



Picture: Celebrating the Jubilee with Di's Diamonds

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Contact Us

➔ What's Happening at Age UK?

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

➔ Survey on Community Falls Service

The NHS is investing money to increase the size of the community falls treatment team - this includes the strength and balance exercise services, plus more support for care homes. The aim is to reduce ambulance call-outs and hospital admissions.



Ensuring that local services reflect local needs

To ensure that local services meet local needs, the NHS, working with Age UK RBH is engaging with local people and service users, on what is most important to them. In addition to focus groups, we have launched a brief survey, available in paper format (on request) and online.

Please do take part in the survey, which takes just a few minutes to complete. ➔ [More](#)

➔ Digital Champions Project & Job Opportunities!

We are pleased to announce that Age UK RBH has been funded to deliver a 'Digital Champions' programme, which over the coming 18 months will provide training and support, to enable more older people across the three boroughs to use, and get the most of computers, tablets and smartphones.

As part of the programme, we will be recruiting two new staff members, and a diverse volunteer base, who will champion the project and drive it forward.

If you have an interest in anything digital, and enjoy working with local older people, check the website to see the opportunities on offer. We are also recruiting for a Volunteer Coordinator. ➔ [More](#)

➔ 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.



From art to yoga, we have something for everyone!

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. With one of our projects, Sparko TV (more on page 9) you can take part at home!

➔ 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.

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

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

What can we do for you?

➔ 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.

We joined with Forestry England in their "Feel Good in the Forest" project recently, with events including a Nordic Walk for beginners at Thames Chase.



Nordic Walking at Thames Chase

The project, offering a range of activities, aims to improve the physical and mental health of those in most need. ➔ [More](#)

“Joined the walking group and made new friends!”

What can we do for you?

Celebrating the Jubilee at the Kenneth More

Staff member Amanda hosted three Jubilee cream teas in June. Funded by Redbridge Council, the well-attended events were kindly hosted by the Kenneth More Theatre, in Ilford.

Their amazing singer Fraser kept us all entertained with a singalong. Volunteers from Kenneth More kept everyone topped up with refreshments and everyone worked really hard to make it a day to remember. Jubilee decorations were kindly donated from the Collier Row community.

Find out more about Di's Diamonds, including what's on in the coming weeks, on our website. ➔ [More](#)

➔ Falls Prevention and Acute Frailty Services

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.

On the 27th and 28th of April, service staff jointly manned a frailty stall with nurses, Occupational Therapists and community physios handing out leaflets, discussing falls prevention and ways to manage safely in and out of the home.

The purpose was to promote frailty awareness to patients, families and carers but also for Age UK to network with hospital staff and community teams to promote our services in a joint effort to reduce unnecessary hospital admissions in the local area.



Out and about - promoting falls prevention

One of our chair based exercise group 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.

There is plenty of humour as we laugh at our mistakes and because the atmosphere is congenial, you don't feel embarrassed by doing so. The group is mixed gender. Why not come along and join us?" Find out more about the service online. ➔ [More](#)

“The falls course has helped my balance.”

What can we do for you?

➔ Voices of Experience is Back!

Are you 55 or over and live in Redbridge? Do you want better public services? Are you happy with the local hospital, council or transport? Why not be part of improving them by just telling us what you think? We have the ear of those managing the services and they want your opinion - on a wide range of matters.

Or, just tell us what is important to you. Your views matter and do make a difference.

What is Voices of Experience?

There are two groups - the Questionnaire Group and the Citizens Panel. Each works in different ways to ensure seniors' opinions are represented and their voices heard.



Learning what's important to Redbridge residents

The Questionnaire Group receives surveys and questionnaires at least four times a year about a range of services. It only takes around 15 minutes to respond. It doesn't cost you anything and a report with the results of the consultation are sent to you too. All of your comments are anonymous.

The Citizens' Panel meets on a regular basis. The Panel receives presentations and reports to comment on, and is attended by people from many influential organisations in Redbridge. We can provide training, support and transport to assist our panel members. The Panel is chosen from the broadest spectrum of older people to ensure we are truly representative of local residents.

