

# Another notably **BIG** year



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Age UK Richmond upon Thames strives to help older people living in the borough to embrace and love later life. We do this through providing a holistic range of services, supporting the individual in many different ways to help improve lifestyle.

We offer practical support, information and advice, opportunities to stay fit, active and learn new skills, grow companionship and help more people to live independently for longer in their own homes. Through our services offering assistance and support, we ensure we make every contact count.



The borough has an ageing population and our services are in more demand year on year. These are some of the key challenges we face:

- In 2015 there were approximately **16,000 over 75s**. This number is expected to rise to **23,400 by 2035**
- The number of people aged 65 and over is projected to increase by almost **60% in the next 20 years** (from 28,000 in 2015 to 46,000 in 2035) – three times the growth of the overall population
- There are over 800 active charities in this borough, all competing for funding to support their cause
- The number of people with three or more long-term health conditions increases from 4% in people under the age of 65 to 44% in those over the age of 65. There is a clear need for integrated care of multiple conditions within the health and social care system
- 50% of over 75s live alone and social isolation is becoming an ever increasing issue
- The borough population has a greater percentage of over 85s than the national average

As the older population increases in numbers, so do their needs and this is reflected in our growing statistics over the past 12 months:

# 18% ↑

Number of contacts have increased by 18% to 55,317!



We assisted **17% more women** in the last year and **25% more men**. This is a result of our projects designed to help alleviate social isolation, particularly in males



# 26%

We received 26% more telephone calls than the prior year



Working with **25% more over 75s** and **10% more over 85s**

With the increasing numbers of older people expected to rise drastically over the next 20 years, our services will become even more crucial to improving health and wellbeing



Have you ever wondered how to go about preserving your body for science? Or how to find local support for an older person? Or whether you are entitled to welfare benefits?

We offer a one stop information and advice service supporting older people, their relatives and carers to get the information they need. Our skilled advisors provide information and advice on a wide range of issues, including specialist welfare benefits support, housing, adult social care and locally available services. We provide support over the phone, by email, by appointment at our office or in the comfort of the individual's own home. Our specialist welfare benefit advisors help fill in all the forms.

We can also help with grants towards the purchase of essential items, such as white goods, like cookers or washing machines and can assist with grants towards helping with utility bills. In the last year we claimed around £1.2 million in welfare benefits for local residents.



We are proud to have achieved our AQS accreditation in 2016



Our First Contact Information and Advice Helpline is on hand **5 days a week, from 10am to 4pm**. If you have a question, then please do get in touch.

Call 020 8878 3073

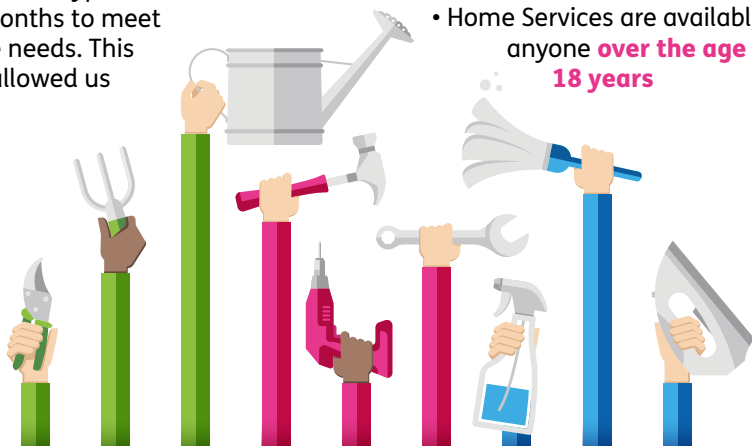


# Home Services

Our friendly Age UK Richmond upon Thames Home Services team strive to enhance the quality of life for older people by focusing on safety, security and independence, allowing them to live in their own homes for longer. Our Home Services include handyman, gardening and housekeeping and work with other services to ensure maximum outcomes and value is achieved. We have worked to improve the range of skills we have in our handyman team in the last 12 months to meet more needs. This has allowed us

to complete a wider range of jobs including painting and decorating, and more complex plumbing and electrical work.

- The number of people accessing our Home Services has **increased by 13%**
- The number of visits to these people has **increased by 20%**
- **65%** of our Home Services users are **75+ years**
- Home Services are available to anyone **over the age of 18 years**



“I am emailing you to thank you for the visit of a ‘handyperson’ a couple of weeks ago. He revolutionised our lives. I had tried to arrange for the mending of our kitchen drawer via a couple of commercial firms but they declined. Ditto the handle of our bathroom. Our kitchen now looks immaculate and we are able to close our bathroom door. (We are both in our late 70s and little things matter.)”



In 2016 we were successful in renewing our Foundations Handyperson Quality Mark, an accreditation that we will hold for a further three years.

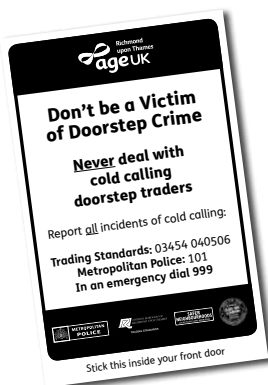


We identified the need for improved doorstep safety for older, more vulnerable people with regards to cold callers. We worked closely with Trading Standards and the Safer Neighbourhood Teams, with support from Richmond Parish Lands Charity. We reached out to older people in the community to grow their confidence in relation to doorstep safety.

