

NEWSLETTER

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CEO and Associate Director*

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Age UK Redbridge, Barking & Havering are delighted and honoured to have received the Queen's Award for our Forget-me-Not befriending service.

Pictured below are Nikki Gardener - Co ordinator of the service and James Monger Associate Director, at the Queen's Garden Party.





Age UK Redbridge, Barking & Havering said a sad goodbye to our Chief Executive Officer, Andy Petty, (above) who has led the charity for 18 years. Andy has always put providing good quality services for older people at the forefront of everything we do and he will be hugely missed by staff, volunteers and colleagues, in both Statutory and Voluntary organisations locally.

Andy's legacy of quality support and services in the three boroughs will be in safe hands as Andreea Albu, (above right) currently an Associate Director at the organisation, will be taking over the CEO role when she returns from maternity leave in early autumn.

In the meantime, the Trustees have made arrangements for Martin Hunt to be our interim CEO. Martin has worked in the field of health and social care in the NHS, housing and voluntary sector for many years and his experience will be very beneficial to us over the summer.

Martin (pictured right with Trustee David Pomfrett) is being supported by Marion Harper-Forrest (a retired CEO from Age UK Sutton), who will be assisting with various management duties over the summer period until Andreea's return.





Andy pictured with Trustee John Garlick

We are also saying Goodbye to James Monger, Associate Director who retired at the end of June.

Here are some photos from his leaving 'do'. James will be greatly missed for the huge amount of work he has done across all of our services over the last 13 years.



Staff members Laeticia, Jane, Kim and Harriet



James pictured with staff from L-R Nikki, Jan, Kelly, New CEO Andreea, Jasbir and Jackie



Andy pictured with Chair of Trustees Sharon Haffenden.



James with volunteer Sandra



James with volunteer Gareth and Jon from Redbridge Music Lounge

ADVICE & INFORMATION SERVICE

We are the Advice & Information Team at Age UK Redbridge, Barking and Dagenham and Havering.

We provide assistance to people aged 55 and over with:

- ◆ Benefits checks
- ◆ Form filling including Benefit and housing applications, Council tax and Housing benefit, grant applications.
- ◆ Transport Schemes applications
- ◆ Utility enquiries
- ◆ Accessing community care services
- ◆ Housing options
- ◆ Advice on accessing other services you need.

Our Main Office: 4th Floor, 103 Cranbrook Road, Ilford IG1 4PU

Opening times: Monday-Friday for appointments and drop-in, 9.00am-3.00pm

Tel: 020 8220 6000

Our Havering Office: Community Reach House, 32-34 High Street, Romford RM1 1HR

Opening times: Monday and Thursday 9.30am-3.00pm

Tel: 07375 535655 or email: haveringadvice@gmail.com

Our Barking & Dagenham Office: The Ripple Centre, 121-125 Ripple Road, Barking, IG11 7FN
Tel: 020 8532 7354

Opening times: Wednesday and Friday 9.00am-1.00pm for drop-in

We are very proud to announce that our Advice and Information service was awarded the Advice Quality Standard

We achieved the standard in mid February 2018 following a rigorous examination of our work and a full day assessment visit by external industry leaders SGS, endorsed by the Charity Commission. For more information about the award, please take a look on our website:

www.ageuk.org.uk/redbridgebarkinghavering



Jane

Gregory (pictured) (Dementia Advisor) and Jasbir Jheeta (Falls Prevention Co-Ordinator) attended the Health & Wellbeing Event on 13th June 2018 at City Gate during Carers week. We had an information table and engaged with a number of people. We gave information about Age UK Services and handed out our generic leaflets. One person joined our chair based exercise class and several people took leaflets for the Activity Centre, Di' Diamonds & Home Support Service.

Queens Award for Voluntary Services



Age UK Redbridge, Barking & Havering are delighted and honoured to have received the Queen's Award for our Forget-me-Not befriending service.

