



Picture: Valentines Mansion, Redbridge

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Contact Us

➔ Our New Nail Cutting Service!

We are proud to announce the opening of our first Nail Cutting Clinic, coming soon to the Ilford Office. Many older people find it difficult to trim their own toenails and maintain regular upkeep of good foot health. As well as being uncomfortable, it can lead to an increased risk of foot problems.

Sami Jobanputra, our Business Development Worker has been leading the project to provide a clinic within our Ilford Office. For a fee, service users will be able to attend a pre-booked appointment to have their toenails trimmed by a qualified Practitioner.



A professional service at affordable rates

So far the response has been overwhelmingly positive from both potential service users as well as fellow organisations within the industry. There is a genuine need for this service and we are thrilled to be able to provide a service to improve and maintain the quality of life for older people living in the London boroughs of Redbridge, Barking and Havering.

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

What can we do for you?

Initially, the clinic will be open one day a week and we will be working towards extending this, as well as opening clinics within our neighbouring boroughs of Barking and Havering.

Whilst we are working on the final stages of the clinic, you can find out more, and register your interest on the website. Any questions can also be directed to Sami. [➔ More](#)

☎ 07943 877035

➔ Care Navigation Service

Our Care Navigation service helps local older people who are isolated, or may be suffering from one or more long term conditions.



Helping to tackle loneliness and isolation

Our Care Navigators will have an initial discussion with the person to get to know a bit about them and their circumstances. This may include asking about their hobbies, likes and dislikes, wishes and worries, and goals for the future.

Then the Care Navigator and the client agree a plan to follow up any support and services the client would like. This may include providing general information, support to understand and access services in the local area, helping clients to access benefits advice and information, signposting for legal advice, and supporting clients to access transport schemes, social groups and activities.

The primary goal of the service is to enable people to have a good quality of life and enjoy the things they like doing, whatever their health needs. By providing information and building up confidence and independence, the client will begin, with support, to get out and about, take up new activities or enjoy hobbies and interests they once pursued. The experience of being supported can help to open up friendships and social interaction.

Our service has received much positive feedback, and we have many stories, of where lives have been enriched. To find out more, get in touch or visit the website. [➔ More](#)

“The falls course has helped my balance.”

What can we do for you?

➔ Our Report on Social Care

During January - March 2023, 81 local older people completed our survey on social care services in Redbridge.

We found that on awareness of social care services and assessments, just 15% of respondents are 'confidently aware' of the support on offer. Around a third (38%) know how to make contact, while a similar number (36%) do not.



Half of respondents would seek support, if needed

Given that half of respondents (52%) would contact social services if they needed support with daily living, we feel that awareness levels need to be much greater.

A fifth of respondents (21%) would not be willing to undertake a financial assessment, to receive services and support. There are concerns about privacy, doubts about eligibility, and worries about losing independence. With this in mind, we also feel that services should offer more encouragement, to improve uptake levels.

When accessing services, 28% of respondents were able to make contact easily, while a larger number (39%) experienced difficulty. The phone is clearly the most preferred method of contact (63%) so should remain as an effective option going forward.

Read more in our full report, which details findings in full and contains recommendations for service providers and commissioners. We would like to thank all those who participated. [➔ More](#)

“Lunch at the activity centre is delicious!”

What can we do for you?

➔ The Digital Champions Programme

Our Digital Champions Programme helps older people in the region who want to get online and learn how to use digital devices.

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.



Supporting older people to 'get online'

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

What can we do for you?

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 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

✉ vivienne.greengrass@ageukrbh.org.uk

➔ My Health Matters in Havering

Sharon Adkins, Project Coordinator writes "The My Health Matters project is continuing to grow and now has over 430 qualified Health Champions throughout Havering - all helping to encourage and empower residents to make healthy lifestyle changes and signposting to the excellent services in our borough.

All training is free, accredited by the RSPH and 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 including Nutrition for Health (Level 2), Diabetes Awareness, Physical Activity, Drugs & Alcohol Awareness and Mental Health, with training ongoing throughout the year.

In addition, we offer monthly Wellbeing Webinars for the whole community - recent topics have included Feeding Minds (the impact of nutrition on mental health), the importance of hydration, gut health and sleep - with more to follow.