The campaign included extensive distribution of a doorstep safety pack which contained information and stickers, reminding individuals what to be aware of before opening

the door and how to put off unwanted callers.

We also fitted preventative measures including spyholes, security chains, window locks, letter box cages and door mirrors free of charge. The campaign was an overwhelming success with huge engagement borough wide.



# All year round gardening service



We have developed our gardening service from being only available in summer, to being available all year round. We now provide general garden maintenance and tidying over the winter months.

During the warmer months, we can help with planting bulbs, trimming and pruning, mowing, digging, potting, clearing away leaves and weeding. Our gardeners are always greatly in demand and are known for being reliable and friendly.

“Please, please pass on to Hannah our thanks for the brilliant work she did yesterday. It was wonderful to see my little garden – which I can no longer tidy myself – transformed (in two hours!) into a space pretty enough to be entered for the Chelsea Flower Show. She moved tubs, trimmed shrubs, re-planted pansies. It looks amazing! We are very grateful.”



Our Housekeeping Service has had another very busy year and we now have around 120 clients and 20 housekeepers. Our housekeepers provide a friendly and flexible service that plays an important part in allowing older people to live independently at home. We provide a range of support, from cleaning and preparing light meals to picking up prescriptions and doing the shopping. For many older people who live alone, visits from our housekeepers are important sources of social interaction and companionship. The service receives referrals from a number of sources due to its popularity – including GPs, adult social care teams and by individuals and their families.

“ My mother seems brighter and despite the dementia, she knows her housekeeper is coming every week. It is great to feel a load has been lifted and the house is nice and clean now.”

Mr B

“ She has already made a huge difference to his environment. I was so impressed with her hard work!” Ms L



# Nightingale Service

In the borough of Richmond upon Thames, nearly 2,000 emergency hospital admissions annually are potentially preventable, costing the NHS approximately £4.2 million per year. With Britain's ageing population, hospitals are encountering unexpected challenges in discharging older patients. In some cases, patients can't return to their homes because they would have no one to support them while recuperating, or because their home environment needs adapting to meet altered living requirements.

To help combat the problem, we developed our Nightingale Service. We help to co-ordinate the smooth discharge of older patients returning home and build a support plan with them to help them continue to live independently. The service offers a wide range of practical and emotional support to help people get back on their feet again, including help around the home, picking up the shopping, arranging transport or accompanying individuals to appointments, for example.

Patients must be referred to the service by a healthcare professional and live in the borough of Richmond upon Thames. The service works with the Kingston, West Middlesex & Teddington Memorial Hospital to provide a single point of contact, linking all the professionals under one umbrella. It has been an overwhelming success, saving the NHS an estimated £330,000 since its inception in 2015. Here are some of the key successes over the last year:

- 409 older people have an improved quality of life and wellbeing
- 330 bed days saved by fitting key safes saving the NHS £165,000
- Value of Welfare Benefits awarded as a result of intervention approximately £20,000
- Age UK Richmond has delivered an illustrative saving of £220,000

The service has also achieved many positive social outcomes for older people, including:

- Worry and feeling of isolation alleviated
- Smooth transition home from hospital
- Co-ordinated discharge improved wellbeing
- Ability to remain independent at home



“The Nightingale Service has become the go-to service, bringing everything under one umbrella.”

Christina Richards, Clinical Services Manager for Older People and Head of Therapies, WMUH

“The presence of the Nightingale Service results in bed days saved, making beds available to new patients, allowing us to treat more people and prevent harm.”

Jenny Tomas, Interim Programme Director, Kingston Hospital

## Case Study



Mr T was recently bereaved and coming to terms with his loss, when he was admitted to Kingston hospital due to a health complication. Mr T had stopped his home carers visiting him and his worried daughter and the hospital referred him to Age UK Richmond out of concern as to how he would cope at home alone. The Nightingale Personal Independence Co-ordinator visited Mr T twice and made a number of calls to both client and daughter. A housekeeper visited Mr T to offer

both practical and social support – Mr T enjoyed the social aspects of the visits. A gardener visited to help with some garden work Mr T had been putting off. He also received support from the Age UK Richmond welfare benefits team, to have his entitlements checked and help him live independently. Mr T now receives housekeeping support fortnightly. His housekeeper is also working to encourage Mr T to join an Age UK Richmond activity or social centre.

# Social and Wellbeing Centres

We provide many opportunities for people aged 50 and over to improve health and wellbeing at our three busy social centres and also in various locations borough wide through our Community Services. Our popular centres in Barnes, Whitton and Twickenham offer an amazing 3,000 activities yearly and we are always happy to welcome new members. We've something for everyone, whether its learning a new skill, enjoying a beauty treatment such as a manicure or simply meeting up with friends.