“Lunch at the activity centre is delicious!”

What can we do for you?

Service Coordinator, Sue Grant says “I'm looking forward to getting Voices of Experience up and running again.

The project is your opportunity to have a meaningful say on a variety of topics, related to the older generation and affecting our health, social care, finances and everyday living.



Sharing your views really makes a difference

This is vital work to ensure local people have a voice, to express their views and have a chance to influence those making important decisions on our lives in Redbridge.”

To find out more, contact Sue by phone or email. You can also visit our website. ➔ [More](#)

☎ 020 8911 2927

✉ sue.grant@ageukrbh.org.uk

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

What can we do for you?

➔ Mind the Digital Gap Project

Voices of Experience, working in partnership with Age UK London introduces 'Mind the Digital Gap'.

The project aims to engage with older people, on their experiences of accessing services online - such as through the council website.

If you live in Redbridge, have experience of using online services, or would just like to share your views on the topic, please contact Sue (details above).

➔ COVID-19 Spring Booster Vaccinations

Public Health Redbridge writes “Since 21st March, the NHS COVID vaccination programme has invited eligible people to come forward for their Spring booster jab. This is being offered to help reduce your risk of getting seriously ill from COVID-19.

The Spring booster jab is available to people aged 75 and over; those who live in a care home for older people; and people aged 12 and over who have a weakened immune system.



Local people are urged to get their vaccines

How to get your jab? You should be contacted by the NHS and invited to book your spring booster when it's due. You can book a COVID-19 vaccination appointment online or find a walk-in site (to get vaccinated without needing an appointment) if you meet the criteria above. ➔ [More](#)

If you think you're eligible for a spring booster but have not been invited, you can book by calling 119 or find a walk-in site near you. ➔ [More](#)

If you live in a care home for older people, contact your care home manager about getting vaccinated.

If you are over 75 and/or immunosuppressed, you should be offered an appointment around six months (and not before three months) since your last dose of vaccine. You will be given a booster dose of either Pfizer or Moderna vaccine. Both vaccines boost well and have already been given to millions of people in the UK.

COVID-19 may affect you more seriously if you are in one of these groups. If you have not yet had either of your first two doses, or the third dose (for those with a weakened immune system), or missed your first booster, you should have them as soon as possible”. More information is available on the NHS website. ➔ [More](#)

➔ Streets Apart: Walking with Over 65's in Essex

Living Streets is working with public health teams across Barking & Dagenham, Redbridge and Havering to support over 65's to enjoy healthier lifestyles and supporting people to connect in their communities.

This project focusses on establishing small groups of older citizens to meet for weekly walks. They already have a number of groups up and running and are keen to develop more.

Each walk is about an hour and takes advantage of the green areas in each borough - but is also flexible to discover new places, rather than fixed in the same location (as the group members wish).

Features of the walking groups are a limit of 8 participants; running in neighbourhoods near where members live; a focus on forging social contact and friendships, with café time at the end.



Get out and about with Streets Apart!

Walks are led by trained walk leaders who are often over 65 too. ➔ [More](#)

➔ Refugee Council - Accessible Information

The Refugee Council London has produced a range of health service information in several languages including Albanian, Arabic, Dari, Farsi and Tigrinya. Topics include getting help with translation, maternity care and access to health services. The resources are available now. ➔ [More](#)

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

What can we do for you?

➔ London Loos

Age UK London writes “Good provision of public toilets is a hallmark of a civilised and welcoming place to be. Unfortunately the long-term decline in the number of public toilets has accelerated in recent years and the situation in London and elsewhere is much more than just an inconvenience.

As part of our ‘Out and About’ campaign we’ve launched London Loos - a call for better public toilet provision in the capital. London’s lack of toilets is a serious public health concern and it has already disadvantaged groups of Londoners such as those with health conditions requiring more frequent visits to the toilet that are most affected.



