



## CELEBRATING OLDER PEOPLE'S DAY

We're celebrating International Older People's Day throughout October – a day created by the United Nations over 30 years ago to celebrate older people.

A longer life brings with it opportunities, not only for older people and their families but also for society as a whole. Additional years provide the chance to pursue new activities, a long-neglected passion or to learn new things. It is a time to find out more about our options and choices when planning for later life for our family and ourselves.

**“Age is just a number”**

The UN interviewed centenarians on their thoughts: here is a selection of what they said about old age:

*‘Just always do the very best you can, don't feel that perfection is necessary’.*

*‘Listen to your heart if you are doing things right carry on, if you're not, change!’.*

*‘It's time people knew that older people are still viable’.*

*‘Age is just a number, don't put a limit on it’.*

We are all living longer, in Surrey alone a quarter (25%) of the population will be over 65 by 2039. Our ambition is to support as many people as possible to make the most of later life.

**“Love later life”**

For the month of October we are asking people to celebrate older people and help us raise funds so we can give more people the opportunity to benefit from our services and social activities.

Ways you could fundraise include: hosting a coffee morning, having a cake bake sale, walking so many steps a day, pouring a bucket of water over yourself!

If you would like to donate please complete the donation form on the back of this newsletter. Monies donated to Age UK Surrey support local Surrey services. All gifts are very much appreciated.

## 2021 - SO MUCH MORE IN STORE FOR YOU

I hope you have all been able to enjoy some sun this summer, although it has been rather elusive! In August we held a staff and volunteer party to thank everyone for their commitment and hard work over this past year that has been a tough one for so many.

We are thrilled that four of our volunteers were recognised for exceptional service and presented with Surrey Lieutenancy Awards of Appreciation by the Hon Lavinia Sealy DL, President of Age UK Surrey. The Certificates were signed and sealed by the Lord-Lieutenant, Micheal More-Molyneux.



**Mike**, Tech Support Lead Volunteer was awarded for managing a team of volunteers for over 20 years and in the last year adapted to provide advice and support over the telephone. **Clive**, GO50 Walk Lead Volunteer who has led walks for over 10 years and continued to lead walks throughout the pandemic, within regulations. **John**, Befriender Volunteer and who leads Café Culture social group in Cranleigh, kept in touch with clients throughout the pandemic. **Marion**, Volunteer Administrator, supported Debra Davies, Volunteer Lead with administration of hundreds of new volunteer registrations from people stepping forward to support our emergency services.



I am also delighted to announce that we will be opening a **new charity shop this winter in Haslemere**. We are currently recruiting and also looking for volunteers in the area that would be happy to collect donations of clothing, books and bric a brac. Please visit our website for more information.



Did you know that Shopmobility has been assisting people with mobility problems to get around Guildford town centre for over 25 years? Shopmobility started in 1995 and continues to provide this essential service to help people to stay independent and enjoy all that the town centre has to offer.

We **celebrated this amazing achievement on 10th September** at The Friary Shopping Centre and at the Shopmobility office on Level 3, Bedford Road Car Park. We were privileged that The Mayor of Guildford, Cllr Marsha Moseley, her Consort, Cllr Nigel Manning and other Guildford Councillors attended. The Mayor unveiled a plaque to commemorate the occasion. People associated with the Service for many years were also present and we thank them for attending as well.

Finally, please save the date for Age UK Surrey's annual Christmas Carol Service to be held **Friday 17th December at 11.00am**. More details to follow in our next newsletter. Thank you, as always, for your support of our services, it means so much to us.

*Sue*

**Sue Zirps, CEO**



## LASTING POWER OF ATTORNEY



### Thinking about the future?

We are all used to making decisions for ourselves; from small things like what to have for breakfast to big things like where to live, but what happens when it becomes difficult or even impossible for you to make your own choices, through ill health or after an accident for example?

Lasting Powers of Attorney are documents that enable you, while you still have mental capacity, to appoint trusted loved one(s), whether it be a relative or good friend, as your attorney(s). There are two types of Lasting Powers of Attorney: one that will allow your attorneys to help you with financial matters and one that will help you with matters relating to your health.

**“I was worried about setting up  
a Power of Attorney as I don’t really  
have any close friends or family.  
I was advised to appoint a professional”**

**Jean, 93**

Whatever your age, it is important to consider your future and take time now to grant Power of Attorney to someone you trust.

Like many people, you may assume a family member will automatically be able to make decisions for you, be that a partner, spouse, son or daughter, however this simply is not true. A Power of Attorney has to be in place in order for your family to make decisions on your behalf. Without Power of Attorney decisions that do not reflect your wishes may be made about your

finances, where you live and the care you receive. Family members may have to go to court to get the legal authority to act on your behalf, which could be stressful and costly.

By getting a Power of Attorney you choose someone to make future decisions on your behalf, but only if you need help or lose the ability to make decisions for yourself.

Our Information and Advice team can provide you with free information and advice on Lasting Power of Attorneys. We now offer a full Lasting Power of Attorney service, guiding you step by step through a face to face meeting and ensuring all paperwork is submitted correctly to the Office of the Public Guardian. A fee applies.