- In the past year there were 24,000 attendances of 74 weekly activities across our centres
- We have nearly 1,000 social centre members

## Case Study

Mr J was an active and social person, including being a keen bowler before having a fall that left him with permanent mobility problems. He was confined to his home for a long period of time, with few visitors and missing the social interaction he previously enjoyed. Concern grew for him among health professionals and family, who felt he was at risk of depression.

Mr J called the Age UK Richmond First Contact helpline, where he was encouraged to visit the Barnes Social Centre close to where he lived. At first, Mr J was quite quiet and shy, but over the course of twelve months has really grown to love the centre and its activities. He attends the wellbeing talk on Tuesdays, lunch, indoor bowls and exercise sessions. He is now a well-known regular at the centre and enjoys the sense of companionship and belonging.

“I have been attending the Pilates class at Twickenham for over a year and not only enjoy the exercise, but also the social side by meeting like minded people, getting out of my house and doing something beneficial for my health and wellbeing. Not only does the class and the other services provided by Age UK Richmond help older people socialise with others and assist with things like IT skills, cooking for gentlemen who find themselves alone, and many others, it also gives you a reason to get out of bed in the morning.”

Mrs S.



Our Community Services team aim to help promote healthy living and to encourage physical and mental wellbeing. Our ultimate goal is to prevent social isolation. The services we provide are aimed at getting people out and about and taking part in sports and companionship activities.

We want to get people into good routines of staying active, learning new skills and taking part in activities that promote forming friendships and peer support groups. We now have a range of regular activities that take place on a weekly or monthly basis and 2016 – 2017 has seen an increase in attendances across the board. The activities include:

- Man with a Pan Cookery clubs and courses
- Computer drop-ins, 1-1s and tablet workshops
- Fit for Men circuit training
- Whitton Rest Room cafe
- Table tennis
- Walking football
- Zumba Gold
- Tai Chi
- Pub lunches
- Health walks
- Song time
- Monthly outings and extra men's outings



We also deliver extra courses and one off events throughout the year and in response to feedback from clients. We are proud to have developed partnerships across the borough, and this year we have delivered activities including golf, table tennis, gardening, hydrotherapy and themed health walks.

We are constantly striving to reach out to men, and ran a men's health event in March called ManAging Matters. We invited speakers, we ran free health checks and achieved support from the local community enabling us to provide everyone with goody bags and a free raffle prize. The event was attended by nearly 50 men and a number of our local partners.

- In the last year, **7%** more people accessed Community Services activities
- The increase in attendances went **up by 38%**, so we had slightly more people joining us, but doing a lot more activities, which is what we aim for
- This was the key year for expanding our men's services, and the number of men who took part in Community Services activities went **up by over 38%**, which is fantastic
- Not surprisingly, the age range that saw the biggest increase in take up of our activities was the **65 – 74 range** - the newly retired who want to get into good habits and stay active, both physically and mentally





## Case Study

Mr M joined our Age UK Richmond Fit for Men circuit training class in Hampton (run in partnership with the YMCA). He had recently taken early retirement after suffering a bereavement and was physically and emotionally in a bad place. He had been a workaholic and had no idea how he was going to fill his days.

Mr M really benefitted from the small group that Fit for Men started as, and this helped him to build his confidence, Mr M said;

**“The trainers are excellent and an inspiration, and are able to adapt to all the attendees individual needs.”**

Mr M has attended every session of Fit for Men since it started over a year ago, and makes it his priority that day.

Being a naturally reserved person, Mr M says that the class helped him

meet other people and opened up many other possibilities to him. He has since taken part in our table tennis, golf, an IT class and drop-in, walking football, outings and pub lunches. He particularly enjoys our smaller or local outings as he feels comfortable in such a group and wouldn't have gone to these destinations on his own. He says all the groups he has joined or tried have been well organised and good social groups.

Mr M said that as far as he is concerned, joining Fit for Men has opened up whole new social opportunities for him. In his own words:

**“It's tremendous what Age UK does in Richmond and it's given me a new lease of life”.**

The trend towards older people using tablet and smart phones has continued. Our tablet workshop and one to one sessions in particular are very popular and attendees feel a great deal of benefit in learning to use their devices. Many also benefit from the more social aspect of going along weekly to meet friends, as well as being able to practice regularly to improve their skills.

**“Practical help at a reasonable cost, which also reduces stress about new appliances”**

We have been fortunate enough to be able to use both Barclays and Ebay premises in central Richmond. Ebay have also been very generous with staff time, granting them the opportunity to help at the sessions and they also donated some tablets and smart phones.

We also ran several special sessions during the year for Ellera Hall members and another for residents of Fullerton Court in Teddington. At Ellera Hall we were assisted by pupils and teachers from Turing House School, which was a fantastic intergenerational workshop. We are grateful for the support of our local community and partners in delivering engaging and interactive IT sessions.