A range of advice, to help us stay healthy

Health Champions get regular email updates on these and the latest health news and services - the team work closely with Public Health Havering to ensure all information is relevant, trusted and up to date, including the latest smoking cessation services and obesity strategy.

We are visible at many community events so please come and say hello if you spot us!"

If you are over 18 and live, work or volunteer in Havering and would like more information or need guidance to available services, please contact Sharon Adkins or Suzannah Sallaby:

☎ 07538 798478

✉ myhealthmatters@ageukrbh.org.uk

➔ Our Volunteer Befrienders

Pat Farrell has now 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.

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



We can engage in-person, or remotely

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](#)

➔ Introducing the Holly Health App!

We are 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 the main topics covered by the app are sleep, activity, mental health, nutrition and relationship with food. Find out more online. ➔ [More](#)

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

What can we do for you?

→ The Falls Prevention Service

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.

We also offer other activities, such as Tai-Chi. One attendee says “Having now attended five sessions at the Cranham Community Centre I'm really feeling the benefits. The Tai-Chi way of moving seems to be filtering in to daily life in how I approach everyday tasks”.



Walks take place on Wednesdays

Book a Talk!

Falls Prevention Service Coordinator, Glenda Templeman recently spoke at a Care Forum event, attended by 160 people. If you would like to find out more about falls prevention, and what it can do for your members, contact Glenda.

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

“Joined the walking group and made new friends!”

What can we do for you?

→ Our Chair Meets the Royal Family

Alima Qureshi, the Chair of Age UK Redbridge, Barking and Havering, met with King Charles and the Queen Consort, to talk about the important work we do here in North East London.



Meeting with Alima and other leading women

As part of a wider event in Brick Lane, to celebrate the rich history and heritage of the Bangladeshi Community, Alima was able to convey the importance of organisations such as Age UK, in supporting the welfare of local people. → [More](#)

“I was assisted in applying for pension credit.”

What can we do for you?

→ Introducing the Redbridge 'Data Bank'

Are you struggling to pay your monthly mobile bills? Then Redbridge Libraries could help! They are participating in the National Databank Programme to provide free internet access to anyone struggling to afford to get online.

They have a limited number of SIM cards available each month. These will be allocated on a first come, first served basis and must be collected in person from one of the following libraries: Fullwell Cross, Gants Hill, Goodmayes, Hainault, Keith Axon, Redbridge Central or Wanstead.

Cards and vouchers will only be issued to you if there are enough supplies. If demand is exceeded, you will be placed on a waiting list and offered a card or voucher at the next available opportunity. → [More](#)

➤ 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.



Theatre-goers getting back-stage access!

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.

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

What can we do for you?

A bright future for Di's Diamonds!

We would like to thank the National Lottery, for providing over £425,000 for the next 5 years starting April 2023, to support the work of the Di's Diamonds project across Redbridge, Barking and Dagenham and Havering.

The service is also excited to receive further Health Inequalities funding in Havering to December 2023 to further develop activity programmes at the Harold Wood Hub following a successful pilot between January - April 2023.

We are planning new activities with our partners including more art and crafts workshops with Create and new origami workshops.

Find out more on our website. ➤ [More](#)

➤ New Cooks at Wanstead Activity Centre!

Centre Manager, Jackie Balman writes "Wanstead Activity Centre has the pleasure of introducing our fabulous new cooks Teresa and Julie, who will be preparing freshly cooked meals Monday to Friday.

Both new members of staff are very passionate about cooking and have previously volunteered for Age UK RBH so it is wonderful to have them on board! Manager Jackie, volunteers and visitors to the Allan Burgess centre have all been very impressed by the lovely lunches being served.



New cooks - Teresa and Julie

Please come and join us and try their meals for yourselves! Just £4.50 for a main course and £2.50 for a dessert. An extra 50p on a Friday for that all important Yorkshire Pud on our famous Friday Roast.

All we ask is that you phone the manager Jackie on 0208 989 6338 before 11am on the day of your visit, so we can reserve your seat”.

What do our members say? Each year our members complete a brief survey, to tell us what they think of the centre. In our most recent survey (ending February 2023) 96% said the service was 'excellent value for money' while 83% say the centre is 'exceptional'.

