home through my TV! ”

What can we do for you?

### ➔ Survey on the Cost of Living in Redbridge

Age UK Barking, Havering & Redbridge is increasingly concerned about how the rising cost of living is affecting older people on low and modest incomes.

Household energy prices have risen by an average of 54% and are expected to rise further in future months. Inflation exceeded 10% in September 2022 and is set to go even higher.

Most people on low and modest incomes will not be able to make ends meet without more Government support.

If you live in Redbridge, please complete our survey, to give us your views, concerns and feedback. What are the greatest challenges for you, and what can be done to best help, during this difficult period.



Energy prices are soaring

The survey is available now online, with paper copies on request. The closing date for responses is 31<sup>st</sup> December 2022. Our full report will follow in early 2023. ➔ [More](#)

“ After discharge they got me additional support. ”

What can we do for you?

Age UK London reports that poverty rates amongst older Londoners have increased.

25% of older Londoners (over 50s) live in poverty, compared to 18% in the rest of England and the proportion of pensioners in London living below the minimum income standard is 7 percentage points higher than for the rest of England. Ten years ago the gap was only 2 percentage points. ➔ [More](#)

## ➔ Getting Social Care Right

Healthwatch England writes "Adult social care services help people with the practical support they might need to live independently. Many people benefit from social care support in different ways, including older people, those living with a physical or learning disability, and those who need short-term help after a stay in hospital.

In England, local authorities are responsible for providing their communities with information and advice about local social care services. They also organise and support care for those unable to fund it themselves, and can organise care services for self-funding individuals who may require assistance.



Social care helps people to live independently

This care can change people's lives. But our latest findings show that people don't always know where to turn for help. And when they do access services, they're not always fully supported.

**“Tried poetry & managed to inspire others!”**

What can we do for you?

We polled a representative sample of 1,800 adults and found many people don't know where to go if they need social care support. And those who do are more likely to come from more well-off households.

When people do have to try to access support, they're more likely to speak to someone in the NHS. The number of people seeking support from GPs and NHS staff, rather than their council, indicates a potentially unnecessary burden is being placed on NHS services.

There's also a risk that if people are not going to the right place for information, they may miss out on the support they need.

### Why it's time for better information?

It's vital that people can find accurate information on social care in a format suited to communication preferences, from a source they can trust.



Finding information can be a challenge

This advice is critical in helping people understand what help services can provide for them and their loved ones and how social care support is paid for.

### More resources for councils

We want to see councils given the resources to be more proactive in their communication about social care and provide advice to people who may be living with their needs in silence.

### Better integration

This can be achieved through better integration between health and care services, and the sharing of different types of data across the NHS and councils. Better integration is essential in targeting and providing support to unpaid carers and helping tackle health and care inequalities.

From April 2023, good signposting & communication will be even more important with local authorities carrying out new social care assessments following the introduction of a cap on personal care costs in the Government's plan.”

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

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

What can we do for you?



➔ My Health Matters

Sharon Adkins, Project Coordinator writes "My Health Matters has had an excellent year so far, recruiting another 50 Health Champions within Havering, helping to encourage and empower residents to make healthy lifestyle changes and signposting to relevant services.



Our webinars feature talks from professionals

Anybody over 18 with a link to Havering can apply for our free, accredited training and join our team of over 400 Health Champion volunteers. The training is free, accredited by the RSPH and leads to a Level 2 award in 'Understanding Health Improvement.' Once qualified, we 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.

In addition, we offer monthly Wellbeing Webinars for the whole community - recent topics have included Long Covid, Eye Health, Bowel Cancer, Sickle Cell Awareness and Sleep. Coming up, we have a presentation from the Public Health team with exciting news about Havering's new Smoking Cessation provision which starts in January 2023 as well as a thought-provoking session on Resilience."

To find out more, get in touch:

☎ 07538 798478

✉ myhealthmatters@ageukrbh.org.uk

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

What can we do for you?

➔ Nordic Walking in Valentines Park!

Our Falls Prevention Service, aimed at helping local older people to stay independent has launched a Nordic Walking activity in Valentines Park.