**“Having someone to talk to who was brilliant at explaining things and very kind and patient”**

**35%**

Tablet workshop attendances are up 35%

**43%**

Our drop-in attendance is up by 43%

**47%**

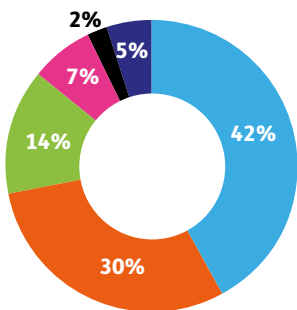
1 to 1 sessions increased by 47%



# Financial snapshot

- In 2016/17 our income was in line with last year at **£1.4m**. Had our legacy income not fallen we would have grown income by 4%.
- Membership income increased by **7%** and we now have nearly 1,100 members.
- We generated **£304k** ourselves, an increase of **7%** on last year, through a variety of services and activities helping older people across the borough.
- Our ‘help at home’ service revenues grew by **22%**.

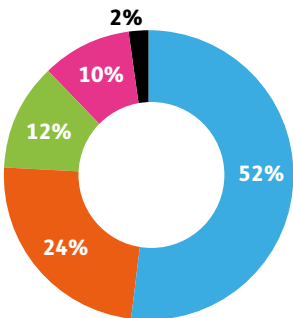
## How we raised our money?



Total Incoming **£1,351,536**

Contract income	£568,175
Grant funding	£404,724
Trading income	£184,434
Activity income	£102,297
Memberships	£283,47
Other	£63,559

## How we spent our money?



Total Spending **£1,357,411**

We provide community services	£703,710
We provide 'help at home' services	£327,853
We provide information and advice	£170,092
We provide 'Nightingale' care services	£132,588
Governance costs	£23,168

If you would like a full set of our statutory audited accounts then please just ask us.

# BIG Thank you

**to all our Funders for  
supporting us:**

- Age UK
- Barnes Workhouse Fund
- Big Lottery
- City Bridge Trust
- Clothworkers' Foundation
- Garfield Weston Foundation
- G C Gibson Charitable Trust
- Hampton Fuel Allotment Charity
- L & Q Foundation
- London Borough Richmond upon Thames
- Richmond Housing Partnership
- Richmond Parish Lands Charity
- St Mary's Church Twickenham
- The Porters' Trust
- Waitrose Community Matters Scheme



# Community Independent Living Service (CiLS)- GoLocal

Age UK Richmond lead and manage the Community Independent Living Service (CiLS) in the localities of Barnes, Mortlake, East Sheen, Twickenham and Whitton. We deliver this service under the name 'GoLocal' in partnership with our voluntary sector partners the Alzheimer's Society, Richmond Mencap, Ruils and EMAG. Together we offer health & wellbeing activities, peer support, information & navigation and volunteering opportunities for all adults – not just older people. The work Age UK Richmond does at our social & wellbeing centres and some of community services offering comes under the 'GoLocal' brand.

Thanks to GoLocal, many adults with learning disabilities, mental health conditions, dementia, physical disabilities and others besides found local support over the course of the year. Our partnership continues to improve wellbeing, promote independence, provide companionship and reduce the need for other forms of health and social care, while also getting more people involved in their local community.

[www.golocal.org.uk](http://www.golocal.org.uk)

Email: [hello@golocal.org.uk](mailto:hello@golocal.org.uk)

#GoLocal

Call 020 8973 1877





Mr P rang Age UK Richmond GoLocal Community Services as his wife of 50 years had passed away and he was feeling lost. He said he felt very lonely as his late wife made most of the social arrangements.

He was given information on some of the companionship services on offer, in particular outings and he booked immediately to join a day trip to Portsmouth. Mr P asked for help with his bereavement, so the team made regular contact to keep him informed on activities of interest.

Mr P was signed up for a Man with a Pan cookery course as he did not know how to cook. Here he could learn to prepare a healthy meal and would see the same faces every week, meeting other retired men in his neighbourhood. He also

joined the Twickenham pub lunch and had help with laundry and ironing from the Age UK Richmond housekeeping team. Now a regular participant of activities at the Twickenham Wellbeing Centre, Mr P says “When I first rang your office to find out about your activities, I never dreamed you would care so much.” He also appreciated being kept up to date with opportunities to build companionship. We are so pleased to see Mr P getting back on his feet and starting to build a new life, with new friends and activities.

“This phone call is the highlight of my day. I was sitting watching television alone and now I am speaking to someone and making plans” Mr P



**Case  
Study**

# Get involved! - Volunteering

We have an amazing team of approximately 140 volunteers who help support a wide range of our services and we are extremely grateful for the contribution they make. Over the last year, our volunteers have achieved the following outstanding results:

- **16,686** combined man hours across our services
- **7,836 hours** of volunteer support at our social and wellbeing centres
- **1,385 hours** of IT workshops and drop-ins
- **1,260 hours** of Home Services help
- At the London Living Wage of £9.75 per hour, we've **saved around £134,000**
- We had **433 volunteer** enquiries in the last 12 months

We developed a quarterly newsletter to highlight the amazing achievements of our volunteers. This also helps to keep them up to date with service and campaign developments. We believe volunteering is a two way process, whereby volunteers can grow their skill set and develop themselves along the way. It is as much about us giving something back as it is to volunteers giving their time to support us.

## Why did you chose to volunteer with Age UK Richmond?

"I attended the 2017 Volunteer Fair at RACC, to help me decide which charity, out of several that were of interest, I would apply to volunteer for.

