



## Activity sessions in community hospitals

In partnership with Virgin Care we are delivering activity sessions to patients in Virgin Care's community hospitals in Milford, Farnham, Haslemere, Walton and Woking. Arranged as either one-to-one or small group activities, they are proving very successful in giving patients a positive and mentally stimulating time during their stay in hospital as well as boosting morale. Carers and relatives are also encouraged to participate in the sessions.

Our Age UK Surrey Co-ordinator and a dedicated team of volunteers work closely with the Virgin Care nursing and therapy teams to encourage patients to take part in the activities which include; music and seated movement, word games and quizzes, sing-alongs and memory games based on earlier life experiences. The activities also help to encourage interaction with other patients.

Overleaf is an extract from a letter we received from a Consultant at the Farnham community hospital, about the positive impact the sessions were having on patients and one lady in particular.

## Welcome from Sue Zirps, CEO

At Age UK Surrey we are excited to be working on some new projects, in partnership with Clinical Commissioning Groups (CCGs), GP practices and Virgin Care to improve the wellbeing and quality of life for older patients in hospital, at home and in the community. In this issue we cover the successful activity sessions that we are running in five Virgin Care community hospitals. It is particularly pleasing to see that the activity sessions are having such a positive impact on the wellbeing of patients.

You can also read about the Making Connections Surrey Heath project supporting older people who have been identified by their GP as being at risk of social isolation and loneliness, or who are suffering from recent bereavement, falls or changes in health.

We are currently developing a new project with Guildford and Waverley CCG that will also see older people in the area receiving support in the community and at home to realise their personal goals.

Of course without our volunteers, we would not be able to deliver this much needed support and I am really grateful to them for the time they can give us.

**If you would like to get involved as a volunteer, please do get in touch. We would love to hear from you.**



## Letter from a Farnham Consultant about the Hospital Activity Sessions

An extract from a letter by a Consultant, at Virgin Care's community hospital in Farnham, talking about the impact of the activity sessions:

*"The vast majority of our patients are over the age of 70 years and some much older; we currently have a 102 year old lady and a gentleman who will be 100 in a week or two. Many of our patients have declined in both physical strength and in confidence. We realise that the decline in confidence has multi-factorial causes and although we often see confidence improve with physical strength improvement, this is sometimes not enough.*

*The sessions from Age UK Surrey have supported our work enormously. The activities offered really boost our patient's morale and give them a link to very important times in their lives that many of our patients share and so the session also acts as a prompt for on-going communications between patients.*

*One particular lady showed extremely high levels of anxiety during her stay with us. This same lady showed her true character in your sessions; she became bright and interactive. The anxiety disappeared when she was focussed on positive aspects of her earlier life. Following this revelation we enrolled the help of our clinical*



*psychologist who, armed with the information gathered from your sessions, was able to establish that this patient had separation anxiety. The separation was from things she knew and felt reassured by. These things were generally missing in her day to day treatment at Farnham but in your sessions she was exposed to them. This was a really positive finding. Not only did this patient benefit but I have personally seen many of our patients having a positive, enjoyable and intellectual time in your sessions and I am very keen that they continue."*

Would you be interested in volunteering at one of the hospital sessions in Milford, Walton, Haslemere, Farnham or Woking? Please call Lesley Power on 01483 503414.



## Get out your knitting needles for The Big Knit

A big thank you to all our knitters who worked so hard creating the wonderful woolly hats for last years Big Knit which raised a fantastic **£625.00!**

We are delighted to announce that we are once again taking part in Innocent Smoothies Big Knit, so do get your knitting needles at the ready - **our 2015 target is 2,500 hats!** You can be as creative as you wish, although patterns can be downloaded from Age UK's website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

The smoothies with bobble hats will be on sale in retailers for three weeks in February 2016.

Please send in your hats at any time but **by mid November** to Melanie Sneller, Marketing and Fundraising Assistant, Age UK Surrey, Rex House, William Road, Guildford, Surrey, GU1 4QZ.

## Making Connections - Surrey Heath

Promoting wellbeing and enabling people aged 75+ to be active in the community, Age UK Surrey is working with Surrey Heath Borough Council and the Clinical Commissioning Group (CCG) on the Making Connections project.