The walks take place on Wednesdays at 2.00pm and there are some spaces available.

The walks have been greatly enjoyed, and are an opportunity to make friends as well as exercise and improve strength and balance.



Walks take place on Wednesdays

To find out more, get in touch:

☎ 020 8220 6000

✉ glenda.templeman@ageukrbh.org.uk

“ Joined the walking group and made new friends! ”

What can we do for you?

➔ Cancer, It's Not a Game

North East London Cancer Alliance has been working for the last few months with Leyton Orient Football Club to reach out to older males who traditionally do not come forward with signs and symptoms of cancer, as part of the 'It's Not a Game' campaign.

Focusing on four of the main cancer types - bowel, stomach, lung and prostate - this engagement work aims to connect with people through sport to help diagnose cancer earlier.

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

## ➔ Boost Your Immunity This Winter!

The 'Boost your Immunity this Winter' campaign highlights the importance of the flu vaccine and the COVID-19 vaccine programmes in helping to stop the spread of flu and COVID-19, and reducing hospital-related admissions for both.

This is particularly important at this time when the health service is under severe strain.



Getting your vaccine is 'as important as ever'

The message is clear - if you're eligible for either the flu vaccine, COVID-19 vaccine, or both, boost your immunity this winter and take up the offer when invited.

If you are eligible you should hear from your GP, you can also find out more in the latest news article from the NHS. [➔ More](#)

Locally, the NHS writes "Recently in North East London we gave our four millionth Covid-19 vaccination. This is a huge achievement and a big thank you to everyone involved and to you for supporting the programme, coming forward to get your vaccinations and encouraging others to do so.

However, fewer local people are now coming forward for their vaccinations compared with last year. For most, the new booster will be their fourth Covid-19 vaccination but we are reminding people that it is still really important as our immunity decreases over time and new variants emerge. Read more in the full article. [➔ More](#)

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

What can we do for you?

## ➔ Evening and Weekend GP Appointments

GP practices across North East London have changed the way they provide evening and weekend appointments to ensure patients can get help more easily when they need it.

As of 1<sup>st</sup> October patients across the region are now able to book routine appointments, including for things such as vaccinations, health checks, and cancer screening, on weekday evenings from 6.30pm to 8pm and on Saturdays from 9am to 5pm.

These routine appointments can be booked via your GP practice in the usual way on the phone or online and will either take place at your local surgery or at a nearby NHS site in your local area.



Getting help 'more easily when you need it'

In addition to this, GP Access Hubs will continue to offer access to urgent appointments on weekday evenings between 6.30pm and 10pm (8pm in Hackney and City of London), and on weekends and bank holidays from 8am to 8pm.

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

What can we do for you?

You can book these urgent appointments by calling your own GP practice as usual during working hours or by calling 111 out of hours.

If you live in Barking and Dagenham, Havering or Redbridge, you can also book by calling the GP hubs booking hotline on 020 3770 1888.

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

➔ **Introducing the Hospital Dementia Team**

The Dementia and Delirium Team cover both Queen's (QH) and King George (KGH) Hospital sites. The team consists of Roxanne, the Admiral Nurse Dementia Specialist Lead, Lorenzo the Dementia Specialist Nurse and Deanna the Dementia Nursing Associate.

The service is further supported by Dementia and Delirium Assistants (DDA's), specialists in the provision of care for patients living with dementia.

Roxanne and Lorenzo oversee the team and the service they deliver, but they will also have a hands-on approach with seeing and assessing patients along with Deanna, who supports the DDAs on a day-to-day basis.



Working closely with families and carers

Admiral Nurses are registered nurses who specialise in dementia, helping family carers gain the necessary skills to assist with dementia care, promoting positive approaches in living well with dementia and improving the quality of life for everyone involved.

The team's role within the hospitals is to work with all patients with a diagnosis of Dementia and/or Delirium and their families and carers. Once a patient has an established definite diagnosis of Dementia, an assessment of the patient will be carried out on the ward. A blue wristband is placed on the patient, and then a Blue Butterfly is placed on the patient's bed board - all of this with the patient or carer's consent.