My experience at the Age UK Richmond stand, at the fair, stood out because there was a dedicated volunteer co-ordinator present to talk to, who gave encouragement, showed understanding of my situation and reasons for volunteering, and reassurance of a supportive environment with adequate training. It was made clear that there was a robust structure in place for volunteers.

Since completing the application procedure and starting my voluntary role at Age UK Richmond in July, the first impressions gained at the RACC fair have proved accurate. As well as the enjoyable and interesting work, I have appreciated the thorough induction in my role with excellent ongoing support, and the friendly and welcoming environment."



There are of course many other ways that you can get involved in supporting us. Donations are hugely important to us and you can do this on a one off or regular basis, by text, online or in writing. You can choose to support the charity overall or a specific service, such as our Nightingale Service or a social centre, for example. Whether it's providing support to those vulnerable older people leaving hospital or helping individuals to live independently in their own homes, our services are dependent on your financial support. We are hugely grateful for your donations. To donate:

**Text donation AGEU20£10  
to 70070** (or a donation of your choice)

See our website for more information or donate online at  
**[www.ageukrichmond.org.uk](http://www.ageukrichmond.org.uk)**

**In writing: To Age UK Richmond upon Thames, Parkway House, Suite 301, 3rd Floor, Sheen Lane, East Sheen, SW14 8LS**

**Remember to include Gift Aid**



Give as you Live™



## Leave a lasting legacy

You can help us safeguard the future of our work by remembering us in your Will. No matter how small your gift is, you will make a real difference to the lives of older people in Richmond upon Thames. See our website for further information and advice about this or call our First Contact Helpline to speak with an advisor.



# Did you Know?

## Myth Buster!

- ✓ Age UK Richmond is not the same as Age UK – we are ‘brand partners’ but operate independently, raising our own funds every year
- ✓ We have to raise around £1.5 million ourselves annually to deliver our services. We have some very generous funders, but every year there is more competition for that funding
- ✓ The borough of Richmond is not as wealthy as perceived. There are 13 areas in Richmond with around 21,000 (11%) residents in total, with levels of deprivation above the England average
- ✓ Asset rich cash poor households are commonplace amongst our older generations in the borough, with many living in one room being unable to heat or light other rooms
- ✓ We are a one stop shop for everything you need to love later life, not just practical help
- ✓ We receive very few legacies and if we could increase donations from this source, we could deliver more services to even more older people in need
- ✓ Our Home Services are available to anyone over the age of 18 years
- ✓ Age UK Richmond has been helping older people in this area for over 50 years and is the largest charity supporting the needs of the over 50s

## And finally....

We would like to give a warm welcome to our new Chief Executive Officer, **Aiden Buckley**, who joined our team in April 2017. We would also like to give a very fond farewell to some of our amazing staff who have retired or moved on: **Mimi Moores** (Office Manager), **Allan Lockett** (Social Centre Manager and Nightingale Service Manager), **Ian Hutchison** (Handyman) and **Sandra Morrison** (Chief Executive Officer – now our Fundraising Manager!). Thank you for an outstanding combined 44 years of service!

# Contact Us

## Information and advice

First Contact Helpline	020 8878 3073 info@ageukrichmond.org.uk
Welfare Benefits Advice	020 8878 3546 welfarebenefits@ageukrichmond.org.uk

## Home Services

Home Services	homeservices@ageukrichmond.org.uk
Handyperson Service	020 3326 9432
Gardening Service	020 3326 9432
Housekeeping Service	020 3326 9432
IT Support At Home	020 3326 9432

## Companionship and local activities

Twickenham Wellbeing Centre	020 8538 9254
Whitton Social Centre	020 8894 4963
Barnes Green Centre	020 8876 2377
Community Services Team	020 8878 1965 communityservices@ageukrichmond.org.uk

## Volunteering

Volunteering	020 8878 3451 volunteering@ageukrichmond.org.uk
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## Age UK Richmond upon Thames

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Sign up for our weekly newsletter at [info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)

Registered charity number 1084211





# Plan nutritious meals: Man with a Pan recipes

## Sausage Cassoulet

### Ingredients

Sausages cut in half or thirds  
1 onion  
3 cloves garlic  
2 sticks celery  
1 can beans (kidney, barlotti, cannellini)  
1 can chopped tomatoes  
Chorizo (small piece finely cut) or bacon  
2 carrots  
1 leek  
1 pepper  
½ pint stock  
Herbs or spices (smoked paprika, chilli)



### Method

1. Fry onion in a little oil. Add garlic and celery.
2. When soft add chorizo. Cook for a few minutes then add chopped sausage. Stir.
3. Add stock, other veg and tomatoes. Cover and simmer for 20 minutes.
4. Add tinned beans (drained). Mix, cover and cook for further 15 minutes.