Better availability can reduce social isolation

Everyone benefits from good and available public toilets but tackling social isolation is the key reason why we have launched the London Loos campaign. That’s because too many older Londoners currently avoid leaving their home as much as they would like because they are not confident they will be able to access a toilet if they need to.

One in five of us experience ‘the loo leash’ where we don’t leave our homes as much as we might like because we are anxious that we won’t be able to find a toilet when we need to. The same concern can mean we drink less than we should, which can lead to dehydration. Dehydration is associated with a higher risk of ill health in older people, from having an infection, a fall or being admitted to hospital.

“ I was assisted in applying for pension credit. ”

What can we do for you?

For those that can’t walk or ‘wheel far or fast’ the lack of toilets can be more acute. Three quarters of the population say that there are not enough toilets in their area.

There are around 1,500 public toilets in London but that’s not enough for a city of more than eight million people. In some parts of London you can walk for 20 minutes or more to reach a toilet and often the provision is poorly maintained or made inaccessible through design or opening times.



Sign up to be a Campaign Champion

Increasing public toilet provision would reduce social isolation for thousands of older Londoners and is fundamental to London becoming an age-friendlier and therefore people-friendlier city.” ➔ [More](#)

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

What can we do for you?

➔ Havering Dementia Memory Café

The Queen’s Theatre Hornchurch are delighted to share with you details of their new Memory Café, generously funded by Dementia Action Alliance.

This will take place every other Thursday in the Learning Space, between 10.30am - 12.00pm.

The new Memory Café is for people living with dementia and their carers to enjoy a cup of tea or coffee, take part in fun activities and access information. To find out more, get in touch:

✉ kerryh@queens-theatre.co.uk

➔ Championing Your Health!

Sharon Adkins, Project Coordinator writes "My Health Matters is a community health project commissioned by Public Health (Havering) currently in its 8th year of service with a total of 376 current Health Champions. The aim is to reduce health inequalities of adults within Havering by raising health awareness, encouraging positive lifestyle changes and signposting to local health services.



'Encouraging positive lifestyle'

Anybody over 18 and a Havering resident or employee/volunteer can apply. The purpose of the role is not to give advice but to encourage friends, neighbours, work colleagues and anyone you come into contact with during daily life to lead healthier, more active lifestyles and to be able to signpost them to local health organisations and support groups where appropriate, using our Health Directory and acquired knowledge.

The training is free, accredited by the RSPH and leads to a Level 2 award in 'Understanding Health Improvement'. Our next available dates will be 6th and 7th July 2022 (online via Zoom) - please contact the team for full details.

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, Cancer Awareness and Mental Health Awareness which take place throughout the year.

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

What can we do for you?

Health Champions are recruited from outreach events, working with our community partners, workplace wellbeing and via recommendations.

We also have an elite band of Campaign Volunteers who attend events alongside us and promote the project as well as signposting people to relevant services in our borough.

As well as exclusive training courses for Health Champions, the team also provide regular opportunities for the community to join sessions on a variety of health topics.



Promoting good health in Havering

Coming up, we have 2 online sessions open to all:

Lupus Awareness, Thursday 23rd June 2022, 12.30pm to 1.30pm. ➔ [Join Meeting](#)

Autism Awareness (presented by adults with autism) Monday 11th July, 12.30pm to 1.30pm. ➔ [Join Meeting](#)

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

What can we do for you?

You can find out more about becoming a Health Champion by contacting Sharon Adkins or Suzannah Sallaby”.

☎ 07538 798478

✉ myhealthmatters@ageukrbh.org

You can also find out more about the project on our website. ➔ [More](#)

➔ Your Care, Your Way

Clear, understandable information is important to help you make decisions about your health and care and get the most out of services.

The Accessible Information Standard gives disabled people and people with a sensory loss the legal right to get health and social care information they can understand and communications support if they need it. But, is the standard being delivered by services and does it go far enough?