There is also a White Butterfly for patients with a Delirium diagnosis. Referrals to the team from the ward areas can be made via Careflow Connect, a hospital referral system, or when not possible a phone call to the team will trigger a referral.

There is also a process whereby the team receive a daily hospital list of patients over 75 years who have been admitted to either hospital in the previous 24 hours.



Supporting patients with dementia

Once the patients are identified the DDA's will make contact with the ward areas, see patients and interact or contact carers to ensure that the "This is Me" document is completed and gain appropriate understanding of the patient's likes, dislikes and challenges. The DDA team will also engage with the patients by introducing activities, encouraging conversation and trigger memories.

➔ **Introducing Di's Diamonds!**

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.

We also meet for regular tea dances, ten pin bowling, talks, and trips to the cinema, museums and theatres. On Zoom we have tai chi, watercolour art and poetry.

Not yet a member? Please sign up!

☎ 07724 508967

✉ [disdiamonds@ageukrbh.org.uk](mailto:disdiamonds@ageukrbh.org.uk)

**“ I attended the art class and found a new talent! ”**

What can we do for you?



➤ **A Backstage Tour for Di's Diamonds!**

Kim Crisp, Activities Coordinator writes "Di's Diamonds members were invited to a FREE backstage tour of Queens Theatre while they were preparing for the pantomime 'Oh no we didn't, oh yes we did'! We were shown all areas including lighting, sound, props, costumes, and so much more. Members were surprised to see all that went on behind the scenes to make the magic appear on stage.



Di's Diamonds backstage!

Kerry Hunt, Education and Partnership Producer from Queens was happy to answer questions and talk about the theatre.

She is also coming along to some of our activities to talk about the history of the theatre. So look out for this on the Di's Diamonds calendar.

**“Lunch at the activity centre is delicious!”**

What can we do for you?

**Meeting the Mayor!**

In November, Di's Diamonds members were kindly invited to meet the Mayor of Havering, Trevor McKeever. We met in the Council Chambers where we heard about the history surrounding the Mayor of Havering and other boroughs, and had an opportunity to ask questions.

Members were then taken to the Mayor's Parlour for tea and cakes. It was a lovely afternoon & everyone had a wonderful time. Members comment 'Thanks for organising, it was a very interesting and fun afternoon'."

Find out more about Di's Diamonds online. ➤ [More](#)

➤ **The Mayor Visits Wanstead Activity Centre**

On Wednesday 12<sup>th</sup> October, the Mayor of Redbridge, the honourable Thavathuray Jeyaranjan visited our activity centre in Wanstead.

As with previous years, the mayor & local councillors joined us for lunch, and met service users, our volunteers and staff, and found out more about the vital services we provide at the centre.

**Did you know?**

We run a diverse range of activities at Wanstead Activity Centre, for local people aged 55 or over.



The Mayor with staff and volunteers

**What's on offer?**

We can help you get fit with chair exercises and yoga, or if you prefer something livelier, Zumba at the nearby Cherry Tree. If you fancy something more intellectual, why not join us for a game of bridge, read along at the book club, or learn how to get the most of your smart phone, tablet or computer. Creative? Then arts, crafts & knitting may be for you.

Activities are £3 per session. There is also a daily lunch, with Monday - Thursday meals at £5, and £5-50 on Friday. As we are a charity we do not make a profit - all 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](#)

**“The falls course has helped my balance.”**

What can we do for you?

## ➤ Barking and Dagenham Community Hubs

Barking & Dagenham Council writes “We want to bring support and services closer to where you are by creating a network of places in your neighbourhoods where you can receive information, advice and support as early as possible.

Community hubs are welcoming and safe places that make it easy for you to talk to someone, find support to help yourselves, access services when needed and help to be part of the community. Several hubs have now opened around the borough.

Drop in for information and support on jobs, training, and courses; housing and homelessness; money and debt; health and wellbeing; general council services; help getting online; events and activities”. ➤ [More](#)



Several community hubs have now opened

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

What can we do for you?

