



COMMUNITY HOSPITAL ACTIVITIES - FARNHAM

Age UK Surrey has been delivering activities to elderly patients at Farnham Community Hospital since November 2014. Run by volunteers, it gives patients the opportunity to socialise and join in activities of their choosing, for example, quizzes, reminiscence exercises, crafts, games and singing. Patients have also been able to enjoy chair yoga too.

“Like most people one finds oneself wanting to give back to the community. It came naturally and felt right”

The activities are designed to help boost confidence, encourage people to chat and provide mental stimulation. They are held in the wards common room. A consultant reported: 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 acts as a prompt for on-going communications between patients.

The volunteers usually visit weekly but unfortunately, the pandemic has meant visiting has had to be suspended during lockdowns. Age UK Surrey has worked closely with the hospital to ensure that when the volunteers were able to go in, they had additional training so that they could protect themselves and others while adhering to hospital Covid guidelines.

Sally is the lead volunteer for hospital activities. We are very grateful to her and the team of volunteers who have been happy to go in whenever they were allowed during the pandemic. Their last visit to the wards in Farnham Hospital was in early January this year. They make such a difference to people, especially those who have no or very few visitors. One of the elderly patients they met was so upset as she was so lonely since she lost her husband and was so worried about her future. She was grateful to have someone to talk to.

**READ MORE:
about Sally and
the dedicated
team of
volunteers on
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WELCOME TO 2021

A very warm welcome to you. As I write, the weather has turned cold with ice and a sprinkling of snow, but the sky is blue and the sun is shining.

I would like to extend my condolences to everyone who may have lost a loved one during the past year and acknowledge how hard it has been for many of us who have been separated from our family and friends.



As spring approaches, I believe there is much to be hopeful for. The roll-out of the Covid-19 vaccine to the most vulnerable and other groups starting to receive theirs and the numbers of cases falling from the January peak means that we can start to look forward to a return of activities in the coming months.

If you are struggling with heating and paying bills our Information and Advice Advisors may be able to support you through our Warm and Well project.

If you would like a friendly person to chat with on a regular basis, our Check in and Chat service can match you with a volunteer who would love to have a regular chat too.

Thank you to everyone who has donated to Age UK Surrey to support our services, it means so much to us. From everyone at Age UK Surrey, we hope to be seeing you all again soon, please keep in touch.



Sue Zirps, CEO

HOSPITAL VOLUNTEERS

Sally and her team of hospital volunteers say that working at the hospital has been a privilege.

“My mother suffered from Alzheimer’s disease so I came into the role with some experience and knowledge of what to expect. There is no pressure from anyone, therefore I can be myself and chat freely with the lovely elderly patients to my heart’s content. I try to be creative with new ideas in order to gain their interest and attention”.

The majority of the patients welcome the team of volunteers warmly. Some are maybe a little more apprehensive of their presence but it does not take them long to make the patients feel comfortable once they explain the purpose of their visit.

“Clearly some patients do require more assistance with understanding some of the activities e.g., quizzes and certain board games but with help from the other volunteers most of the time we manage to engage the group fully. We are obviously always immensely pleased that patients that we have connected with over a few weeks are well enough to go home – but you can’t help feeling sad to say goodbye.



I am really keen to get these sessions up and running again once the pandemic has eased and we are finally allowed back into the wards”. As Covid-19 cases continue to fall we hope that Sally and her team of volunteers will be back on the wards soon.

If you are interested in volunteering, or know someone who may be, please do get in touch with Debra Davies, Volunteer Lead at Age UK Surrey: debra.davies@ageuksurrey.org.uk

VACCINES, ST JOHN AMBULANCE & YOU



The news of the delivery of coronavirus vaccines in the UK has provided a sense of hope. The NHS is right now offering the vaccine to people most at risk from coronavirus. Some of you may already have had the first jab. Currently, frontline health and social care workers, people aged 65 and over and those with long term clinical conditions are being administered the vaccine. It is going to require patience as not everyone will be able to get vaccinated at the same time - but now there is light at the end of the tunnel.

From the very start of the pandemic, St John Ambulance has been on the frontline supporting the NHS. Their volunteers support in so many different ways some of which include; crewing frontline emergency ambulances, working in hospitals providing support in A&E and wards - and in more recent months at vaccination centres across the country.