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 visit the website. ➤ [More](#)

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

What can we do for you?

➔ What Can We Do, For You?

We are here to support older people in the London boroughs of Redbridge, Barking and Dagenham, and Havering. Is there something we can do, for you?

➔ Cost of Living - Advice and Support

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

Our website, recently updated, contains information on energy bill support (pre-payment metre voucher scheme), benefits rates, disabled facilities grants, concessionary transport, prescriptions and health costs, and broadband. ➔ [More](#)

“Such good value at the activity centre!”

What can we do for you?

The 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

➔ 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.

➔ Supporting Local People

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

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

What can we do for you?

➔ Cost of Living - A 'Barrier to Healthcare'

Healthwatch England writes “Over the last year, many charities and campaign groups have warned that millions of people are struggling with the cost-of-living crisis.

We have heard from our Healthwatch network about the impact the cost of living is having on people.



People are 'increasingly avoiding' health services

To understand the scale and nature of this impact, especially on people’s health and their use of health and care services, we commissioned a nationally representative (of England) poll.

Our poll of 2,000 adults, conducted four times between October 2022 and March 2023, suggests that people are increasingly avoiding vital health and care services due to the fear of extra costs.

This includes going to a dentist because of the cost of check ups or treatment, booking an NHS appointment because they couldn’t afford the associated costs (such as accessing the internet or the cost of a phone call), buying over the counter medication they normally rely on, and taking up one or more NHS prescriptions because of the cost.

One person says “I can't get a GP appointment. The highest I have ever got in the telephone queue is number 11, and so I gave up in the end as it was costing me a lot of money on my telephone bill and I am a pensioner. All I want is a referral to an audiologist as I am losing my hearing.” ➔ [More](#)

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

What can we do for you?

➔ New NHS Campaign Launched for the Over 65s

North East London Cancer Alliance writes “If you’re worried about something that won’t go away, you need to contact your surgery and get it checked out. Finding out that it’s nothing serious will mean you can stop worrying. And in the unlikely event that your GP does see something more serious, the earlier we can start treatment - the better the chance of it being a success.

We all understand the pressures that the NHS are currently facing. You’ve probably heard stories about the difficulties people are having getting an appointment - you may even have experienced frustration yourself.



If you're worried, speak with your GP

With a worrying symptom, you need to be patient and persevere until you speak to the receptionist at your GP surgery. The sooner you tell them, the sooner they can help.

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

What can we do for you?

If you’re not registered with a GP, please call your local surgery and ask to register. It’s free and available to everyone.

Tell them about it!

Receptionists are healthcare professionals. You need to give them all the information you can - and answer any questions they may ask you truthfully. If they think your situation is serious, they’ll ensure you get an appointment as soon as possible.” ➔ [More](#)

➔ TfL Promotes Step-Free Access

The Transport for London (TfL) app makes it easier to find step-free travel information in London.

Open the app and turn-on the accessibility features by activating the step-free button on the top left of the screen. The new 'carousel' explains how to make the most of the step-free features in the app.

You can now tap on a station in the map to discover more about all stations' accessibility information, and if you use voice-over or talk-back, you can access station step-free information by searching for a station name.



Helping you to plan accessible journeys

To plan accessible journeys, find platform access information, live lift status and toilet information download TfL Go to your devices. ➔ [More](#)

“Tried poetry & managed to inspire others!”

What can we do for you?

➔ Flash Flood Awareness

The Greater London Authority writes “As the climate changes, we expect severe flooding to happen more frequently in London. Flash floods are difficult to predict and often happen quickly with fast flowing water. They are more likely to happen during intense summer storms. Our flash flood advice can help you prepare. We have also developed a leaflet for Londoners who live in basements. To find out more, visit the website or get in touch. ➔ [More](#)

✉ Holly.Smith@london.gov.uk

➔ Cancer - It's Not a Game

A couple from Havering, have shared how getting checked early for prostate cancer can save lives. Jeanette ordered a quick and simple PSA test at home for her husband, Shaun, after seeing a Facebook ad from the “It's Not a Game' campaign run by the North East London Cancer Alliance. Shaun had no symptoms but Jeanette thought he should do a test.