## ➤ Targeted Lung Health Checks

The local NHS writes “Over 700 people have now been provided with free lung scans since July 2022, as a result of a pilot which is underway in Barking & Dagenham for residents aged 55-74 who have never smoked. The North East London Cancer Alliance are looking to roll this out to further areas.

A BBC film crew visited the site of the lung scanning truck in Barking & Dagenham on 9<sup>th</sup> November for a programme on BBC Newsnight, to look at the hard work which is taking place”. ➤ [More](#)

## ➤ Glaucoma Awareness

Robyn Asprey, Development Manager at Glaucoma UK writes “Between 2015 and 2035, the number of people living with glaucoma in the UK is expected to increase by 44%. With an ageing population and modern technology making earlier detection possible, more and more of us will find ourselves affected by glaucoma.



Book regular eye tests

If you are living with or have recently been diagnosed with glaucoma you are not alone and Glaucoma UK are here to help you.

Glaucoma is a complicated disease. Put simply, it is a group of eye diseases that damage the optic nerve, usually because there is high pressure in the eye. Most people experience no symptoms in the early stages because usually, glaucoma affects your off-centre, or peripheral vision first.

Often the only way to know if you have it is to have regular eye tests.

Being diagnosed with glaucoma might be unexpected and frightening but Glaucoma UK will give you all the information, advice and support you need to feel confident in your glaucoma journey.

Book your eye test today, even if you are not worried about your vision now, it may save your vision in the future. For more information on glaucoma, visit our website or call our helpline between 9.30am and 5.00pm on 01233 648170”. ➤ [More](#)

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

What can we do for you?

### ➔ Keeping Well This Winter - Tips from Age UK

This winter might be even tougher than usual, but 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 also includes videos and downloads.



Helping you to keep well this winter

The resource is available online now. ➔ [More](#)

## Latest Newsletters

- ➔ [Voices of Experience - Newsletter, October 2022](#) ➔ [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](#)
- ➔ [Over 65s are concealing their accidents to avoid being a burden, study finds](#) ➔ [More](#)
- ➔ [NHS fast tracks life-extending prostate cancer drug to patients](#) ➔ [More](#)
- ➔ [Emergency funding is urgent for adult social care, says London Councils](#) ➔ [More](#)
- ➔ [Living with dementia virtual reality programme wins national award](#) ➔ [More](#)
- ➔ [NHS offers second monkeypox jab to everyone eligible](#) ➔ [More](#)
- ➔ [World's first drug to delay diabetes development has been approved](#) ➔ [More](#)
- ➔ [Dates have been announced for nurses 'biggest walk out in history'](#) ➔ [More](#)
- ➔ [Hundreds of beds taken up by flu patients every day ahead of winter](#) ➔ [More](#)
- ➔ [1 in 5 patients with rheumatoid arthritis went undiagnosed during pandemic, study finds](#) ➔ [More](#)
- ➔ [NHS launches NHS 111 online campaign ahead of winter](#) ➔ [More](#)
- ➔ [Therapy campaign launched to improve health and ease loneliness](#) ➔ [More](#)
- ➔ [NHS delivers 15 million COVID-19 boosters](#) ➔ [More](#)
- ➔ [Dramatic drop in care vacancies urges the government to launch recruitment campaign](#) ➔ [More](#)
- ➔ [NHS gives GP teams direct access to tests to speed up cancer diagnosis](#) ➔ [More](#)
- ➔ [QC urges government to fund better pay for care staff to tackle 'gridlocked' system](#) ➔ [More](#)
- ➔ [NHS catching more cancers earlier than ever before](#) ➔ [More](#)
- ➔ [NHS strikes deal for potentially life-saving breast cancer drug](#) ➔ [More](#)
- ➔ [Average care worker earns less than over 80% of wider workforce](#) ➔ [More](#)
- ➔ [People with learning disabilities 'not always protected from abuse' - CQC](#) ➔ [More](#)
- ➔ [Care sector 'unsustainable' without more support, warn providers](#) ➔ [More](#)
- ➔ [NHS rolls out new electric vehicles to help patients and the planet](#) ➔ [More](#)
- ➔ [NHS set to boost GP workforce ahead of winter](#) ➔ [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**