Trustee's Chair Sharon Haffenden said: "It is a testament to the commitment of our dedicated staff and volunteers on whom our befriending services depend. Through this vital service we reach out to some of the most isolated members of our community with the listening ear and warm hand of friendship."

Here is what Nikki had to say about the day.

"I felt very proud and very honoured to receive The Queens' Award for our befriending service and furthermore, to be invited to Buckingham Palace with James Monger to attend a garden party in honour of some of the Queens' Awards this year.

At 4 pm all the recipients were gathered around in a large circle for when Her Majesty came outside to meet and greet. A few lucky recipients were able to speak to her. Everybody was resplendent in their hats, posh frocks and smart suits. It was a lovely day and the gardens of Buckingham Palace were beautiful and in full bloom and after a lovely tea, we were able to explore them until the National Anthem was played at 6 pm which was our signal that we had to leave."

Disability Awareness Festival



The Wanstead Disability Awareness Festival took place in Wanstead on 18th July. Volunteers from Wanstead Activity Centre were most helpful on the day with transporting equipment to the site and manning the information desk for the day. We were there from 10.30 am - 3.30 pm.

We engaged with around 65 people who took our leaflets about our services including the Activity Centre, Home support, Adapting Your Home, Falls Prevention and booklets with tips on preventing slips and trips. They were very interested in our exercise sessions and a couple of them also completed the Falls Risk Assessment forms.

Volunteer Awards Ceremony



By Val Boundy Volunteer

What a pleasure, once again, to attend the Age UK Redbridge, Barking & Havering Annual Awards ceremony at Wanstead Library. As usual, it was very well organised and we were all made to feel very welcome and enjoyed a superb lunch.

It is lovely to have the opportunity to meet other volunteers who are from all walks of life who often share the most interesting and fascinating stories.

This year I found the Chair's speech especially inspiring as the amount of hours that volunteers had worked was calculated to reflect how many staff would be needed to provide the same amount of time and the amount of money that would be needed to pay their salary which was approx. £235,000! That really brought home how important a role we all play.





Voices of Experience

The last questionnaire for the Voices of Experience group looked at the topics of: Getting out and about locally; Parking; and Pharmacy Services.

We wanted to find out from local people who are able to get out and about, what they enjoy about their local area, and for those who cannot get out, what might help them to do so. Responses showed that the majority enjoy just getting some fresh air, taking a little exercise and the variety of shops available to them. Some people are discouraged from going out because of a range of issues, particularly the lack of public toilets or accessible toilets for people with disabilities. Others said they didn't feel safe in their local area. Many said they miss the reassurance of seeing more police officers on the streets. Some respondents said their quality of life was affected over concerns about getting out and about.

Our questionnaire highlighted concerns from older drivers about the lack of parking spaces, which is not just a problem locally. Of most concern to them was the cashless payment machines which are difficult if you do not possess a mobile phone or have difficulty downloading apps and using them. Not many of our respondents felt confident using these machines. There certainly seems to be a strong case for clearer instructions and also more information about the free parking period. We passed on these concerns to the Local Authority, along with some good suggestions on alternative methods offered by some of our respondents.

Finally, with the ever changing face of our NHS, Pharmacists are increasingly being called upon to offer services for both those suffering from minor ailments and those with long term conditions. Many of our respondents said they would feel confident discussing some of their ailments with their Pharmacist and would willingly accept their advice. More than half said they would be happy to have regular tests such as blood pressure, cholesterol or other blood tests carried out at the Pharmacy as this would save them time often spent waiting in hospital outpatients or clinics.

The Voices of Experience Panel welcomed Pharmacist and Secretary of the Local

Pharmaceutical Committee, Hemant Patel to their Panel meeting in May. He answered a number of questions from the Panel about what they could or should expect from their Community Pharmacy, and he also informed them of their plans for the future when they may be able to expand services to patients, which will free up time at GP surgeries. If you would like more information about what you can expect from your Pharmacy, you can visit the Clinical Commissioning Group website: www.redbridgeccg.nhs.uk and look under the Local Services heading for Self Care and Pharmacy.