Studies show that being lonely or isolated can impact upon mental and physical health factors and that lonely people find everyday activities more stressful than those who are not socially isolated. Rates of mortality for older people who are lonely are reported as 50% higher; emergency hospital admissions are a third higher and GP consultation rates 3 times higher compared with their non-lonely peers.

Through the Making Connections project, GP's, Health and Social Care professionals in Surrey Heath are identifying people at risk of social isolation and loneliness who could be suffering from recent bereavement, falls or changes in health and offering them additional help and support.

The new integrated approach offers people, with the support of an Age UK Surrey Making Connections Co-ordinator, the opportunity to set themselves personal goals, for example returning to an old hobby, going to the shops or trying something new. They will then be matched to a volunteer to support and encourage them in achieving these goals.

The project has enjoyed great success working with one GP practice in Surrey Heath and has now been rolled out across the whole of Surrey Heath. We will shortly be working closely with Farnham and North Hampshire Clinical Commissioning Group and Waverley Borough Council to replicate the success stories of Surrey Heath.

### A case study from the Making Connections project:

*Mrs A is 83 years old, lives alone since she lost her husband, and doesn't have many friends. She suffers with arthritis which gives her a lot of pain. Mrs A had a fall and damaged her knee making it difficult for her to get out. She was receiving physiotherapy at home and had been given a daily exercise programme to follow.*

*She really wanted to be able to get out and not rely on her family. Her goal was to get back on the bus so she could do her own shopping. Starting with small steps our volunteer supported her in walking to her local shop. The volunteer is now working with Mrs A to travel by bus and go into town on her own.*

## Want to get digital?

### Need a bit of advice?

#### Our Computer Drop in Centre can help

If you or someone you know would like to gain more confidence in using a computer, tablet or mobile device, our team of volunteers at the Computer Drop in Centre can help. No question is too simple (or complex) - whatever your level of digital skills, do drop in and see us.

We offer a free drop-in service from  
10am-12noon Monday - Friday

Dray Court, Madrid Road,  
Guildford, GU2 7UW.

For further information please call:

01483 452944 or email:

Computerdropin@ageuksurrey.org.uk



## Age UK Surrey Footcare

Our Feet First service offers basic footcare to support older and disabled people in the community.

Make an appointment at one of our centres in Banstead, Dorking, Elmbridge, Guildford, Woking and Waverley for services including: nail cutting and filing, callus filing, advice on looking after feet, guidance on suitable footwear, referral to NHS podiatrists as appropriate. For more information call:

01483 454 646 or email

enquiries@ageuksurrey.org.uk



## Providing Excellence in Information & Advice



We are delighted to announce that in May this year Age UK Surrey's Information & Advice Department achieved the Advice Quality Standard (AQS). Our Information and Advice team helps people on a range of issues such as: finding help at home; safety and security; housing needs; providing a listening ear; information on care homes; support for carers and

*"Many thanks for all your invaluable help and support with regard to myself and the Department of Work and Pensions"*

benefit entitlement checks. This quality mark is for organisations that provide advice to the public and have demonstrated that they are easily accessible, effectively managed and employ staff with the skills and knowledge to meet the needs of their clients.



*"They are very gifted ladies in every sense of the word who, added to the bargain, have the ability to make one feel worth helping!"*

AQS is owned by Advice Services Alliance and the assessment process is independently managed by Recognising Excellence.

AQS standard holders must be audited every two years. The AQS quality mark has demanding requirements and we are pleased to have been assessed as providing a high quality service.

## In The News

Do you enjoy the occasional or more frequent tippie?

The English Longitudinal Study of Ageing has revealed that despite appearing to lead healthy lives, middle-class over 50s are putting their health in danger through harmful drinking. Nine thousand over 50s responded to the survey, which revealed worrying results. Age UK's Chief Economist, Professor Jose Iparraguirre, author of the research claimed;

*"Our findings suggest that harmful drinking in later life is more prevalent among people who exhibit a lifestyle associated with affluence and with a 'successful' ageing process. Harmful drinking may then be a hidden health and social problem in otherwise successful older people."*

For men, the risk peaked in their early 60s before gradually reducing with age and highly educated, successful individuals of both sexes were at the highest risk of harmful drinking defined as over 22 units for men and over 15 units for women.

Government figures last October show a 65% increase in the number of women over pension age being treated for drink related problems in the last five years in England. No links were found between heavy drinking and feelings of loneliness and isolation.

