



Picture: Di's Diamonds at Chelsea Flower Show

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... *plus more!*

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Contact Us

➔ Our Report on Social Care & Hospital Discharge

During April – July 2026, 130 local people in Redbridge completed our survey on adult social care and hospital discharge.

A quarter of respondents (25%) have used adult social care in the last two years. Services most-used include home equipment or adaptations (39%), home care (36%), occupational therapy (32%), day centres (26%) and social workers (also 26%).

Two thirds of respondents (68%) were satisfied with the support received overall. While half (50%) feel it was 'easy' to access social care, a significant number (39%) have found it to be more difficult. A lack of information, both in-person and more generally is cited. Also delays are reported, including on occupational therapy and equipment.



39% of respondents did not get follow-on support

41% of respondents have experienced hospital discharge in the last two years. Of these, half (52%) feel that the discharge was well-planned, while a significant 42% feel it was not.

A fifth (19%) say that the follow-on support needed was 'fully' provided and a third (32%) say this was 'partly' the case. For a sizeable 39%, the support was 'not at all' provided.

We receive praise for services. However, support has been lacking, including on follow-up calls (52%), GP follow-up (50%), physiotherapy (41%), mental health support (33%), occupational therapy (27%) and home care (25%).

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

What can we do for you?

Aftercare information was not clear, in almost half of cases (49%).

Around a fifth of respondents (18%) care for someone with a long-term condition. Conditions most mentioned include arthritis, poor mobility, diabetes, heart issues and high blood pressure (hypertension).

48% feel supported, while a similar number (46%) do not.



We examined 130 local experiences

Barriers most encountered include GP delays (59%), waiting lists for hospital specialists (48%), poor communication (44%) and a lack of information (41%). Also reported is a lack of support (31%) and digital exclusion (28%).

Read more in the full report, available now. ➔ [More](#)

➔ Redbridge Neighbourhood Survey

Sue Grant, Voices of Experience Coordinator writes “We want to hear from residents about the issues affecting our neighbourhoods every day.

Whether your concerns are about crime and anti-social behaviour, fly-tipping, litter, road safety, housing, parking, public transport, local parks, or access to essential services, your experiences are important.

Too often, decisions are made without fully understanding the challenges local people face.

This survey is an opportunity to ensure that your voice is heard. The results will help identify the priorities that matter most to residents and strengthen the case for action with the Council and other organisations that deliver local services.”

The survey closes on 30th November 2026 and is available now. ➔ [More](#)

➡ The Ageing Well Service (Havering)

Ageing Well Community Wellness & Empowerment Service was launched earlier this year.

It is jointly funded by the London Borough of Havering and the NHS and offers an integrated approach - to enable older residents aged 50 plus to live well, and independently, and access the support services they need.



Live well, and independently

What support is available? Older residents will be able to get tailored advice and support - to navigate and access the health and social care system.

This comprehensive service also offers social activity groups, advice on health, wellbeing and nutrition, digital skills sessions and falls prevention advice and exercise opportunities, to improve strength and balance.

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

What can we do for you?

In addition, there is support with hospital discharge to a safe home environment, provided by our partner the British Red Cross. And, there will be support with small aids and equipment to improve home safety & independence, provided by our partner Age UK East London.

To access the service, visit our website, or simply get in touch. ➡ [More](#)

☎ 020 8220 6000

✉ agewell@ageukrbh.org.uk

➡ Falls Prevention - Classes and Much More!

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.

We host a range of classes and activities - which are sociable and fun, as well as informative.

New Classes! Chair-based yoga sessions are now taking place on Tuesdays, 2.30pm at the Lumiere Cinema (Screen 6, Level 3), Mercury Shopping Centre in Romford. These sessions are easy and gentle, and beginner friendly. And, there is a 12 week free period! Booking is essential.



At a Nordic Walking session

Chair-based exercise is also taking place at Harold Hill Library, Wednesdays at 11.15am. Again, there is a 12 week free period! Booking is essential.