In 2012, Voices of Experience were campaigning along with our National Charity, (Pic below) for the Government to end the Care Crisis in Britain. Finally, this summer, the Government has promised to publish the long awaited Green Paper on Social Care.

We will be involving our members on the



consultation that will accompany the Green Paper to ensure that the voices of Older People in Redbridge are heard.

In the meantime, with the staff changes happening here at the Charity, some of the Voices of Experience work may be a little delayed over the summer period whilst new staff are appointed and settle into their roles.

If you are not already a member of Voices of Experience, why not join us and help raise awareness of issues facing older people in Redbridge. You can contact Janet on: 020 8220 6000 or email: janet.west@ageukrbh.org.uk

You can keep up to date with Voices of Experience news via our website.

Care Navigation Service

Age UK RBH have received funding from The London Borough of Havering to provide a Care Navigation service to Havering residents. The Care Navigator will work with older people to help them access local services that support their health and wellbeing, reduce loneliness and improve confidence and independence.

The Care Navigator will carry out a “guided conversation” with the person to get to know them. We talk about their history, hobbies, likes and dislikes and agree on a plan for following up the support or services the person is interested in.

We can provide information and advice about transport schemes, befrienders, social activities, exercise opportunities, clubs or classes and accompany the person to the activity if they are anxious about going by themselves.

To qualify for the Care Navigation Service the person must be 55+, live in Havering and have two or more long term health conditions, one of which can be loneliness. We take referrals from GPs and social workers but family, friends or the person themselves can refer to the service.

Early Intervention Service

The **Living Well with Dementia Support Group** is a closed group for people who have recently been diagnosed with dementia and their family members who live in Redbridge and takes place over six weekly sessions. The group is run by the Age UK dementia support and advice service in conjunction with the clinical psychologists from the Redbridge Memory Clinic and aims to give clients a better understanding of their condition. Receiving a diagnosis can be a worrying and upsetting time not only for the person but also for friends and family. The group offers an opportunity to meet people who are going through a similar situation and to learn that everyone has the same concerns and worries in a supportive environment. Individuals air their concerns in a non-judgemental

environment and learn strategies to help them cope with the difficulties and frustrations they are facing.

We invite a small group of clients to attend the six week course to get a better understanding of their diagnosis and learn how you can definitely live well with the condition. The sessions are broken down into clearly defined topics including understanding the different types of dementias; coping with the diagnosis and a chance to discuss the different types of medication that is prescribed to manage the symptoms with a doctor; mood and coping strategies; memory aids and finally a look at assistive technology and planning for the future.

Once the course has finished we host coffee mornings throughout the year which enables clients to meet up and keep in contact with each other.

Home Support Services

After a recent recruitment drive, Home Support Services have taken on 5 new members of staff to provide domestic assistance to older people across Redbridge, Barking & Dagenham and Havering. This will significantly reduce waiting times for the service and enable us to reach more people.

If you think you would benefit from the services offered under Home Support, please feel free to contact Kelly Walsh on 0208 220 6000 for more information. Or you can email kelly.walsh@ageukrbh.org.uk



Our Services

Voices of Experience:

The aim of the user involvement service is to enable older people who are regular users of health and social care services to influence a range of service providers through genuine consultation and active involvement. We are looking for people to join our questionnaire group and attend occasional focus groups.

This service is funded for Redbridge residents only.



Wanstead Activity Centre:

Based at 2 Grove Park, off the High Street, we offer a range of activities to keep you fit in body and mind and help you make new friends. Nominal charges apply.

Lunch and snack options available including vegetarian.

Drinks: 70p

Lunch: £5.00 (£5.50 on Fridays)

There is also a Saturday coffee morning.

