

# News & Views

Keeping you up-to-date on our services, projects and partnerships

2016 (Issue One)



Contact us on:  
**01483 503414**  
[www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)

## Do you need Help at Home?

**We make life easier for you!**  
 Help at Home, from Age UK Surrey

Same friendly Home Help each week

Provided by a charity you can trust

A reliable service tailored to your requirements

Competitive Price






**Cleaning    Companionship    Shopping    Gardening**

All Home Helps are security checked  
 Registered Charity No: 1036450

## Launch of Help at Home

We are delighted to share with you the new look and name for our Home Help and Garden service - Help at Home. The service has been designed to make life easier for anyone aged 50+ who would like support with everyday tasks around the home and garden. Having a Home Help not only supports you in very practical ways, but also provides friendly, regular company. You choose the support you need – from laundry and light housework to shopping and gardening. The service...

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## Welcome

to our newsletter where you can find out more about what we do.



**Sue Zirps**  
*Chief Executive*

I was very proud that at the 2015 Living & Ageing Well Awards we won three awards and were shortlisted for two – well deserved and congratulations to all those nominated.

I am passionate about supporting people and helping them to remain independent at home. We have delivered a Home Help service across Surrey for over 20 years. We have recently consulted with older people and our clients, about the name of the service and what it meant to them and as a result we have relaunched the service as Help at Home. I hope you agree the new look is bright, fresh and engaging. If you know of anyone who may benefit from the service, please do get in touch.

We continue to work in partnerships with the NHS and Borough Councils to ensure our services reach those who can most benefit from our support. You may see us at the new Bedser Hub in Woking community hospital, or out and about in the community working across Guildford and Waverley and Farnham and NE Hampshire.

Thank you to all of our wonderful supporters, volunteers and staff for helping to improve later life for people across Surrey – you do make a difference.





# Help at Home Continued...

provides peace of mind for you and your family. "It's like having a friend come round to help" said one client.

Our highly experienced and caring Help at Home teams are based in local offices across the county. They will visit you in your home to make sure the service you receive is tailored to your requirements and to introduce you to your self-employed Home Help. Many of our Home Helps have worked for us for many years.

We also have self-employed Gardeners who will help you keep your garden looking tidy - mowing the lawn, weeding and planting - so you can make the most of your outdoor space. For more information about our Help at Home service, please telephone: 01483 503414.



## Karen Relf, Home Help

We are proud that Karen Relf, Age UK Surrey Home Help was Highly Commended at the 2015 Living and Ageing Well Awards. A quote from one of Karen's client's sums up her professionalism and caring nature: "Karen is a breath of fresh air. She is reliable, friendly, hard-working and nothing is too much trouble. I look forward to her visiting me every week".



## Welcome to... our new President, Mrs Lavinia Sealy

Age UK Surrey is delighted to announce that Mrs Lavinia Sealy has become their new President. Mrs Sealy is a Deputy Lieutenant of Surrey. She was a Member of Surrey County Council for 16 years representing Bisley, West End, Lightwater and Chobham, where she is a resident, and was Chairman from May 2011-2013.

A former history and politics teacher Lavinia has been a Governor of several mainstream and special schools. She was a founder Trustee of Community Foundation for Surrey, remaining a Vice President, and continues her commitment to the voluntary sector and education of every sort at Royal Holloway, the Lightbox, various schools and Guildford Cathedral.

Mrs Sealy said "It's a great honour to become President of Age UK Surrey. As an independent local charity they work very hard and effectively to provide services for older people across Surrey - to help them make the most out of life, remain independent, informed, healthy and active. The charity does vital work to help combat loneliness and social isolation".

# Living and Ageing Well Awards



## Age UK Surrey is proud to announce our winners at the Living and Ageing Well Awards 2015:

**The Computer Drop-in Centre - Technology, Making a Difference Award:**  
The Computer Drop-in Centre, located in Dray Court, Guildford is run by dedicated volunteers and opens Monday to Friday between 10am and noon. It is a free service supporting older people with the ever changing world of technology.