If you would like initial advice about Lasting Power of Attorneys, **call 01483 503414**. If you would like to set up a new Lasting Power of Attorney, please contact Leonie Dove, our new Lasting Power of Attorney Co-ordinator emailing: [lpa@ageuksurrey.org.uk](mailto:lpa@ageuksurrey.org.uk)

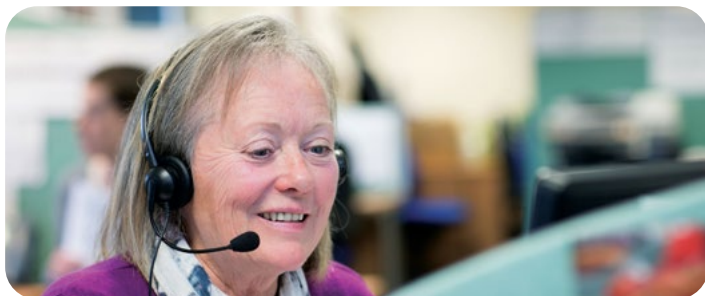
Being prepared will give you and your family peace of mind, we look forward to hearing from you.

## OUR SERVICES SUMMARY

### Information and Advice

Do you know what benefits to claim and how to claim them? Or are you worried that you cannot afford to retire? Perhaps you are anxious about a planned hospital stay and how to cope when you leave? Do you need advice on choosing the right care home?

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. Do contact us and find out more.



### Digital Tech Support

Keeping up with digital technology can open up many opportunities such as being able to shop online, watch concerts and films from the comfort of your home and keep in touch with friends and family. If you need digital help with your computer, tablet or mobile phone, our Tech Support Team of friendly volunteers are just a phone call away.



We also have a Tech Support Drop In at Dray Court, Guildford. Sessions by appointment only, Monday to Friday between 10.00am - 12.00pm.

### Shopmobility

Located at Bedford Road Car Park in Guildford, Shopmobility is open five days a week - Tuesday to Saturday from 10.00am to 4.30pm. Closed on Sunday, Monday and bank holidays.

All scooters and wheelchairs are sanitised. All hires must be pre-booked. To find out the latest opening times, cost of hire and to pre-book a scooter please **email: [shopmobility@ageuksurrey.org.uk](mailto:shopmobility@ageuksurrey.org.uk) or call 01483 453993.**

### Check in and Chat

Staying connected and having someone to talk to is so important, especially when we cannot take part in our usual social activities. If you are missing companionship, we have friendly volunteers who would enjoy having a regular telephone chat with you. After finding out a bit about yourself, we will find a volunteer who is a best match and arrange a mutually convenient time to call you. Do get in touch.

### Help at Home

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. We provide a personal and tailored service.

Our friendly and reliable self employed Home Helps are selected by us and security checked. They visit regularly and provide peace of mind for you and your family. Help at Home is so much more than just a cleaning service - do call to find out more.



**To find out more, call: 01483 503414 (Monday to Friday, 9.00am - 4.45pm)  
or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**



## SOCIAL ACTIVITIES

### Men (and Women) in Sheds

Our traditional leisure activity located in Ash that allows men to socialise, make new friends and learn new wood-making skills has reopened. Additionally Friday afternoon sessions are now open to women! We have spaces on Thursday and Friday afternoons.

Numbers are restricted and bookings are via appointment only until further notice, so do book your place ASAP. **Call 01483 503414 or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**



### GO50 Walks

Do sign up to our GO50 Walks! Led by volunteers, they are a great way to stay fit and healthy as well as meeting new people. Our GO50 Walk Leaders are determined to lead us out of 'lockdown lethargy' and back to activity in nature, blowing away those Covid cobwebs. To find walks in your area, please visit the GO50 calendar on our website: [www.ageuk.org.uk/surrey/activities-and-events/go50/](http://www.ageuk.org.uk/surrey/activities-and-events/go50/) If you do not have access to the internet, please telephone our Customer Service Team.



### Hospital Activities



We are pleased to announce that we have resumed activity sessions for patients in Farnham Community Hospital. Our Volunteer Lead and a dedicated team of volunteers work closely with nursing and therapy teams to encourage patients to take part in various activities. These activities also help to encourage interaction with other patients.

### Cafe Culture & Tea and Chat

All over 50's are welcome to attend Tea and Chat to catch up with friends, or make new ones, in Caterham, Lingfield and Oxted. Additionally, our weekly Café Culture meetings at Cranleigh and Farnham have resumed. Pre-booking not required.