What you may not know is that James Roberts, our Senior Help-at-Home Coordinator, is also in his spare time, the District Manager for St John Ambulance. James started when he was just 12 years old as a cadet, working his way as First Aider, Emergency Ambulance Crew, First Responder, Youth Leader,

Trainer and Assessor and is now the most senior volunteer in the Surrey District. He spends his evenings and weekends providing leadership, direction and support to the dedicated team of volunteers who form the District Leadership Team.

“My experience of the vaccination centres I have visited so far has been nothing but a positive and emotional experience. The community spirit and dedication of volunteers stepping forward to support the NHS roll this out is also humbling to see”

There are many centres in Surrey; the Mass Vaccination Centre in Epsom, for example, now operates 7 days a week and sees 800-1000 people vaccinated daily. James is pleased to say that the elderly have been positive and eager to get the vaccine. “It was amazing to see the look of delight and relief on individuals faces as they left the centre”. Older people have been reassured to find out that there are no long queues, that there is always a chair to sit on along the way and a volunteer around to offer support during this momentous time.

SERVICES WE ARE CURRENTLY OFFERING:

Information and Advice

We provide free confidential Information and Advice on a range of issues including housing, care and money. We undertake benefit entitlement checks for clients to help improve their financial situation.



If you cannot get us directly please leave an answerphone message and we will return your call as soon as possible. Remember to leave your name, telephone number, where you live and the nature of your enquiry. You can also email us.

Check in and Chat

One of the best ways of helping someone during this unsettling time is by just keeping in touch. We are able to offer this free service through the support of volunteers, who we match with people that would like a call.

Volunteer Shopping

This is a free service and available to older people who are still not able to access online food deliveries or go to the shops because they are shielding due to the pandemic. We will try to match people who need support with a volunteer who lives nearby, but please allow a minimum period of a week to find a match.



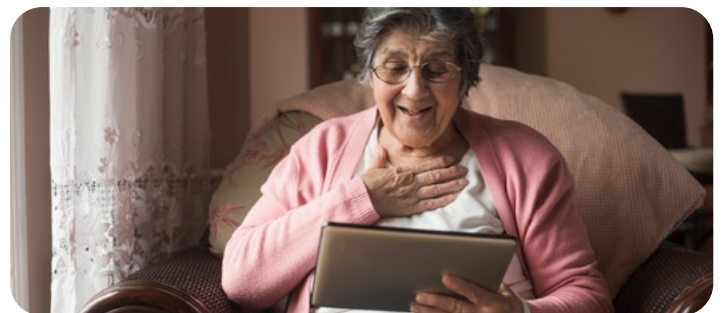
Digital Online Help

Our friendly and experienced team of volunteers will help you learn and improve your skills. Staying home and staying safe has given rise to lots of new initiatives and ways to virtually access shows, art collections, nature and open spaces – all from the comfort of your home! If you need digital help to take advantage of this online surge, we are offering a free telephone service arranged at a time and day that is mutually convenient. We can also give computer, tablet and mobile phone advice.

For more information regarding any of these services call: **01483 503414**
(Monday - Friday 9.00am - 4.45pm)
or email: enquiries@ageuksurrey.org.uk

Virtual Coffee Mornings

Our social coffee groups have gone online. Join Catherine, Age UK Surrey's Information and Advice Manager, for a sociable and friendly chat over virtual coffee. Get to know others or ask Catherine any questions you may have about issues affecting older people. Every Monday and Thursday 2.00 - 3.00pm.



To book email: enquiries@ageuksurrey.org.uk
This service is supported by the Surrey Virtual Wellbeing Hub. For other virtual health and wellness activities: <https://virtualwellbeing.healthysurrey.org.uk/>

Due to Coronavirus, we are unfortunately not able to run many of our social activities and services including Men in Sheds and Shopmobility. Please contact us or check our website for the latest information. We hope to be able to welcome you back soon.

20+ YEARS OF BEING A HOME HELP

Our Help at Home service is here to make your life easier for you - whether you need someone to keep your home clean and hygienic, do light housework, have a chat, go to the shops or tidy your garden. Our friendly and reliable Home Helps and Gardeners will undertake a wide range of tasks to help improve your quality of life and keep you independent at home.

Additionally, many clients value the overall positive impact of the companionship offered by their Home Helps and look forward to their weekly visits. We spoke to two of our Home Helps who have been with us collectively for 53 years!