**Catherine Jezierski - Peoples Choice Award for Outstanding Paid Member of Staff:**  
Catherine works in our Information and Advice team. She provides an outstanding service and has obtained £770,000 in annualised benefits and backdated amounts for her clients. Catherine is always cheerful and works really hard for her clients who love her!

**Karen Relf - Highly Commended for the Help at Home Award:**  
Karen Relf works for our Help at Home Service. She always shows empathy and compassion while providing a high quality service.

## We also had two services shortlisted:

**Information and Advice - Information and Advice Award:**  
Our shortlisted Information and Advice team have been awarded AQS Information and Advice Quality Programme Certification. Between 1<sup>st</sup> October 2014 and 30<sup>th</sup> September 2015 they obtained over £3.5 million in annualised benefits for our clients.

**Tea and Chat in Tandridge project - Bringing the Community Together Award:**  
Combating loneliness and social isolation is vitally important, so we are delighted that our Tea and Chat project in Tandridge was also shortlisted.

*"What fantastic projects and people we have in our organisation. I am so very proud and that includes all our staff and volunteers. It is testimony to all the work we do to help improve the lives of older people and to combat loneliness and social isolation".*

Sue Zirps, Chief Executive for Age UK Surrey.



# Benefits of Nordic Walking



Gill Turley, a leader for Age UK Surrey's GO50 Nordic walks said: ***"I can honestly say that Nordic Walking has changed my life. These are the benefits that I have discovered..."***

**Fun** - Planning the routes and meeting those who join me on the walks. Our walks provide exercise and a social event. Sometimes we stop for coffee en-route or refreshments afterwards, giving time to chat and make friends.

**Fresh Air** - Surrey offers an extensive choice of paths across fields and woodlands, providing a wealth of ever changing scenery. Nordic walking is not something you do indoors at the gym and walking in the great outdoors is good for the body and soul. Why pay expensive fees to exercise when you can Nordic walk in the countryside!

**Freedom** - Using Nordic poles made me want to go out to walk and explore. From my first lesson in 2008 I knew Nordic walking was for me. No expensive gear was required, sensible trainers and ordinary outdoor clothing was all that was needed. Instructors provide poles for students to use. I soon bought my own poles and thereafter there was no stopping me.

**Further** - Nordic walking gave me and a friend the incentive to walk the pilgrim route from St. Jean Pied de Port, France to Santiago de Compostelle, Spain. We have completed 674km in stages and plan to walk the last 100km this year. Admittedly we didn't Nordic walk the whole time however our poles certainly helped us cross the Pyrenees in torrential rain and aided us along the endless plain of Meseta.

**Fitter** - Definitely! Nordic walking, invented as a form of summer training for cross-country skiers, has its own technique and exercises the whole body far more than walking without poles. Nordic poles have specially designed hand grips to assist the movement and propel the body forward. They should not be confused with trekking poles which are designed differently. It is necessary to complete a short training course before joining our GO50 Nordic walks.

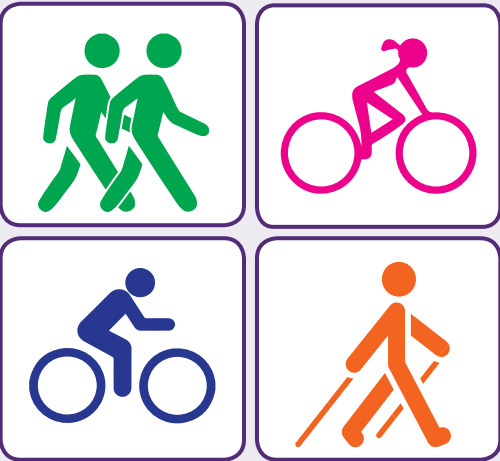


## Make new friends and keep fit!

Anyone aged 50+ is welcome to join our GO50 guided walks and off-road cycle rides in the Surrey countryside. Simply turn up, register and join in the activity. Our GO50 activities include Health walks, Nordic walking, Walks of 2 – 5 miles, Go further walks between 5 – 10 miles long and off-road cycling.