Cafe Culture is in the following locations:

- **CRANLEIGH:** Wed 10.30am - 12:30pm at Cranleigh Arts Centre Tea Room, 1 High Street, Cranleigh GU6 8AS (from Oct 6th)
- **FARNHAM:** Wed 2:30pm - 4:30pm at The Plough Public House, 74 West Street, Farnham, GU9 7EH

Tea and Chat is in the following locations:

- **CATERHAM:** at The Westway, please visit our website for re-opening
- **LINGFIELD:** last Thursday of every month 2:30pm – 4:00pm at Lingfield Day Centre
- **OXTED:** Please visit our website for re-opening

## WE ARE SO GRATEFUL

### Tea and Tour at the Theatre

Our first 'live' fundraising event since lockdown restrictions ended took place on 25th July at the Yvonne Arnaud Theatre in Guildford. Guests enjoyed live music and singing from Jack, a student at the Academy of Contemporary Music in Guildford. A talk was given by the CEO of the Yvonne Arnaud followed by a backstage tour and cream tea. Thank you to everyone who supported our event and we hope to see you again soon.



### The Big Knit 2021

A big thank you to all our knitters. Hats have been coming in and we are over 15,000 which is a brilliant achievement. Can you help us reach our target of 20,000 by the end of September? Knitting patterns are available on our website:

[www.ageuk.org.uk/surrey/get-involved/big-knit/](http://www.ageuk.org.uk/surrey/get-involved/big-knit/)  
or please call Melanie for a hard copy 01483 503414.



As this is an ongoing campaign, hats can be sent to us at any time. Send your completed hats to:  
**Melanie Sneller, Age UK Surrey, Rex House,  
William Road, Guildford, GU1 4QZ.**

### Running with Anne

Anne O'Neill has been a Home Help with Age UK Surrey for 10 years. She enjoys being able to help her clients do the jobs that they can no longer do and has built up a special relationship with them, and their families, over the years.

Anne says *"It means a lot to me because I have never had grandparents so it gives me an idea what it is like to have grandparents. I enjoy talking to the clients about their lives and telling them about my life and what I am doing and it is nice they are interested."*

*It is a very rewarding job knowing that I have helped the clients in my own small way and the families know they have got an organisation (Age UK Surrey) they can rely on and know their parents/relations are being well looked after. It is nice that I can give the clients contact with the same person every week which gives them stability which is important. It is nice when the daughter/brother said to me "You had a special place in their heart".*



Anne will be running in the Virtual London Marathon 2021, for the second year running, in aid of National Rheumatoid Arthritis Society in memory of her mum who suffered severely from this chronic painful and debilitating disease. She will also be raising funds for SUDEP Action - Sudden Unexpected Death in Epilepsy in memory of her sister who suffered from epilepsy since she was 18 years old but sadly passed away.

For further details of Anne's fundraising effort and to donate on her sponsorship page visit:  
[www.uk.virginmoneygiving.com/anneoneill](http://www.uk.virginmoneygiving.com/anneoneill)



## SHOPMOBILITY 25 YRS

Shopmobility, run by Age UK Surrey and supported by Guildford Borough Council, has been assisting people to get around Guildford town centre for over 25 years.



We celebrated this amazing achievement on 10th September in The Friary Shopping Centre and at the Shopmobility office on Level 3, Bedford Road Car Park, Guildford. The Mayor of Guildford, Cllr Marsha Moseley, her Consort, Cllr Nigel Manning and other Guildford Councillors attended. A plaque to commemorate the occasion was unveiled by the Mayor.

A selection of manual and powered wheelchairs and scooters are available from Shopmobility. You do not have to be registered disabled to use the scheme, but all hires must be pre-booked and there is a small cost involved. We look forward to seeing you.



To find out the latest opening times and to pre-book please email [shopmobility@ageuksurrey.org.uk](mailto:shopmobility@ageuksurrey.org.uk) or call **01483 453993**.

## GUS OUR VOLUNTEER

Gus, one of our amazing volunteers, signed up to participate in our Check In and Chat service amidst the first lockdown last year. This is what Gus has to say about his experience: *"I call a client once a week to talk about world events, catch up on their wellbeing, and to just generally be a presence in their life."*

*Even before my volunteering activities formally began, the recruitment process was nothing but positive, and I've felt since that time, that no matter what, I could always reach out to the volunteer team, as they maintain very open channels of communication with their volunteers, and those people the volunteers are aiming to support.*

**"Volunteering has been an immensely rewarding experience, particularly against the back-drop of the pandemic, when feelings of isolation and loneliness have touched us all"**

*It is my firm belief that Age UK Surrey will continue to provide the quality services that it always has, to its volunteers and those receiving their support, with a view to giving a sense of vitality to, and preserving the dignity of both groups".*

## Would you like to Volunteer?

Come and volunteer for us – we greatly value your time! The work of Age UK Surrey could not happen without the group of dedicated volunteers of all ages who are involved in every aspect of our work in providing care and opportunities for older people to make their lives better and easier.

It is also a great opportunity to make new friends, learn new skills or enhance existing ones. Without the help of people like you, many older people would be alone and struggling. Behind the scenes there are all kinds of opportunities for you to use your experience.

We would be delighted to hear from you. Please get in touch by emailing: [volunteer@ageuksurrey.org.uk](mailto:volunteer@ageuksurrey.org.uk)

# 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.ageuksurrey.enthuse.com/profile](http://www.ageuksurrey.enthuse.com/profile) or by sending a cheque and 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/](http://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](mailto: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](mailto: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