Dot Webster is retiring at the end of February, after 26 years of working as a Home Help for Age UK Surrey, but the overriding thought on her mind is the welfare of her clients. "Have you really got to stop?" has been their initial reaction to her announcement. Although Dot knows that the Regional Coordinator will ensure her clients will be looked after, she can't help her concern as she has known them for a long time. One of her clients is an elderly gentleman whose house she has cleaned since 1999!

"One client I go to... I get there and she makes me a cup of tea and we sit down and have a chat and then I get on with my work"

Dot started working 5 days a week and then in more recent years cut it down to 3 days a week, working in each client's home for 2-3 hours depending on their requirements. When asked what has motivated her, she replied, "The people keep me going... the communication... I have been lucky with all my clients".

But perhaps they have been lucky with her; Dot continued to socially visit a husband-and-wife client team on a Wednesday afternoon even after circumstances forced the couple to move into a care home and they couldn't use her services anymore!

Dot is looking forward to spending more time on herself and with her family. She has 5 grandchildren and is eagerly awaiting the birth of her first great grandchild. Enjoy your well-deserved retirement, Dot!

Like Dot, Patricia Pull works as a Home Help and is in her 27th year! She began because it fitted in with her young children's schedule but says now, "It's my favourite job. I like cleaning; I find it quite therapeutic."

Tricia too, has become friends with her clients. "You can always have a good old chat. Most people love chatting and I'm quite good at chatting." says Tricia with a laugh. An elderly gentleman who Tricia has worked for since 2001 has now, due to Covid-19, moved away to be with his daughter. But Tricia still telephones him and every once in a while will check up on his bungalow.



Another elderly lady she recalls had no children and so every Christmas Eve, Tricia would cook a little dinner and with her three children would go over and share it with her client. Tricia has no plans of retiring anytime soon and we wish her and her sunny positive attitude many wonderful years ahead!

If you are interested in our Help at Home services do contact us.

Our support team will talk to you about your requirements and will introduce you to a Home Help who we have interviewed and selected.

We take the safety of our clients seriously. All our Home Helps are comprehensively briefed and have access to PPE. In addition, all Home Helps will maintain social distancing, following Government guidelines.

OUR GRATEFUL THANKS

Online Carol Service

On Friday 18th December we had our online Carol Service from Guildford Cathedral. Hundreds of people signed in to enjoy a morning of traditional carols, music and readings. Residents from Care Homes across the county were encouraged to watch it together from the comfort of their home.



The service was led by the Dean of Guildford Cathedral, carols were sung and led by the Guildford Cathedral Singers and a medley of Christmas songs were performed by The Rock Choir and children from Tormead School. Thank you to everyone who supported this event which raised £577.00.

Surrey Rowing Club



Pictured above are Samuel Tuck, Head of Rowing from the University of Surrey Rowing Club with students Jamie, Tom and Alex handing over gift bags of presents they had put together to Fran Campbell, Head of Services, Frimley Health Foundation Trust. The presents were distributed to patients on Christmas day at Farnham Hospital to brighten up their day, wish them well and let them know they were not alone.

First Batch of Big Knit Hats

Our first batch of hats for the Big Knit campaign have been sent to innocent – 6,473 of them! Thank you to all our knitters but please keep knitting as we still need 13,527 if we are to reach our final target of 20,000 hats by October. If you know anyone who loves knitting or would like to start up a new hobby please ask them to get in touch.

Knitting patterns are available to download from our website www.ageuk.org.uk/surrey/get-involved/bigknit. Alternatively, you can call 01483 503414 or email: melanie.sneller@ageuksurrey.org.uk.

Please post your hats to Age UK Surrey, Rex House, William Road, Guildford, Surrey, GU1 4QZ.



Congratulations to Joan who recently celebrated her 90th Birthday. She has been knitting hats for us since we met her at our stand at the Farmers Market a few years ago. Joan has encouraged friends to join her and together they have produced hundreds of little bobble hats for The Big Knit. Thank you, Joan!

In Memory Of

Making a donation in memory of a loved one is a wonderful way to celebrate their life. It's a positive way to help make their memory last and to support the work of Age UK Surrey.

We are very grateful to the families and friends who have donated in recent months in memory of their loved one. Donations have been received in memory of Mr Aubrey Heyer, Mrs Muriel Tyler, Mr Mark Prudence, Mrs Rita Periam and Mr Rodney Miller.