For full details of our programme of activities please contact us:

**01483 503414**  
**[www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)**  
**[enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**



**Want to volunteer?**  
**Why not join our team of GO50 volunteers, email us: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk) or phone: 01483 503414**

# Woking Bedser Hub

Meet the Age UK Surrey staff, pictured on the right, who are located in the Bedser Hub at Woking Hospital. The Bedser Hub is one of North West Surrey's Locality Hubs, a new innovation designed and set up to support people aged 75+ access a range of health, social care and community services – all in one place.

Look out for two more Locality Hubs, one in Ashford and one in Weybridge that will be opened in the coming year.



**Esher Friendship Centre Group** - Eight years on and the Esher Friendship Centre group are still going strong and enjoying a variable programme of events and activities. Here they are at their Christmas social.



**No-one should have no-one at Christmas** - As a result of the John Lewis Christmas advert, in partnership with Age UK, the Manager of The Gracewell Home in Horley generously offered an invitation to 2 people living in the area to attend their Christmas Day celebrations. One of our clients, Mr K from Reigate, who would have spent the day alone, joined in the festivities and thoroughly enjoyed his Christmas lunch and afternoon activities. The Home arranged transport to and from his house and his family were very grateful to Gracewell Home for their kindness.

## Connect Group to support people living with dementia and their carers

A group named "Connect" was set up in June last year by Churches Together in Effingham and Little Bookham to provide support for carers and their partners with dementia. The group meets fortnightly from 10am to 12 noon in St Lawrence Church Hall in Effingham and is for any couples in the general locality. The group aims to provide support for the carers as well as a wide range of stimulating activities for their partners with dementia.

Organiser Gill Walker said "A splendid team of volunteers has been recruited and each morning

starts with a good cup of coffee and cake for everyone. Our mornings may include snooker, a short walk, a game of dominoes, some music, puzzles, a quiz, bowls or New Age Kurling – to name a few of our activities. In the Summer we hope to organise some outings too. We have space to welcome more couples and want to get the group more widely known."

For more information please call:  
Gill Walker: **01372 457987**  
or Kim: **01932 586988**



# Events and Fundraising

Are you up for a challenge?



## Surrey 5 Peaks Hikeathon

The Surrey 5 Peaks Hikeathon is a one-day, 24 mile five peaks walk on the **17th September** across the stunning Surrey Hills that will test your determination and stamina. There is also a 12 mile circular route that includes 4 of the 5 peaks. Both start from Shamley Green.

We have partnered for the first time with the Surrey Care Trust who are organising the event to give our supporters the opportunity of joining in this amazing challenge and at the same time raising funds to help us to support people in overcoming their own challenges. **To sign up visit:** [www.ageuk.org.uk/surrey/events](http://www.ageuk.org.uk/surrey/events)



## Carol Service

St Martin's Church, Dorking was the venue for our Carol Service in 2015. Surrey Cantata, conducted by Sebastian Forbes, performed beautifully and led the carol singing. Thank you to our sponsors Jennifer Margrave Solicitors, The Good Care Group and Haart Estate Agents. Thank you to everyone who joined us.



## WhoseShoes

WhoseShoes is an interactive game that enables people to share their experiences of using health care services. Through funding by NHS England Health, Surrey, Sussex and Kent and in partnership with Age UK Tunbridge Wells we ran four events across Surrey for people with dementia and their carers.

The findings will be reported back to inform on the progress and future direction of the HEKSS Skills Development Strategy in Dementia. Thank you to the groups who took part and also to Age UK Tunbridge Wells for facilitating the events.



## Donate a present

Thank you to everyone who donated a present for an older patient staying at a Community Hospital over Christmas. The response to our appeal was amazing. Thank you to The Hub in Godalming who helped promote the campaign. Also a big thank you too to Havas Life Medicom, their staff designed and made Christmas cards for every patient to be included in the Christmas gift bags.