Much of the risk is attributed to unawareness of heavy drinking among middle-class over 50s due to their outwardly healthy lives, and often only drinking at home. In addition to this, many middle-class women place themselves at risk in not taking into consideration the differing effects of alcohol upon different sexes when, for example, sharing a bottle of wine with their husband.

## Are Care Homes Becoming Unaffordable?

The gap between care home costs and pensioner income has widened by 54 per cent in the last year. Research shows that the yearly cost of a home in the South East is £32,760—outstripping income by more than £17,000. According to figures from Prestige Nursing and Care the greatest rise in fees came in the south east with a 2.2 per cent increase, twice the average for the country, a survey of 165 homes found.

If you would like information and advice about Care homes in Surrey, please call our Information and Advice telephone helpline: 01483 446627

# Men in Sheds

The Men in Sheds have been extremely busy over the past few months using the carpentry skills they've learned at 'The Shed' to produce some beautifully crafted items.

Handmade wooden clocks, bird tables, bird boxes, planters, quality kindling and wooden house numbers were available to buy from their stand at The Rural Life Centre's Rustic Sunday event on Sunday 26th July. If you'd like to purchase one of the items please contact John Fairs, Men in Sheds Co-ordinator on 07722 753074 or email [john.fairs@ageuksurrey.org.uk](mailto:john.fairs@ageuksurrey.org.uk).

Suggested donation

Bird Table £29.00

Bird boxes £13.00

Planters £22.00

Solid Oak Clocks £23.50

Items would need to be collected from 'The Shed' in Ash.  
Please make cheques payable to Age UK Surrey.



## St George's Day Farmers' Market

We had a busy day at the Farmers' Market in Guildford High Street to celebrate St George's Day with plenty of people visiting our stand. The April sun shone and brought people into the town. Local MP Anne Milton (third from left) paid us a visit as did our Chairman of Trustees Robert Avis (left of picture).



## Surrey Heath Show

On Bank Holiday Saturday on 2nd May our stall at the Surrey Heath Show, in the lovely setting of Frimley Lodge Park, attracted a good number of visitors and we helped with a wide range of enquiries. The display of knitted bobble hats from The Big Knit innocent smoothies promotion attracted lots of attention from children and adults alike. As a result of chatting to a man and giving him a leaflet about Men in Sheds, he visited 'The Shed' the following week and is now a signed up member of the group!

## Surrey Independent Living Fair

The theme for this year's Independent Living Fair, held at Epsom Downs Racecourse on 25th June, focussed on older people. We were delighted to be able to showcase several areas of our work, including an Information and Advice desk with our I&A Officer Karen Lucey on hand to offer help and advice. We had a Wish Tree on display for older people to write down the sort of services they most wanted.

Volunteer Roger James brought a range of handcrafted wooden items from the Men in Sheds in Ash. Our CEO Sue Zirps, Di Cheeseman, Pam James and Andrew Bennett spent time chatting to the many visitors throughout the day and handed out information about our services.

## Tribute night raises funds for dementia



A big Thank you to the Good Care Group and Julie Gillam, who organised a 'Simply Red' Tribute evening at the Red Bar & Restaurant in Weybridge in June. The event raised over £3000 for Age UK Surrey and Dementia UK. John Virgo held an auction, including a snooker cue signed by players of the 2015 masters!

**There are currently 850,000 people in the UK living with dementia and this is set to rise to one million in the next ten years.**



## The Big Chinwag

### Raising funds to combat loneliness

Up and down the country, organisations, schools and individuals got together in June for a good 'chinwag' to raise funds to help older people and combat loneliness. A big thank you to Home Instead Senior Care for hosting a tea party for their clients at Tekels guest House in Camberley and raising funds for Age UK Surrey. Our Trading Manager Andrew Bennett gave a short talk about our services and gave out information leaflets to the guests.

## Thank you Tea Party for volunteers and staff

Volunteers and staff enjoyed the chance to get together, relax and chat over tea, cakes and scones at Denbies wine estate in Dorking in July. Many thanks to Denbies for the vinery train ride, which was delightful in the afternoon sunshine.

The raffle raised over £200 and we would like to thank: Denbies Wine Estate; Jamies Italian Restaurant; the Odeon cinema; M & S and Boots in Guildford; as well as Squires in Milford and our Men in Sheds for their raffle prize donations.