Getting referred early can save a life

His test resulted in prostate cancer being found at an early stage, which was then treated and cured. As Shaun says, “That little kit thing saved my life”. Prostate cancer is the most common cancer among men in the UK, with more than 140 men diagnosed every day. But here's the good news - when diagnosed early, nearly 100% of men survive. Free PSA tests can be ordered online. ➔ [More](#)

➔ Help Shape Bereavement Services

The local NHS writes “The NHS and partners in Waltham Forest, Redbridge and West Essex would like to hear from local people who have lost someone close to them about their experiences, feelings and needs around bereavement and grief.

We appreciate that this may be a very difficult time for you and that discussions can be uncomfortable, however if you feel that you would like to, and are able to contribute, we would appreciate your input so we can help put the right support in place”. ➔ [More](#)

“After discharge they got me additional support.”

What can we do for you?

➤ Older People Encouraged to be 'Bank Safe'

Local police and community support officers are patrolling Ilford High Street and basing themselves inside banks and the post office to warn particularly vulnerable customers (especially those aged over 65) who are withdrawing large amounts of cash to be careful when leaving the premises.

This is because there is currently a gang of organised criminals surveying customers movements and activities whilst they make their withdrawals.

They are following them for some time, many miles or hours in cases, on buses/trains or into other shops or buildings, where one of the gang then distract the individual by getting their attention, while other members of the gang pick pocket, snatch the handbag, trolley or wallet.



Age UK staff member (Sue Grant) with the police

The police are advising people not to withdraw large sums if possible, but to separate cash into smaller amounts and visit more often, taking out less each time. If you have to withdraw a large sum, ask bank staff for envelopes and split the cash into smaller amounts, and discreetly store in different places about your person.

Be discreet while in the branch when stating how much you are withdrawing and try and hide the keypad/screen if withdrawing from a self-service machine. Be aware of any individuals that may be following you, and seek help if you feel you are being followed. Be 'bank safe'!

“ I found out I could get additional support. ”

What can we do for you?

➤ See Sport Differently Campaign

Sport England writes “In a series of emotive videos, the 'See Sport Differently' campaign shares the real stories of blind and partially sighted people who have overcome the many hurdles that often prevent them from getting involved in sport and physical activity.



Find out how you can get involved!

RNIB (Royal National Institute of Blind People) and British Blind Sport have created an accessible online hub to provide information and guidance on accessible sports and activities and how blind and partially sighted people can get involved. This portal includes an interactive quiz where people can find out what sports and activities best suit them.

The campaign also sets out the barriers faced by people with sight loss and celebrates their journey to get involved and stay active by taking part in swimming, martial arts, and adapted team sports such as Goalball.

The campaign, funded by Sport England and National Lottery, seeks to address findings that over half of the blind and partially sighted population are inactive (do less than 30 minutes of physically activity a week)”. [➤ More](#)

➤ Ilford Community Grocery

Run in partnership with The Message Trust and City Gates Church, with support from Redbridge Council, Ilford Community Grocery is open for the people of Ilford, helping to keep families fed and give members access to support too. Members can come and shop in store twice a week for just £4 per visit.

The service runs Monday to Friday, 9.30am - 4.30pm, and is at City Gates on Clements Road. Free courses (by the partner church) are also available. Find out more on the website. [➤ More](#)

➔ Eight Tips for Healthy Eating - A Guide!

This online guide, from the NHS outlines eight practical tips which cover the basics of healthy eating, and can help you make healthier choices.

The key to a healthy diet is to eat the right amount of calories for how active you are, so that you balance the energy you consume with the energy you use.

If you eat or drink too much, you'll put on weight.

On the other hand, if you eat and drink too little, you'll lose weight.



Eat a 'wide range of food' for a balanced diet!

Eat a wide range of foods to ensure that you're getting a balanced diet and that your body is receiving all the nutrients it needs. ➔ [More](#)

Latest Newsletters

- ➔ [Voices of Experience - Newsletter, April 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](#)
- ➔ [Thousands of sickle cell patients to benefit from quicker access to expert NHS care](#) ➔ [More](#)
- ➔ [NHS announces nominations of health service heroes ahead of 75th birthday](#) ➔ [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](#)
- ➔ [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](#)
- ➔ [Celebrities support volunteering with Age UK](#) ➔ [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