## Love older life

Ninety two year old Lionel Joseph, an Age UK Surrey trading customer purchases his car insurance from us. He keeps himself fit by cycling with his wife for anything up to 30 miles on their tandem bike.



## Congratulations to our Big Knit Campaign

Thank you to all our knitters for helping us reach our target of 2,500 knitted woolly hats for the Big Knit campaign 2015, in association with Innocent. The smoothies, wearing their little hats, were sold in supermarkets for several weeks during February. Age UK Surrey received 25p from every smoothie sold.

This year we hope to increase our target and raise more funds for supporting our services in Surrey. So please carry on knitting and sending in your little hats!

If you would like more information, please call: **01483 503414** or email Melanie Sneller at: [melanie.sneller@ageuksurrey.org.uk](mailto:melanie.sneller@ageuksurrey.org.uk)



## Ways to Support us:

Age UK Surrey is an independent local charity. We offer a range of services to help people aged 50+ make the most of life. Our aim is to see a county where older people live a fulfilled and enjoyable life, free from isolation, poverty, abuse and discrimination. Please help us raise funds so we can help continue our vital work across Surrey:



Donate your car



Donate via Text



Leave a legacy



Donate Online

For more information visit:  
[www.ageuk.org.uk/surrey/donate](http://www.ageuk.org.uk/surrey/donate)

## DATE FOR YOUR DIARY

This year we will be holding a **Carol Concert on 13<sup>th</sup> December** in the marquee at **Guildford Cathedral**. Please do join us to celebrate this special time of year. There will be refreshments and mince pies. Times: Refreshments between 10.30 – 11.15. Concert 11.15 – 12 noon.

## Get involved - volunteer!

If you would like to help us fundraise or support at an event, we would love to hear from you. Please contact our Volunteer Co-ordinator for more information: **01483 503414** or email: [lesley.power@ageuksurrey.org.uk](mailto:lesley.power@ageuksurrey.org.uk)



# Services to support you

We offer a range of services to help keep you independent and informed, connected to your community and healthy and active. For more information on any of our services, please visit our website:

[www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey), alternatively please telephone: **01483 503414**

## Footcare



## Advocacy



## Counselling



## Men in Sheds



## Information and Advice



## GO50 Walks and Cycling



## Wellbeing Projects



## Help at Home



## Help us to reduce our costs

Do you have an email address? - If you have enjoyed reading News and Views and would be happy to receive it by email please contact: [melanie.sneller@ageuksurrey.org.uk](mailto:melanie.sneller@ageuksurrey.org.uk). This helps to keep our printing and postage costs down.

If you do not want to receive the Age UK Surrey News and Views please write to Marketing at Age UK Surrey, Rex House, William Road, Guildford, Surrey, GU1 4QZ.

**We depend on donations and legacies to support our work within Surrey. You can donate via our website or by completing the form below: (You can also donate online at: [www.ageuk.org.uk/surrey/donate](http://www.ageuk.org.uk/surrey/donate)).**

✓ Yes I would like to donate: £5 ☐ £10 ☐ £15 ☐ Other: £..... to Age UK Surrey.

### Boost your donation by 25p of Gift Aid for every £1 you donate:

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.

**In order to Gift Aid your donation you must tick the box below:** *giftaid it*

☐ Yes I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Age UK Surrey. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. Please notify us if you: want to cancel this declaration; change your name or home address; or no longer pay sufficient tax on your income and/or capital gains. If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

Title ..... Name .....

Address .....

Postcode ..... Tel .....

Email .....

Signed ..... Date .....

Please complete and return this form with your cheque made payable to Age UK Surrey to the address below.

**Using your personal information:** Age UK Surrey would like to keep in touch with you to let you know about our other services, products and the vital work we do to improve the lives of older people. By providing your contact information you are agreeing to receive information. You can unsubscribe from these communications at any time by phoning 01483 503414, writing to us at the address below, or by ticking this box: ☐



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