**TIP:** Other veggies can be added such as fennel, parsnip, mushrooms.



## Soda Bread with Sundried Tomato and Olives

### Ingredients

225g plain flour  
½ pot of buttermilk  
1 tsp bicarbonate of soda  
Small block of strong cheese, grated  
Few olives chopped  
4 sundried tomatoes, chopped and dried  
(or fresh with insides removed)  
Herbs or spices (smoked paprika, chilli)

### Method

1. Place flour, bicarbonate of soda, cheese (save ½ for the top), olives and tomatoes into a bowl and mix.
2. Add buttermilk.
3. Bring together into a ball of dough with hands (if too dry add bit more buttermilk, if too wet add a little flour). Mix well as may seem dry until mixed with hands.
4. Break into about 10 to 12 balls and place into moulds or straight onto baking tray, sprinkle a little cheese on top.
5. Place in a hot oven no.5 (180) for 10 to 15 minutes until golden.

**TIP:** This bread can be made without olives and tomatoes, maybe add other ingredients and herbs or spices.

# Plan regular physical exercise



## How much exercise do you need?

Current government advice recommends that adults aged 65 or over, who are generally fit and have no conditions that limit their mobility, should aim for **150 minutes** of moderate-intensity activity each week.

Don't be put off if this seems a lot, you can break it down into 10 or 20 minute blocks and build up gradually. Even just sitting down for less time and moving about a little more can start to make a difference. You can find out more about physical activity guidelines for adults from the NHS.

Brisk walking counts as a moderate-intensity activity, provided that you set a pace where you feel a little bit out of breath but can still carry on a conversation. Don't feel that you have to take long walks every day. It's best to try to make walking a part of your everyday routine.

### The best way to do this is:

- walk to the shops instead of driving
- use the stairs instead of the lift or escalator
- when driving, park at the far end of the car park so that you have further to walk
- plan a town or country walk at the weekend
- join a walking group – it's fun to walk with other people and you might even make some new friends

## Keep your **brain** as healthy and fit as your body with these simple tips to boost memory

- **Test your recall.** Make a list — of grocery items, things to do, or anything else that comes to mind — and memorise it. An hour or so later, see how many items you can recall. Make items on the list as challenging as possible for the greatest mental stimulation.
- **Let the music play.** Learn to play a musical instrument or join a choir — studies show this ideal for the ageing mind.
- **Do maths in your head.** Figure out problems without the aid of pencil, paper, or computer; you can make this more difficult — and athletic — by walking at the same time.
- **Join a cooking class.** Learn how to cook a new cuisine. Cooking uses a number of senses: smell, touch, sight, and taste which all involve different parts of the brain.
- **Learn a foreign language.** The listening and hearing involved stimulates the brain.
- **Create word pictures.** Visualise the spelling of a word in your head, then try and think of any other words that begin (or end) with the same two letters.
- **Draw a map from memory.** After returning home from visiting a new place, try to draw a map of the area; repeat this exercise each time you visit a new location.
- **Challenge your taste buds.** When eating, try to identify individual ingredients in your meal, including subtle herbs and spices.
- **Refine your hand-eye abilities.** Take up a new hobby that involves fine motor skills, such as knitting, drawing, painting, assembling a puzzle, etc.
- **Learn a new sport.** Start doing an athletic exercise that utilises both mind and body, such as yoga, golf or tennis.

# Crossword

## Across

1. A day at the seaside or a local trip
2. These people support our organisation financially
3. A sense of togetherness/belonging
4. Age UK Richmond delivers the CiLS service under this name
5. We have around 140
6. Small changes to this make all the difference
7. We help older people maintain or regain this
8. Consider leaving one to Age UK Richmond in your will

## Down

1. We provide this free of charge daily to help you find answers to questions
2. This person provides practical help with odd jobs at home
3. We have classes for all abilities to improve wellbeing
4. One of the hospitals we work with for Nightingale referrals
5. The type of sector we work in
6. Workshops to help you master your gadgets
7. All our services promote this physically or emotionally
8. The name for our different ways of helping