Our sessions can really deliver results. Around nine in ten of our attendees (86%) have not had a fall, since joining our exercise programme.

Almost all (97%) feel that their mobility, stamina and balance has improved, since attending.

For more, visit the website or get in touch. ➡ [More](#)

☎ 020 8220 6000

✉ amber.mirza@ageukrbh.org.uk

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

What can we do for you?

➔ Havering Energy Doctors - Saving You Money!

Age UK RBH and Age UK East London, in partnership with the London Borough of Havering, have been proudly delivering a FREE energy-saving scheme to residents across the borough.

Through the Havering Energy Doctors initiative, over 400 households have already benefited from home visits, plus advice and information.

We can install energy-saving lightbulbs, radiator foils, and draught proofing for windows and doors.

We provide night lights, timers, and other energy-efficient tools.



Prepare now for the colder months

Also, get practical advice on reducing energy bills, staying warm, and preventing mould and damp.

But the support doesn't stop there. Residents also receive personalised guidance, including signposting to local services and organisations that can offer further help - ensuring a person-centred, holistic approach with real social value.

Together, we're helping to make homes warmer, bills lower, and lives better across Havering.

To access the service, please use the online referral form. Visit the website or get in touch.

☎ 07943 877099

✉ energydoctor@ageukrbh.org.uk

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

What can we do for you?

➔ Digital Support Classes

Our digital support classes assist and educate those struggling with digital devices.

If you need assistance with your devices, or access to tablets or other support, then this service is for you.



Learning to use email and the internet

Our 'Digital Champion' volunteers have many years of experience in assisting older people and are very knowledgeable about all things digital.

“The activities are either free or affordable.”

What can we do for you?

Attendees write “This has made a huge positive difference. I no longer feel overwhelmed by technology, I can do more tasks independently online, save time, and feel more connected and capable in daily life. It has given me a lot more independence and peace of mind.”

“My dad is really enjoying the Monday lessons and has put many of the new skills into practice. He can now email, and use online banking.”

“I found it interesting and helpful. Everything has been explained really well.”

To find out more about the 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

➔ Celebrating Our Amazing Volunteers!

Volunteer Coordinator, Sami Jobanputra writes "In June, we were delighted to host our annual volunteer 'Thank You' event – a special afternoon dedicated to celebrating the amazing volunteers of Age UK Redbridge, Barking & Havering and recognising the incredible difference they make every single day.

The afternoon was filled with laughter, great company, and plenty of fun. Everyone enjoyed a delicious lunch, followed by another fantastic quiz, a lively round of bingo, and a raffle with some wonderful, donated prizes.

It was also a lovely opportunity for our volunteers to spend time together, catch up with one another and our team, and celebrate everything they have achieved.

A wonderful time was had by all, and it was a pleasure to see so many smiling faces.

Our volunteers are at the heart of everything we do, giving their time, kindness and dedication to support older people across our community. We simply couldn't do what we do without them, and this event was a small way of saying a huge thank you.

We are so grateful for each and every one of our volunteers and are proud to celebrate the invaluable contribution they make."

➔ Join Us as a Volunteer and Make a Difference!

Are you passionate about giving back to the community? Do you want to make a real impact while gaining valuable experience? We need you!



Could you be a volunteer?

Volunteer roles are varied, including befrienders, activity centre support, digital classes and more!

Gain hands-on experience and skills, meet people and be part of a like-minded team. Enjoy hours that suit your schedule. We provide full training and support.

Ready to help make a difference? Simply visit our website or get in touch. ➔ [More](#)

☎ 020 8911 2936 or ✉ volunteer@ageukrbh.org.uk

Thank You!



Volunteers and Staff, June 2026

➡ Wanstead Activity Centre

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

Activities are just £4 per session.

There is also a daily booked lunch - just £9 for two courses, and an extra 50p on a Friday for that all important Yorkshire Pud on our famous Friday Roast. The proceeds are ploughed back into the centre.

