



OUR AMAZING HELP AT HOME SERVICE AND TEAM

This picture says it all, doesn't it? Above is a photo of June, one of our Help at Home clients, with Lisa, her Home Help. June is blind and recently contacted Age UK Surrey on her own initiative to express how grateful she is for all that Lisa is and does for her.

"We all agree that some people can be described as 'national treasures' even if we disagree on whom this great honour should be bestowed. But I think those of us who are ageing and with several disabilities would all agree on what is needed to qualify someone for 'personal treasure status', so let me tell you about mine.

I am collecting disabilities like some people collect stamps and these include epilepsy, diverticulitis, Asperger syndrome, total blindness and a bad back. I say this not to gain sympathy but to emphasise the importance of having help which is not only reliable but also honest and thorough.

For about 2 years I have had the pleasure of assistance from Lisa Haghir whose job title is Home Help, so one would imagine that it all starts and ends with mopping, shopping, and vacuuming. But with Lisa you get much more than that because she says that to her it means helping with WHATEVER needs doing in the home. Since the loss of my guide dog, the arrival of

the pandemic, my diagnosis of diverticulitis, plus the loss of support from the specialist housing for the blind, Lisa has helped me get to appointments, assisted with getting a washing machine, even to the point where she found me a reliable plumber - and she has done other things too numerous to mention here.

Throughout the pandemic, Lisa has not failed to come once! When I could not go out because of government guidelines, she did not charge for getting the shopping but did it wearing her volunteer hat. Lisa only started charging again when it was ok for me to leave home. She knows all about the psychology and the awful anxieties associated with Asperger's syndrome, so this means she always texts when she is going to be a little late and she doesn't leave until everything is sorted".
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CHARITY GOLF DAY 2022

In aid of The Clockhouse

Thursday 19th May 2022

West Surrey Golf Club

See page 6 for more information

A FRESH NEW 2022

Spring is here! A time to look forward to Spring flowers, hopefully some sunshine and the opportunity to be able to start going outdoors and enjoy all that nature offers.



I always think about Spring cleaning at this time of year and was so heartened to hear June's story and know that our services do make such a difference to people and help them remain independent at home.

Spring is time for fresh and new things too and at Age UK Surrey I am delighted to say we have that in abundance this year. Fresh Start is a Community Interest Company managed by Mark Richmond that renovates community buildings and projects.



The people who help him achieve the renovations are volunteers and young people looking to gain valuable employable skills.

We have been very fortunate that Mark has come to the Clockhouse a Community Centre in Milford that we have recently merged with to update the interiors and outdoor spaces. If you are in the area, please do drop in and see what a fabulous community space the Clockhouse is, you would be most welcome. There is a new Poppy Cafe that you can enjoy coffee and cake, or have a more substantial lunch.

Sue

Sue Zirps, CEO

DIARY DATES

We have exciting events lined up for you in 2022 and we will continue to bring these events to you in a safe environment. Do mark these dates in your diary:

10 May - The Clockhouse

Drop in at The Clockhouse for its Open Day, enjoy a hot drink in the cafe and check out whats on offer! Chapel Lane, Milford, Surrey, GU8 5EZ



21 April - Let's Get Together

Battersea's Let's Get Together is a new monthly social group, in collaboration with us, starting Thursday 21st April at the Yvonne Arnaud Theatre in Guildford 10am-12noon. Enjoy a cuppa/chat and meet a friendly dog. No need to book, just drop in! enquiries@ageuksurrey.org.uk or 01483 503413.



17 May - Men in Sheds

Merrist Wood College has provided a Men in Sheds space that will open on 17 May.

19 May - Charity Golf Day

Age UK Surrey Charity Golf Day in aid of The Clockhouse. Thursday 19th May 2022. West Surrey Golf Club, Enton Green, Milford, GU8 5AF



GET ONLINE NOW

The world of the internet provides many opportunities to have fun, chat with friends and family, do activities and have useful information at your fingertips all in the comfort of your own home. As more and more companies and organisations 'go digital' for banking, GP appointments, household statements, up to the minute news, being able to access the internet is becoming more of a necessity than a luxury.

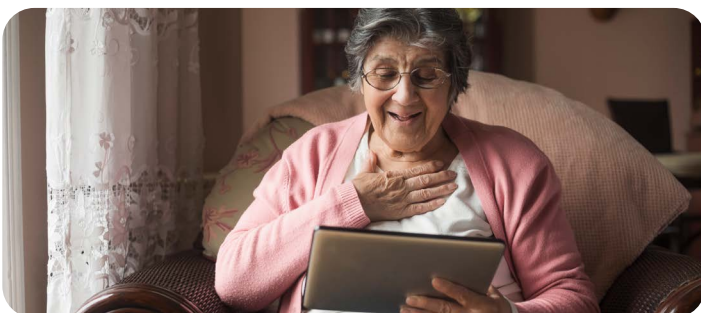


Learn how to use a Tablet, a small handheld computer the size of a notepad, and the benefits that being online brings. Age UK Surrey will loan you the Tablet and all you need to get connected over a period of 7 weeks supported by our Tech Support volunteers through weekly sessions. The scheme is ideal for people who do not have access to the internet or the digital skills to use a tablet.