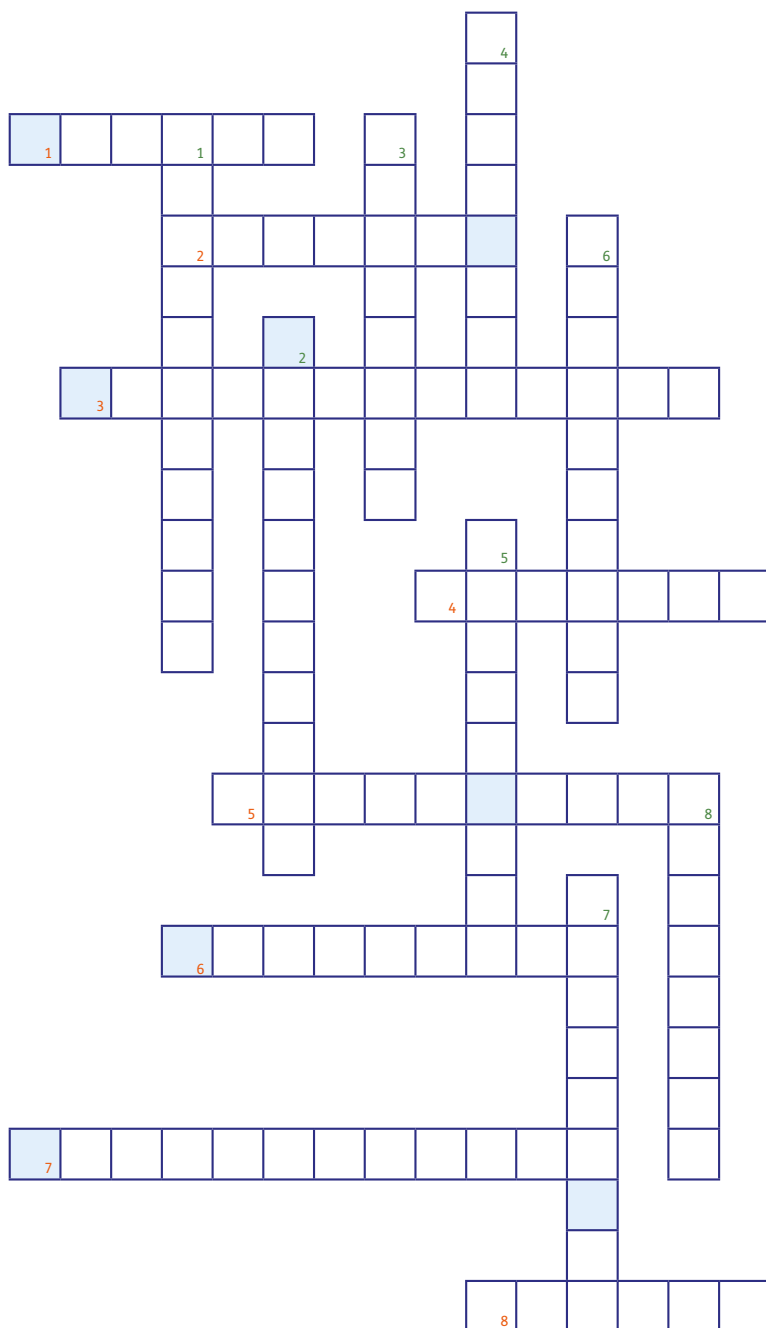
Final word to discover when all the above are complete

## How our services work together to support the individual

For your chance to win tea for two at The Petersham send your answer by 31st December 2017 to: [info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk).

The winner will be selected in a raffle.





# Sudoku

Fill in the puzzle so that every row across, every column down and every 3 by 3 box contains the numbers 1 to 9.

7			8	4		2		5
	3		1	5		4		
		5		6			7	
	9			3	4	5	8	
	2	8	7			9		3
5		3	9			6		
		4	5	2			9	
		9	4		8			
8					1	7		

						7		
3	9		7		8	5	4	
8	6			5	4			
9		6		4	7			
1	3	4	2				9	
	5	8	1		9			4
5	4		9	2	3			8
				7		9		5
					1		3	

8	9		7	6	4	5		
	4		3					9
3	2	7	9					
	8			5	3		1	
			6		1			
6							4	
7			4	9		8	3	
		9			8	2	7	

			5	4	2		1	9
1					6			
	2	9				6		
				9			6	4
	3	2	6		7		9	8
				3				
2		7		1	8		5	
					9		3	
		3	7	6	5	9		1

N O I T A G I V A N P R O A C T I V E W  
 H O E H T Q S G A R D E N I N G J M B O  
 A P N Z H A V O R C A V O N F R H Y E R  
 V A C E O Y G B C P T Q L U P I A U N K  
 T R O S U C T E Q I U I N R T H E C E S  
 L T U C S O G E U C A U V C J I J R F H  
 P N R N E M E H F K N L L I F E N Q I O  
 I E A O K M S H E A L T H Y T N E G T P  
 H R G S E U R T L H S U G C M I R L S S  
 S S E R E N A R M B O S O R Y O E A U E  
 N H M E P I D T A S I O L E X B W S Y P  
 O I E P I T V Z R E M P O W E R I N G N  
 I P N Y N Y I S R O S E C I V R E S P O  
 N O T D G S C V B O P R A C T I C A L I  
 A E C N E X E R C I S E L K R H O D N T  
 P O T A Z S O P P O R T U N I T I E S A  
 M I V H S L V B E C N A T S I S S A S M  
 O R G F F U N D R A I S I N G E F B U R  
 C E B R G E C N E D N E P E D N I G P O  
 T D E A C C R E D I T A T I O N S R P F  
 B N I G H T I N G A L E C F O T W L O N  
 J P O W A I G N I R E E T N U L O V R I  
 A A G E U K R I C H M O N D E F T Y T J  
 Y G O L O N H C E T A L E A R N I N G B

ACCREDITATIONS  
 ACTIVITIES  
 ADVICE  
 AGE UK RICHMOND  
 ASSISTANCE  
 BENEFITS  
 COMMUNITY  
 COMPANIONSHIP  
 EMPOWERING

ENCOURAGEMENT  
 EXERCISE  
 FUNDRAISING  
 GARDENING  
 GOLOCAL  
 HANDYPERSON  
 HEALTHY  
 HOUSEKEEPING  
 INDEPENDENCE

INFORMATION  
 LEARNING  
 LIFE  
 NAVIGATION  
 NIGHTINGALE  
 OPPORTUNITIES  
 OUTINGS  
 PARTNERSHIP  
 PRACTICAL

PROACTIVE  
 SAFETY  
 SERVICES  
 SOCIAL  
 SUPPORT  
 TECHNOLOGY  
 VOLUNTEERING  
 WORKSHOPS

# January 2018

New year, new beginnings! Try something different and join a new activity!