The Healthwatch England campaign 'Your Care, Your Way' aims to find out how well health and care services are delivering the accessible information standard, and make sure that, if the standard covers you, you know your rights.



Information given by services should be accessible

Why is clear information important? We all expect to be involved in decisions about our health, treatment and support.

But medical and healthcare information can be complex, and if you don't get clear and understandable information, you might not make decisions that are right for you.

Some people find getting clear and understandable information even harder because they have communication needs that require support.

For example, you might need an interpreter or information in format like Braille. [➔ More](#)

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

What can we do for you?

➔ Age UK Report on The Cost of Living

Age UK writes “At Age UK, we are increasingly concerned about how the rising cost of living is affecting older people on low and modest incomes. Prices of everyday items are going up so quickly now that they risk being totally overwhelmed.



Energy bills are up by 54% 'and will rise further'

Older people get in touch with us every day to say they are drastically cutting back on their spending, but their finances just won't stretch to cover the huge price rises they are facing. People of all ages across the country are finding that their monthly budgets simply don't add up anymore.

Household energy prices are going up by an average of 54% and are expected to rise further in the autumn. Inflation hit 6.2% in February 2022 and is set to go even higher, yet the State Pension and benefits are only due to rise by 3.1%.

“Tried poetry & managed to inspire others!”

What can we do for you?

The help the Chancellor has announced so far for people on low and modest incomes is nowhere near enough. It's simple - they won't be able to make ends meet without considerably more government support. The Government must take immediate action to provide more financial support.”

Resident Margaret says “I am 72 and on a low income. The rises will affect me personally because I am on pension credit and already ration my energy use so that I can afford the bills. I feel very anxious about it”. Find our more in the full article. [➔ More](#)

➤ Warm Home Discount

As energy prices go up, it is important to know what you can do to stay continue managing your bills. If you're finding it hard to keep up with energy payments or you're worried that you are currently struggling to pay your energy bills or are likely to struggle in the winter, you might be entitled to financial support.



Find out what you could be entitled to

The Warm Home Discount is a one-off payment to help with the cost of energy over winter. It's usually added as credit to your electricity bill. This winter (2022-23), it's rising from £140 to £150. It's likely you're entitled to this if you or your partner receive the Guarantee Credit part of Pension Credit.

“After discharge they got me additional support.”

What can we do for you?

The money won't be paid to you directly - it'll be added as credit to your electricity account.

You might be able to get the discount applied to your gas bill if you're a dual-fuel customer (you have a combined plan for gas and electricity with the same supplier). If you use a prepayment meter, you'll probably be given a top-up voucher. Some suppliers also offer indirect help to customers as part of the Warm Home Discount scheme. This might include advice on using less energy and help with reducing energy-related debts.

To find out more, or to see what you may be entitled to, get in touch:

☎ 020 8220 6000 or ✉ advice@ageukrbh.co.uk

➤ Sparko TV - Volunteers Needed!

Volunteer Coordinator, Helen Watson writes “There is a new role to help Sparko TV. If you don't know, Sparko helps isolated people to connect with community activities through their television. It's great fun.

We need volunteers to help with installation and support.

If you, or someone you know, has some experience with media or computer work, please (please) get in contact. Full training and support available.



A world of activities, from your own sofa!

We are also looking for more receptionists, 9am - 3pm if possible. Advice and Information do a tremendous job helping people and are currently overloaded.

It would help them a lot if they could get people to deal with enquiries and pass on messages. Training given, but you will need a good telephone manner (and clear writing so we can read your messages).

Volunteering is a good opportunity to meet new people, help the community, boost confidence and have some fun.”

For further details, please contact Helen. You can also find out more on our website. ➤ [More](#)

☎ 020 8911 2936

✉ helen.watson@ageukrbh.org.uk

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

What can we do for you?

➔ Keeping Active in Older Age

Darren Morgan, a Senior Manager at Age UK writes “Now that the pandemic is easing and things are slowly returning to normal, I would like to highlight the importance of keeping active.