Book your course of learning now (7 weekly training sessions and tablet loan period):

**From Monday 7th March, 10.30-11.30am at The Clockhouse, Chapel Lane, Milford, GU8 5EZ
01483 420668 or manager@clockhouse.org.uk**

**From Tuesday 8th March, 10.30-11.30am at Dray Court, Madrid Road, Guildford, GU2 7UW
01483 503414 / enquiries@ageuksurrey.org.uk**



HELP AT HOME (cont.)

"It's great if you can find good home assistance when you have family to do the things they do, but when support levels have been cut and there is no family, it is even more important.

I could go on waxing lyrical because she is one of the most moral and principled people I have met, in both my professional and my personal life. Those who receive any service from any agency, especially Age UK Surrey, should be turning green with envy on reading this! It is my opinion that Lisa should have an 'Outstanding Commitment to Duty, Care and Compassion to her Clients and Showing Due Diligence at all Times' award.

What a shame Lisa cannot be cloned because in her is the ethos of what the whole care system should be about. Don't forget that the system is only as good as the person who comes to the door of every client needing it. And she is Simply the Best!"



We are amazed that June has taken the time and effort to send this to us using speech software - and we are so grateful! We have often said that the Help at Home Service is much more than just cleaning, but don't just take our word for it - take June's!

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. **To find out more about our Help at Home service, for you or a family member: 01483 503414 / enquiries@ageuksurrey.org.uk**

OUR SERVICES ACROSS SURREY

Keeping You Informed

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.

Keeping You Connected

Staying connected and having someone to talk to is so important, especially for those of us that live alone. If you are missing companionship, we have friendly home visiting **Befriending** and telephone **Check In and Chat** volunteers who would enjoy having a regular chat with you. After you tell us about yourself, we will match you with a volunteer who will arrange a mutually convenient time to call you. Do get in touch.

Keeping You in Control

We now offer a full **Lasting Power of Attorney** service to Surrey residents aged fifty and over. Our Co-ordinator will take you through the LPA process step by step during a face-to-face meeting and ensure all paperwork is submitted correctly to the Office of the Public Guardian. A fee applies. For initial advice about Lasting Powers of Attorney, **call 01483 503414** and to set up a new LPA, please contact Leonie Dove, our LPA Co-ordinator, by emailing: **LPA@ageuksurrey.org.uk**

Keeping You Prepared

Our **Independent Care Advice** service can help you make the best possible care decisions. Whether it be for an urgent situation or considering future care needs, we will take the time to listen carefully to your requirements and wishes and discuss your situation in detail so that we can:

- Shortlist the best care providers for you to choose from, whether it be for care at home, supported living, residential or nursing care. We can help with short-term, respite or convalescent care too.
- Assess the right ongoing care for you by undertaking personal visits to assess care needs, reviewing and monitoring your existing care arrangements.

Depending on the level of service you require, a fee may apply. The Service is delivered by Surrey-based Grace Consulting. Age UK Surrey may receive an introducer's fee to support our charitable work.

Keeping You Active

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 keen 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/** If you do not have access to the internet, please telephone our Customer Service Team.



To find out more, call: 01483 503414 or email: enquiries@ageuksurrey.org.uk

SOCIAL ACTIVITIES ON OFFER

Cafe Culture & Tea and Chat

All over 50's are welcome to attend our social chat groups to catch up with friends, or make new ones, in Caterham, Lingfield, Oxted, Cranleigh and Farnham. 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**
- **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:

- **LINGFIELD: last Thursday of every month 2:30pm – 4:00pm at Lingfield Day Centre**
- **OXTED: first Tuesday of every month 2:00pm – 3:30pm at Bluehouse Social Centre**

Hospital Activities

Activity sessions for patients in Farnham Community Hospital continue as normal. Our Volunteer Lead and a dedicated team of volunteers work closely with nursing and therapy teams to visit patients 1:1 and engage in a conversation or activity. These visits bring cheer and motivation to the patients in Farnham Hospital whilst they are convalescing.



My Life, My Story

My Life, My Story is a new Age UK Surrey volunteer-led project which offers immediate wellbeing benefits. It is a resource for future care needs and a way of capturing social and family history to share with future generations.

We are very fortunate that Rachel Lewis, a life story professional, is our volunteer lead for this project. Rachel provides an initial 2-hour volunteer training session and is also available throughout the process of visiting clients to capture their story and extend technical and creative support. **We aim to match volunteers with clients in the same area. My Life, My Story is open to the Over 50's in Surrey.** If you know of anybody who would benefit from this service do get in touch.