## Can you Volunteer for us?

**Do you have 2 hours a week to spare during the day?**

**Do you enjoy older people's company?**

**Would you like to help make a difference to an older person's quality of life?**

**If you can answer YES to these questions we'd love to hear from you.**

**Please call Lesley Power, Volunteer Co-ordinator on 01483 446646 to find out more.**

**Alternatively email her on: [Lesley.power@ageuksurrey.org.uk](mailto:Lesley.power@ageuksurrey.org.uk)**



## One Stop Surrey

**O**ne Stop Surrey is an onward signposting and referral process to ensure a person is getting the right kind of information and support they need.

The referral checklist, can be completed by either a health or social care worker or other

professional visiting a resident in their own home as part of their normal day to day work.

Friends and family members who would want to ensure that someone they know is getting appropriate information and support can also complete the form.

Checklists are returned to Age UK Surrey. We then ensure that the relevant partner organisation is alerted to the information so that they can take appropriate action to support the individual.

**The completed checklist can be returned to Age UK Surrey by email, post or via our website.**

## Cost of Age UK Funeral Plan Reduced

The price of an Age UK Funeral Plan has gone down by £160 because new legislation has changed the way deaths are certified in the UK. All deaths will now be referred to a coroner who will be responsible for certifying the cause of death. A doctor's medical certificate will no longer be required. The Age UK Funeral Plan guarantees to fix the cost of a cremation funeral at today's prices. It helps spare loved ones the financial pressure at a difficult time and the worry of having to plan and organise a funeral.

Andrew Bennett, Age UK Surrey's Trading Manager said:

"Our Research shows that 2.1 million people in the UK aged 60 and over don't know how the cost of their funeral would be met and almost two-thirds (65%) have not made any financial plans for their funeral as yet. Where and how we are finally laid to rest is one aspect of a dignified end of life. Of course, it's a sensitive issue, but discussing wishes with family and considering well in advance the practical arrangements for a funeral and how it should be paid for can save a lot of worry and difficulty at a deeply upsetting time".

If you are interested in finding out more about the Age UK Funeral Plan, please telephone: **01483 503414** alternatively email: [andrew.bennett@ageuksurrey.org.uk](mailto:andrew.bennett@ageuksurrey.org.uk)

## News from Friends of Surrey Age UK

### Working Forum – The Voice for Older People



Woking Forum holds two Forum meetings per year, open to over 60's and carers. Each Forum has a theme with a range of speakers. The group discussions that follow are proving very popular, as everyone gets an opportunity to discuss what the speakers have said and get the chance to air their concerns and ask questions.

The next Forum is on Thursday 5<sup>th</sup> November 2015 in Woking town centre.

For enquiries (please leave a message and contact details) 01483 751456.

## Date for your diary

Tuesday 8th December 2015 - St Martin's Church, Dorking

Our Annual Christmas Carol Service will be held on Tuesday 8th December at St Martins Church, Dorking at 2.00pm.

We would love to see you there.

Please call Lesley Power to confirm your attendance on 01483 446646.

Alternatively please email her on: [lesley.power@ageuksurrey.org.uk](mailto:lesley.power@ageuksurrey.org.uk)

(Please let us know if you require a wheelchair space).



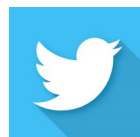
## Remember Age UK Surrey in your will

We are very fortunate that people remember us in their will and leave legacies to us. As an independent charity Age UK Surrey must raise all the funds we need through our own fundraising campaigns. All the money we raise is spent helping older people across Surrey.

If you can help us by leaving us a legacy, please let us know.

## Join in the online conversation!

[www.facebook.com/ageuksurrey](http://www.facebook.com/ageuksurrey)



@AgeUKSurrey

PLEASE CUT HERE

## Please support us

☐ Yes, I would like to support Age UK Surrey. I would like to donate £.....

☐ **Gift Aid Declaration.** Please tick box if applicable.

Yes I want Age UK Surrey to treat all donations I have made for the last four years prior to this year and all donations I will make from the date of this declaration until I notify you otherwise as Gift Aid donations. I confirm I pay an amount of UK income tax and/or capital gains tax to cover the amount that all charities and Community Amateur Sports Clubs will reclaim on my donations in the tax year 2014/15.

Name .....

Tel .....

Address .....

Email.....

.....

Date.....

Thank you for  
your support

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You may unsubscribe from our communications at anytime.

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