Louisa Ryrie, Centre Manager writes "We were entertained at the Allan Burgess Centre after our Friday lunch in May by a local actor and service user, Nigel Colman, who performed an excerpt from the literal work 'Churchill'".



Local actor, Nigel Colman in May

Nigel treats us to a free reading approximately once a month after our Friday roast, and it is always enjoyed by many. Sometimes we have an expert in to offer advice, and once a month it is Bingo! We also hold craft sales and tea parties."

The centre is supported by our amazing volunteers, who recently received a Mayor's Award!

To find out more about the activity centre, 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](#)

"Lunch at the activity centre is delicious!"

What can we do for you?

➡ Summer at the Activity Centre

Why not join us for these upcoming events:

Afternoon Tea Party, Book Now!

Friday 14th August, 12.00pm - 2.00pm. £7 per ticket. Featuring savoury and sweet snacks, cakes and strawberries. And a raffle. Please note, we cannot cater for gluten-free or vegan diets. Please book on 020 8989 6338, or at the centre.



Recently at a Spring Party

Craft Sale, Do Drop-In!

Friday 21st August, 10.00am - 2.30pm. Everyone is welcome! Come and browse a variety of homemade gifts created by our knitting group, service users and volunteers including knitted goods, baby gifts, crochet items, house plants, greetings cards, a selection of pre-loved items and more!

"I got one-to-one support, to use my smartphone."

What can we do for you?

What do our members say?

One person writes "Thank you for having activities which are free or low cost. I was able to get out of my house and join them which brightens up my day during the recovery period. I am very grateful that they are there."

A Di's Diamonds member says "This service has changed my life and made me more outgoing. I have made many new friends". Read about Di's Diamonds (activity group) on the next page.

➡ Introducing Saint Francis Hospice

Saint Francis Hospice specialises in providing care for any person, from any faith or cultural background, who have been diagnosed with a serious illness who are living in Havering, Brentwood, Barking and Dagenham, Redbridge or West Essex.

As well as specialist care and support, they host local groups, where people can share experiences and get tailored information and advice.



Support that's tailored to you!

Carers Corner Redbridge:

Supporting those who care for others. It offers a safe space to connect, share and be heard. Where? Cafe 1856, Hainault Forest, Redbridge, IG7 4QN. When? The first Thursday of each month, 10am - 11.30am. Simply turn up, no need to book.

Friendly Faces:

Bringing together and supporting people who are bereaved. Where? Chadwell Heath and Whalebone Community Hub, London Road, RM6 6AS. When? The third Monday of each month, 2pm - 4pm.

Tea & Talk at Toby's:

For people affected by cancer, hosted by Brentwood Cancer Support Group (people from all areas warmly welcomed). They are a practical and informative survivorship group, join them for a cuppa and a chat. Where: Toby Carvery, Shenfield Common, Ingrave Road, Brentwood, CM15 8DZ. When? The first Monday of each month, 10am - 12pm.

To find out more about any of the above, simply get in touch:

☎ 01708 758649

✉ orangeline@sfh.org.uk

➡ Introducing Di's Diamonds

Di's Diamonds is a free group for single or partnered men & women age 50+ living in Havering, Redbridge, Barking & Dagenham. Suitable for those who want to meet new people, make friends and get out and about, enjoy events and combat loneliness.

We also have Diamond Geezers, a group, which offers activities for men.

We host coffee mornings and meals, bowling, tea dances, talks, cinema and theatre trips, museum and exhibition outings, creative art classes and more!

Remembering Kathie. In June we sadly lost our beloved honorary volunteer Kathie just after her 94th birthday. Her warm sunny nature and positive attitude will be missed by everyone who knew her.



Kathie, the life and soul of any party

Accessing the service. We do not provide transport to and from events and unfortunately we are unable to offer physical or mental health support.

Members are advised to bring a carer or family member if support is needed.