	S	M	T	W	T	F	S
		1	2	3	4	5	6
WEEK 1		NEW YEAR'S DAY	DAY AFTER NEW YEAR'S DAY				
7	8	9	10	11	12	13	
WEEK 2							
14	15	16	17	18	19	20	
WEEK 3							
21	22	23	24	25	26	27	
WEEK 4							
28	29	30	31				
WEEK 5							

We love our volunteers! Thinking of volunteering? See our latest roles on our website.

S	M	T	W	T	F	S
				1	2	3
WEEK 5						
4	5	6	7	8	9	10
WEEK 6						
11	12	13	14	15	16	17
WEEK 7						
18	19	20	21	22	23	24
WEEK 8						
25	26	27	28			
WEEK 9						

# March 2018

Need help towards utility bills? Get in touch with our Welfare Benefits team to see if you are eligible for a grant.

S	M	T	W	T	F	S
				1	2	3
WEEK 9						
4	5	6	7	8	9	10
WEEK 10						
11	12	13	14	15	16	17
WEEK 11						
18	19	20	21	22	23	24
WEEK 12						
25	26	27	28	29	30	31
WEEK 13					GOOD FRIDAY	



Spring is on it's way – let us help prepare your garden.

S	M	T	W	T	F	S
1 WEEK 14	2 EASTER MONDAY	3	4	5	6	7
8 WEEK 15	9	10	11	12	13	14
15 WEEK 16	16	17	18	19	20	21
22 WEEK 17	23	24	25	26	27	28
29 WEEK 18	30					

# May 2018

Need a hand with housekeeping? Book one of our friendly Home Services Housekeepers.

S M T W T F S						
		1	2	3	4	5
WEEK 18						
6	7	8	9	10	11	12
WEEK 19						
13	14	15	16	17	18	19
WEEK 20						
20	21	22	23	24	25	26
WEEK 21						
27	28	29	30	31		
WEEK 22						

Summer is just around the corner – get fit and enjoy the outdoors at one of our exercise groups.

S M T W T F S						
					1	2
WEEK 22						
3	4	5	6	7	8	9
WEEK 23	QUEEN'S BIRTHDAY					
10	11	12	13	14	15	16
WEEK 24						
17	18	19	20	21	22	23
WEEK 25						
24	25	26	27	28	29	30
WEEK 26						

# July 2018

Ever thought of fundraising for Age UK Richmond? It's the perfect month for summer bbq's – why not invite a few friends and raise money for us at the same time!

S	M	T	W	T	F	S
1	2	3	4	5	6	7
WEEK 27						
8	9	10	11	12	13	14
WEEK 28						
15	16	17	18	19	20	21
WEEK 29						
22	23	24	25	26	27	28
WEEK 30						
29	30	31				
WEEK 31						

S	M	T	W	T	F	S
			1	2	3	4
WEEK 31						
5	6	7	8	9	10	11
WEEK 32	QUEEN'S BIRTHDAY					
12	13	14	15	16	17	18
WEEK 33						
19	20	21	22	23	24	25
WEEK 34						
26	27	28	29	30	31	
WEEK 35						

# September 2018

Book your gardener to tidy up the garden and your handyperson to finish the draught proofing before it gets chilly.

S	M	T	W	T	F	S
						1
WEEK 35						
2	3	4	5	6	7	8
WEEK 36						
9	10	11	12	13	14	15
WEEK 37						
16	17	18	19	20	21	22
WEEK 38						
23	24	25	26	27	28	29
WEEK 39						
30						



It's getting cold outside so why not join us indoors at one of our friendly social centres. We've lots to do with over 3,000 activities on offer yearly.

	S	M	T	W	T	F	S
		1	2	3	4	5	6
WEEK 40							
7	8	9	10	11	12	13	
WEEK 41							
14	15	16	17	18	19	20	
WEEK 42							
21	22	23	24	25	26	27	
WEEK 43							
28	29	30	31				
WEEK 44							

# November 2018

Get those odd jobs done with our Home Services Handyperson!

S	M	T	W	T	F	S
				1	2	3
WEEK 44						
4	5	6	7	8	9	10
WEEK 45						
11	12	13	14	15	16	17
WEEK 46						
18	19	20	21	22	23	24
WEEK 47						
25	26	27	28	29	30	
WEEK 48						

Remember older people over the festive season and consider volunteering. See our latest roles on our website.

S	M	T	W	T	F	S
						1
WEEK 48						
2	3	4	5	6	7	8
WEEK 49						
9	10	11	12	13	14	15
WEEK 50						
16	17	18	19	20	21	22
WEEK 51						
23	24	25	26	27	28	29
WEEK 51		CHRISTMAS DAY	BOXING DAY			
30	31					
WEEK 1	NEW YEAR'S EVE					





Here's to another  
**BIG**  
year!



### **Age UK Richmond upon Thames**

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**[www.ageukrichmond.org.uk](http://www.ageukrichmond.org.uk)**

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Registered charity number 1084211