Call: **020 8989 6338**



Advice & Information:

We offer advice and information on welfare benefits, access to services, leisure opportunities and other issues. We will answer queries or direct you to someone who can. An appointment may be necessary for some queries or help with form filling. We provide this service in Redbridge, Havering and Barking & Dagenham.

Falls Prevention:

This service maintains the Falls Pathway for the Borough of Redbridge. This ensures the needs of older people who may be vulnerable to falling are assessed. We also provide presentations to groups and training for professionals. Chair based exercise opportunities are offered by our Exercise Instructor. If you would like an assessment or are interested in a presentation or group exercise please contact us.



Hospital Discharge:

We provide a free service to Redbridge residents who need someone to take them home from hospital and provide them with support in the following couple of weeks. We help people regain independence, undertake basic tasks, refer on to other services and carry out essential safety checks. We are not funded to provide this in Barking & Dagenham or Havering but residents may pay for this service.

Home Support Services:

As we get older, many of us just need that little bit of help to enable us to maintain our independence, living in our own homes and enjoying life still. Age UK Redbridge, Barking & Havering's Home Support Services are designed with this in mind. We provide assistance with: Bathing/showering; domestic cleaning and laundry; shopping with you or for you; support with medical appointments; help with correspondence and bills. We now also have a contract with a local hairdresser to come to your home. Please note: these are all charged for services, available in all three boroughs.

Dementia Support Services:

These services support and inform people with dementia and their carers in Redbridge. We aim to provide ongoing emotional support, links to other available services, advice and information and the opportunity to plan for the future.

Forget-Me-Not:

This volunteer based befriending scheme reaches older people who are isolated. This can be either via home visits (for those who are very isolated) or through a phone call (Monday-Friday, up to 5 times a week), or on one of the new friendship groups. In addition to providing companionship, Forget-me-Not also acts as a welfare monitoring service. Referrals are accepted from agencies or directly from the client, their family or friends. This service is funded in Redbridge, but residents of Barking & Dagenham or Havering may pay to access the service.

Partnership & Liaison:

In addition to the services we offer directly to the public, we also work closely with Age UK, (the national charity), Redbridge Council, the Redbridge Adult Safeguarding Board, Redbridge Safer Communities Partnership, Redbridge Clinical Commissioning Group and many other voluntary organisations and statutory bodies to represent the interests of older people and try to ensure services are developed and provided in the most appropriate manner.

Care Navigation

This service supports clients in Havering with a number of long term medical conditions or a life limiting illness, to access social activities and opportunities to improve quality of life. This may include escorting clients to activities, building their confidence and building connections in their community.



**For more information
on any of our services
including any charges,
please phone:**

0208 220 6000



Help us Support Older People in Redbridge



Age UK Redbridge, Barking & Havering is an independent organisation responsible for raising its own funds. Please help us to continue our vital work with older people in Redbridge, Barking & Havering by:

Making a donation

You can make a donation on-line via our Just-Giving page. Visit our website at: www.ageuk.org.uk/redbridgebarkinghaverling or by sending a cheque made payable to Age UK Redbridge, Barking & Havering. You can also donate by visiting our office at:

Age UK Redbridge Barking & Havering
4th Floor
103 Cranbrook Road
Ilford, Essex
IG1 4PU



How will my money be spent?

With your donations we can provide services or information and advice to older people who need it the most. Our aim is to improve the lives of older people and we need your help to carry on our vital work in the borough.

Volunteering

A donation does not have to be a sum of money; you could also contribute by donating some of your time to volunteering.

Working as a volunteer for Age UK Redbridge, Barking & Havering can be a rewarding and enjoyable experience and is a great opportunity to meet new people.

If you feel that you can give some time to help others - as little or as much - as you like, then please call us to find out when our next welcome to volunteering session is scheduled.

For more information about donations or to find out about our volunteering opportunities and volunteer recruitment please contact us on **0208 220 6000** or visit our **website: www.ageuk.org.uk/redbridgebarkinghaverling**



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