All Di's Diamonds members can join our dedicated Facebook page where they will find all the latest Di's Diamonds updates, reminiscence posts, jokes, share thoughts and great ideas with volunteers and members.

For more, get in touch or visit the website. ➡ [More](#)

✉ disdiamonds@ageukrbh.org.uk

“I'm better placed to identify a scam.”

What can we do for you?

➡ The Importance of Carer-Friendly Communities

Age UK writes “Carers Week (8th – 14th June) is an annual campaign, supported by Age UK and a range of other charities, that aims to raise awareness of the challenges faced by unpaid carers and to recognise their immense contributions.

This year, the campaign focused on how to build carer-friendly communities, so that carers can get access to the essential services and support they need without compromising their own wellbeing and quality of life.

These concerns ring true for Muriel, 80, as she cares full-time for her husband Harry, who lives with Alzheimer’s disease. Like many carers, Muriel didn’t step into this role overnight. It crept up gradually — small changes at first, then growing responsibilities, until caring became a full-time role.



Navigating a ‘complex, fragmented system’

‘We’ve been married for more than 55 years’ she explains. ‘So of course I’m going to care for him. But nothing prepares you for what that actually means’.

When Harry was finally told he had Alzheimer’s, after delays getting a diagnosis during the pandemic, Muriel hoped it would open the door to more support. Instead, she was left with a stark message - there would be very little help available.

Since then, Muriel has found herself navigating a complex and fragmented system largely on her own.

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

What can we do for you?

From managing appointments and medication to handling finances, transport, and long-term planning, the role of a carer has become all-encompassing. And without any nearby family members to step in to help, the sense of responsibility is constant. Muriel’s hobbies have fallen away, social time has disappeared, and even rest can feel out of reach.

‘It’s like going back to full-time work’ she says. ‘The admin alone is overwhelming. But I’m also the linchpin. If anything happens to me, everything falls apart. We’re on our own. So you just keep going. You have to.’



Caring without support can be ‘overwhelming’

Muriel’s experience highlights something carers across the country will recognise - support is often talked about, but much harder to access in reality. Knowing where to start — and having the time and energy to do so — can feel like an impossible task.

“I was assisted in applying for pension credit.”

What can we do for you?

She’s already learned that where you live can make a world of difference. Muriel lives less than a mile from an area with strong dementia services — but because she falls just outside the boundary, she can’t access them. Instead, she relies on voluntary organisations and local community groups to fill the gaps.

Muriel is particularly thankful for her local Age UK, Age UK Reading, which has provided her with emotional support as well as practical advice on navigating life as a carer. ‘I’m so grateful for them’ she says. ‘But it shouldn’t depend on luck or geography.’ ➡ [More](#)

➡ Solving the 'NHS Maze' - New Report

The Patients Association writes "General practice is the front door to the NHS for most people. Yet for many patients, accessing care can feel far from straightforward, with complex processes, long waits and uncertainty about what happens next.

This joint report from the Patients Association and the Royal College of General Practitioners (RCGP) brings together the experiences of patients and the perspectives of GPs from across the UK. It highlights how both groups are often navigating the same challenges, with patients facing confusing systems and clinicians working within structures that make care harder to deliver.

We drew on evidence from previous work and held focus groups with a diverse group of patients, while the RCGP engaged GPs to reflect on patient experiences and contribute their insights.



GPs and patients 'should be partners'

We made several recommendations. Every patient should be able to navigate their care - patients and GPs must be equal partners in co-designing care pathways so they reflect experiences and needs.

Every patient should be able to access information about their care - patients and GPs must be equal partners in designing simpler, user-friendly systems to allow patients to see key information about their care, including being able to easily track specialist referrals. And, every patient should be able to see their GP when they need to." ➡ [More](#)

"I need to shop around for bargains now."

Join us today and have your say!

➡ The Digital Switch - Are You Ready?