Men (and Women) in Sheds

We are pleased to announce that we have entered a partnership with Merrist Wood College. The College has provided a Men in Sheds space that will open on 17 May. Our Shedders are thrilled to be putting their skills to work; assisting at Merrist Wood to get the space fit for purpose for Men in Sheds sessions.

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



THERE IS FUN IN FUNDRAISING

Charity Golf Day - 19 May 2022 - Book Your Tickets Now!



Are you a Golfer or know someone who is? Our Charity Golf Day on Thursday 19th May is being held at West Surrey Golf Club, one of the best Golf Clubs in the Southeast, and we would love you to support this fundraiser by signing up with a team of 4 players.

The day will start at 8am with a welcome bacon butty before a Shotgun start at 9am for all players. A delicious two course lunch will be served and an opportunity to win prizes in the raffle and auction. Prize giving for competition winners. Full handicaps max 28 men, 36 ladies.

Tickets £98.00 per person – all proceeds for Age UK Surrey's Community Centre - The Clockhouse.

For online registration visit our website: www.ageuk.org.uk/surrey To pay by cheque, call: 01484 503414 for a registration form.

We will be having a raffle and auction at the Golf Day and are looking for prizes. If you would like to donate an item such as a bottle of wine, spirits, champagne, chocolates, restaurant voucher etc please drop them off at the Clockhouse, Chapel Lane, Milford, GU8 5EZ between 10am-3pm Monday-Friday.

Surrey's Wool Power Needed

We're asking the knitters of Surrey to use their wool power and get their knitting needles clacking to support older people through the innocent Big Knit campaign. Why not grab your knitting needles and start stitching to support the older people who need it most. Can you help us get 5,000 knitted hats towards our target by 30th June? For every hat submitted, we receive 25p from innocent smoothies which helps us to provide our services and activities.



Please send your completed hats before 30th June to Melanie Sneller, Age UK Surrey, Rex House, William Road, Guildford, GU1 4QZ. Knitting patterns are available on our website: www.ageuk.org.uk/surrey or call 01483 503414. A huge THANK YOU to all our wonderful knitters who have already donated 17,000 hats over the past year.

Community Lotteries

Community Lotteries are a great way to support Age UK Surrey while playing for the chance to win something for yourself! For every £1 ticket you purchase through the Guildford or Tandridge Lottery, 60p will come to us if you choose to support Age UK Surrey. Every ticket has a 1 in 50 chance of winning – and one could win up to £25,000. To purchase tickets visit the website:

- **Guildford Lottery:** www.guildfordlottery.org/support/age-uk-surrey
- **Tandridge Lottery:** www.tandridgelottery.co.uk/support.age-uk-surrey

In Memory Of

We are very grateful for donations made in the past few months In Memory of George Archer, Esme Gray, Eva Oxley, Harvey Weatherburn and Sue Howell. We extend our sincere condolences to their families and friends and thank them for their generous support.

RETAIL OPENING

We are thrilled to announce that the Mayor of Haslemere, Councillor Simon Dear officially opened our new independent charity shop on March 10th. We would love to see you too at **9-11 Junction Place, Wey Hill, Haslemere, GU27 1LE**



The day was a huge success. A big thank you to all the amazing volunteers and the team who have transformed the space in such a short time. Our staff loved interacting with the community who have not only so generously donated their goods but also their time as they volunteered to stay on and sort bags of donated items and get the shop fit for purpose!



A lady mentioned the last time she was in the same space it was called Ladybird, 50 years ago, when buying her own school uniform with her sister! Another Gent said that he purchased a bike from this shop, before it was the Bookies, some 20 odd years ago! What are your memories of this space? Do pop into the store - we would love to know!



Councillor Dear said "This brand-new retail shop is an exciting way to engage with the local community whilst raising much needed finance to support the wide range of services & activities the charity offers."

THE CLOCKHOUSE

It has been a very busy few months. Age UK Surrey merged with The Clockhouse, another independent charity, on 30th November 2021. The merger provides the opportunity to expand community-based services to Milford and neighbouring villages.



Clive Webster, Chair of Trustees of The Clockhouse said: 'The Clockhouse has served the Milford community for over 20 years. We are indebted to volunteers, staff and supporters who have committed to ensuring our elderly community have a welcome and safe place to enjoy refreshments, services and activities. The Board of Trustees welcome the merger as it offers The Clockhouse support from an established local charity that has a wealth of experience in supporting older people and will enable The Clockhouse to sustainably move forward.'

Sue Zirps, our CEO, said: 'I know Milford and the surrounding areas well and am delighted that Age UK Surrey can play its part in ensuring that older people are continued to be served well. The Clockhouse is a great community space and we look forward to working with and supporting the whole community more in the future.'



Drop in at The Clockhouse, have a look around, enjoy a hot drink in the cafe and check out what's on offer! **Chapel Lane, Milford, Surrey, GU8 5EZ. Tel: 01483 420668.** There is no membership fee, although there are charges for some activities and services.

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 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/ 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