If you are over the age of 55, and live locally, you can give your fitness, mental wellbeing and social life a real boost - by dropping into our activity centre at 2 Grove Park, Wanstead.



The many activities include arts and crafts

The centre, staffed by wonderful volunteers is a short walk from the station and bus stops, and is a homely, welcoming and safe environment.

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 and knitting may be for you.

“ I was given useful info on local groups. ”

What can we do for you?

Our activities are food for thought. And speaking of food, we provide a two course lunchtime meal, cooked fresh on-site using wholesome, high quality ingredients by a trained cook. The menu changes daily - except for Fridays when we love to serve a delicious, traditional roast dinner. When are we open? We're open Monday to Friday, with activities typically taking place between 10am and 3pm, and lunch served around 12.30pm.

Is there a cost? There is - activities are £3 per session, with Monday - Thursday lunch £5, and £5-50 on Friday. As we are a charity we do not make a profit - all proceeds are ploughed into the centre.

What else is on offer? Our knowledgeable staff and volunteers are able to give useful information and advice - we also have talks from the local police on keeping safe, and from local health services on keeping fit, healthy and independent.

Dropping into the centre is a great way to spend an hour or two, to do something interesting, eat and drink, and most importantly to make friends. But don't take our word for it.”

Geraldine, who has been attending the Art Classes says “I thought I'd give it a go, and not only did I find a new talent for painting, I've made several new friends over the weeks.



You can also drop in for a cuppa!

We're like a family here, we all have a laugh and the staff really look out for you as well. I'm so glad I initially popped in, it's now something to look forward to and I certainly recommend it.”

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, or find out more on the website. ➔ [More](#)

☎ 020 8989 6338

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

What can we do for you?

➔ Social Care and Support Guide

If you or someone you know needs help with day-to-day living because of illness or disability, this guide by NHS England explains your options and where you can get support.

Topics covered include money, work and benefits; practical tips if you care for someone; help from social services and charities; care after a hospital stay; caring for children and young people; making decisions for someone else; support and benefits for carers; equipment and more.



Get information on a wide range of topics

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

Latest Newsletters

- ➔ [Voices of Experience - Newsletter, June 2022](#) ➔ [More](#)
- ➔ [Age UK - Health and Wellbeing Newsletters \(Sign Up!\)](#) ➔ [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](#)
- ➔ [It Doesn't Add Up - Urgent New Age UK Report on The Cost Of Living](#) ➔ [More](#)
- ➔ [Centre for Ageing Better releases age-positive image library](#) ➔ [More](#)
- ➔ [Age UK's response to the High Court decision on discharges into care homes](#) ➔ [More](#)
- ➔ [New physical activity resource packs for people living with long term health conditions](#) ➔ [More](#)
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- ➔ [Hundreds of patients to get life-extending lung cancer drug on the NHS](#) ➔ [More](#)
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- ➔ [Ofgem issues a warning and guidance for recent scam messages](#) ➔ [More](#)
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- ➔ [Highest risk COVID-19 patients receive 'brilliant' new antivirals at home](#) ➔ [More](#)
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- ➔ [65,000 adults waiting at least six months for assessment as unmet needs mount, warns report](#) ➔ [More](#)
- ➔ [Government boosts nursing home payments as vacancies continue to mount](#) ➔ [More](#)
- ➔ [Proposed Mental Health Act overhaul included in Queen's Speech](#) ➔ [More](#)
- ➔ [Government must fund £10.50 social care minimum wage, urge migration advisers](#) ➔ [More](#)
- ➔ [Social workers 'pivotal' to success of direct payments but need training to build confidence](#) ➔ [More](#)
- ➔ [New review sets out action to improve patient access to primary care](#) ➔ [More](#)
- ➔ [Checks for prostate cancer hit all-time high on back of NHS and charity awareness campaign](#) ➔ [More](#)
- ➔ [Maggie Keenan among millions given NHS spring COVID booster](#) ➔ [More](#)
- ➔ [Longest waits falling despite busiest ever NHS 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