BT (British Telecom) writes "The final countdown is here - the UK's 40 year old telephone landline network is set to close at the end of January 2027, moving to digital landlines, providing a safer, more reliable service.

Action will be required when BT or your landline provider contacts you, it's vital you take action to keep services running smoothly.



Have you made the switch?

Inaction has consequences - if you don't respond when contacted, your services may be disrupted.

You won't be on your own. BT will guide you every step of the way, particularly if you have additional needs, with enhanced protections including free in-home engineer visits and back-up power where needed.

Landlines are not going away, customers will still be able to use their landline. Calls will be made over broadband, with added reliability and clearer connections.

No broadband? No problem! BT provides a dedicated landline service, ensuring these customers can continue using their landline in the same way they do today. No new equipment is needed, and you won't require a home visit from an engineer.

The switch is happening. With the full switch to digital landlines due by January 2027, BT continues its roll out of their new home phone service, Digital Voice, with over 3 million customers benefiting from a safer and more reliable service.

Did you know, Digital Voice includes safeguards against unwanted calls."

Find out more on the official 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

➔ [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](#)
- ➔ Age UK responds to the Government's review of access to face to face banking services ➔ [More](#)
- ➔ Age UK statement on NHS England publishing Corridor Care data for the first time ➔ [More](#)
- ➔ Energy bills set to rise again: Age UK reacts to Ofgem's energy price cap announcement ➔ [More](#)
- ➔ Age UK responds to The Pensions Commission's Interim report ➔ [More](#)
- ➔ NHS heroes recognised after accelerating cancer diagnosis and transforming patient care ➔ [More](#)
- ➔ NHS to offer 'multi-beam' precision radiotherapy to thousands with prostate cancer ➔ [More](#)
- ➔ 500,000 NHS staff to get new artificial intelligence tools to free up more time for patients ➔ [More](#)
- ➔ NHS rolls out life-extending drug for hundreds of women with ovarian cancer ➔ [More](#)
- ➔ Supermarket scans spotting thousands of cancers ➔ [More](#)
- ➔ Chair of new NHS online hospital trust is named ➔ [More](#)
- ➔ NHS overhauls clinical standards to reduce maternal deaths ➔ [More](#)
- ➔ Councils to face full adult social care assessments every 3 to 4 years, CQC confirms ➔ [More](#)
- ➔ Thousands recruited for "new era" severe mental illness study ➔ [More](#)
- ➔ "Life-changing" SMA therapies to be available on NHS in long-term ➔ [More](#)
- ➔ NHS detects tens of thousands of bowel cancers thanks to screening programme ➔ [More](#)
- ➔ NHS urges 'tap the app' as 1 in 4 miss appointments ➔ [More](#)
- ➔ People searching NHS advice on high blood pressure skyrocketed last year ➔ [More](#)
- ➔ Why treating providers as equals is key to improving adult social care ➔ [More](#)
- ➔ '1-minute' immunotherapy jab rolled out on NHS for tens of thousands with cancer ➔ [More](#)
- ➔ 'The worrying lack of legal literacy when using AI in social care' ➔ [More](#)
- ➔ Hospital patients can now check appointments in the NHS App ➔ [More](#)
- ➔ Social care practitioners to form part of neighbourhood health teams ➔ [More](#)



**Be the reason
someone smiles
today.**

**Volunteer with
us. Start making
a difference!**

Volunteer with Age UK Redbridge, Barking & Havering!

You will:

Help your community.

Gain valuable experience.

Learn new skills.

**And, meet great people
along the way!**

**We are a community
driven organisation,
committed to supporting
older people.**

**Volunteers play a vital
role in helping us achieve
our goals, and making a
difference in the lives of
others.**

 **020 8911 2936**

 **volunteer@ageukrbh.org.uk**

 **[Visit Website](#)**

Lonely? Isolated? Bereaved?



Call our friendly team for
information on **telephone** and
group support in your area.



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sfh.org.uk/orangeline



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