SPOTLIGHT ON THE CALL OF FRIENDSHIP

Age UK Surrey is delighted to have been able to deliver services to support veterans and older people during the pandemic via the Call of Friendship project. This was made possible through the support of the Armed Forces Covenant Trust Fund which has supported this project during the period of June to November 2020.

145 During the period we delivered **direct support** through our service to at least 145 people (men aged 81+), including **25** who identified themselves as a veteran.



102 Our **Information and Advice Team** supported at least 102 people of veteran age. Benefit entitlement support was claimed and awarded for **22** people resulting in them receiving collectively **£88,548.98**



15 We matched at least 15 veterans with **Check in and Chat Volunteers** and at least 10 veterans with **Shopping Volunteers**. (In the period June to November we had over **150 enquiries** into the service. Many of these would have been of veteran age).



35 During the period our **Digital Support Volunteers** assisted 35 people over the telephone.



We spoke to Hanna, a volunteer who supported Anthony in the Check in and Chat service. "When my grandmother passed away a few years ago, I wanted to do something in her memory. Granny was very fortunate to have a lot of family and friends around her to chat and take care of her and I know that not

everyone has the same. This is why I wanted to become a Befriender and be able to chat to someone who could perhaps be lonely".



Anthony, aged 84, completed National Service in the Royal Electrical and Mechanical Engineers Corps and was posted to Nottinghamshire and RAF Donnington. He referred himself to our Check in & Chat service as he was shielding at home. Anthony has some mobility problems which has made it difficult for him to get out much, previously he was a keen football and darts player; he is a Chelsea supporter.

Hanna is an airline pilot and rings him every Tuesday at 5pm from wherever she happens to be in the world. Anthony says they talk about themselves and modern times and he looks forward to their chats. Hanna says: "Anthony and I talk about a lot of things, about how our weeks have been since we last spoke, asking each other questions regarding something we may have been doing since. He is very keen on football and boxing so I ask if he has watched anything and he tells me about the matches he has watched. I have learned a lot about boxing!"

"I have found speaking to Anthony very rewarding. I know how much he appreciates my calls and looks forward to me phoning him, as do I"

"Anthony is very keen to hear about my job and what I've been doing. I speak to him about my other granny and they quite often ask about each other and say 'hello' through me. I really like calling him and it gives me great joy."

WAYS TO SUPPORT US

Age UK Surrey is an independent local charity. We work for people over the age of 50 offering a wide range of services to help them make the most of life. We depend on donations and legacies to support our work in Surrey.

You can donate via our website: www.ageuk.org.uk/surrey/donate or by completing the form below.

Yes I would like to donate: £10 £15 £20 Other: £ to Age UK Surrey

Title Name

Address

Postcode Tel

Email

Signed Date

Using your personal information: Age UK Surrey would like to keep you informed about our events, campaigns, services and ways you can support us and to send you our newsletter. Please tick the appropriate boxes to let us know how you would like to hear from us:

I would like to be updated by EMAIL

I would like to be updated by POST

If you have any questions on how your data is used and our Privacy Policy please visit our website: www.ageuk.org.uk/surrey/help-page/privacy-policy/ or call us on **01483 503414**

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:

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. *giftaid it*

Leaving a gift in your Will.

Age UK Surrey is committed to being there for older people who need us. If you decide to leave a gift in your Will you will be supporting us to make life better for older people in Surrey.

Every single gift is vital and we appreciate any gift you may choose to leave us after taking care of your family and friends. Whatever the value of your gift, it will go a long way to help someone who needs us.

Having a Will and keeping it up-to-date helps ensure that your wishes can be respected and your property and assets benefit people and causes you really care about. We would always recommend that you speak to a qualified professional such as a solicitor, when making or amending your Will. Your solicitor will be able to advise you on the required wording to carry out your wishes. If you wish to leave a gift to Age UK Surrey in your Will, all you need is our charity details below:

Age UK Surrey, Rex House, William Road, Guildford, GU1 4QZ. Charity No: 1036450

If you have enjoyed reading News & More and would be happy to receive it by **email** please contact: melanie.sneller@ageuksurrey.org.uk

Would you like to volunteer? Most of our services are supported by volunteers; if you would like to get involved we would love to hear from you. Please email our Volunteer Lead for more information: volunteer@ageuksurrey.org.uk

Please complete and return this form with your cheque made payable to **Age UK Surrey** to the following address: Age UK Surrey, Rex House, William Road, Guildford GU1 4QZ

