

# Age UK Teesside

NEWSLETTER

Dec /Jan



 **Teesside  
ageUK**  
Love later life

Age UK Charity  
Quality Standard

certified by  
 **SGS**





## Harrison's and Age UK Teesside deliver Christmas Cheer

Harrison Packaging kindly donated hampers for our clients this Christmas and accompanied CEO Anne Sykes, Outreach Worker Helen Maycroft and Volunteer Coordinator Janet Murphy as they delivered the hampers to some very happy ladies and gentleman across Teesside.

So many older people feel lonely and isolated, especially during the festive period, and it is lovely to see them receiving their surprise gifts and visit from Age UK Teesside and Harrison's the week before Christmas.

This was a wonderful gesture and very much appreciated; we are grateful to the team at Harrison Packing and look forward to working with them in the future.

# FESTIVE LUNCHEONS



## Festive Lunches 2019

Our annual festive lunches across Teesside were held in Stockton, Middlesbrough and Redcar and Cleveland, with staff dressing up in their Christmas best and Santa himself dropping by to say hello.

The Christmas Lunches were very kindly sponsored by The TAD Centre in Middlesbrough, Watt Beauty in Thornaby and Sabic in Redcar & Cleveland. Many thanks for their support.





## Local Shopping Centre Joins Forces to Combat Loneliness in the Elderly

The Parkway Shopping Centre in Coulby Newham has joined forces with Age UK Teesside to promote and support the Middlesbrough Befriending Service, benefitting those people in the local community.

The service, which is funded by Middlesbrough Borough Council, provides the opportunity for older people to be matched with a befriender who has similar interests and who will provide friendly conversation and companionship

on a regular basis, over a long period of time.

Staff at the busy shopping centre will be undergoing training from the charity, to better understand the service and use this training to both identify those people in the local community who could benefit from the free service and to help those people interested, to become a volunteer.

**Zoe France**, Centre Manager:

"I think we can all emphasise how isolation impacts on older people. They can become depressed and sometimes a bit lost in society. I really wanted to showcase what a wonderful service this is and help make a difference. After our staff have been trained, we are going to hold a day in the centre promoting the service and recruiting volunteers. My vision is to build on this by getting stores who often have an older customer base, such as Boots and Specsavers, to become involved. We then want to hold a weekly befriending café in the centre to support this wonderful campaign"

Befriending Service Manager at Age UK Teesside, **Paula Taylor**, who will provide the training, added:

"Having a platform such as a popular shopping centre like the Parkway, is a fantastic opportunity for Age UK Teesside to really promote what we can offer. We want to make the service as accessible as possible, for as many people as possible, so offering a weekly catch up located in the heart of the community, makes sense".

Dates to be confirmed on the Parkway Centre website

[www.parkwayshopping.co.uk](http://www.parkwayshopping.co.uk)

For more information of the befriending service visit

<https://www.ageuk.org.uk/teesside/our-services/befriending-services/>

Or contact Paula Taylor on **01642 80 55 00** or email

[Paula.Taylor@ageukteesside.org.uk](mailto:Paula.Taylor@ageukteesside.org.uk)



**Redcar and Cleveland Befriending Service** had a busy time in the months leading up to Christmas.

The Redcar service has recruited 11 new volunteers to the team; two are now helping with the established Silver Surfers Group at Marske library and nine are welcome additions to the Befriending team.

All of our new volunteers took part in a volunteer induction morning. The induction covered topics such as safeguarding, safe working and was an introduction to the processes and practices of Age UK Teesside.

Three of the new volunteers were matched to clients in the week before Christmas and this was a positive outcome for both the volunteers and the clients.

A Christmas card received from a volunteer read; ‘

***Thank you for letting me help support Mrs T, it gives me so much happiness’.***

One volunteer was matched to a client based on both gentlemen sharing a passion for art and painting. Following the match and first meeting, I received a telephone call from the client’s family member who said

***‘That is the best Christmas present ever, thank you for your support’.***

Age UK Teesside’s befriending service aims to tackle the impacts that loneliness can have on the health and wellbeing of older people.

Age UK Teesside coordinators closely match the older person with a volunteer befriender based on individual interests, outlook and experiences. Once the match is agreed, befrienders make weekly visits, provide one-to-one companionship and support the client in the home.

Volunteer befrienders help clients who may feel isolated or alone by giving time on a one to one basis to help the person maintain social contacts; providing companionship, reducing loneliness and limiting the effects of social isolation.

Age UK Teesside is always looking for new volunteers of all ages and backgrounds from all communities in the Redcar and Cleveland area. Volunteering is a great way to gain skills and experience, or simply give something back to your local community.



If you have a little time to spare to make a positive impact on the lives of those who are lonely and isolated, then the Redcar Team would love to hear from you. If you would like more information about befriending please contact Sandra Blades on **07921 464114** or **[Sandra.blades@ageukteesside.org.uk](mailto:Sandra.blades@ageukteesside.org.uk)**



## VOLUNTEER GET- TOGETHER IN REDCAR

In October, we arranged a volunteer get together at the Redcar base at Westfield Farm.

These meetings are important to both volunteers and staff members, giving both the opportunity for training and a catch up over a cuppa. Volunteers of varying experience came, one volunteer even brought her friend who was interested to find out more about the volunteering role.

We were joined by **Inspector Phil Spence** who is the Blue Light co-ordinator for Cleveland Police. He joined us to tell us more about the **Herbert Protocol**.

For people living with or caring for someone with dementia, this may be quite common. The Herbert Protocol is a national scheme adopted by Cleveland Police and other police services across the country. The Herbert Protocol encourages carers, families, friends or neighbours, to hold information about the person with dementia that can help the police find them if they do go missing.



The police do not hold this information but require immediately if someone has gone missing so they can locate them quickly.

The basis of the scheme is for vital information about the person such as medication, description, photograph, significant places in the person's life and their daily routine, to be recorded on a form. The form should then be stored safely – either in electronic format on a computer, or a printed version. It may need to be located quickly, at any time of day or night. The information will help the police and other agencies locate the missing person as quickly as possible and return them to safety.

The volunteers will be able to pass on this valuable information to clients and their carers or families to ensure that those with dementia are safe.

If you would like to know more about the Herbert Protocol, further information can be found at <https://cleveland.police.uk/advice-information/>





## MOBILE LIBRARY

### MARGROVE PARK COMMUNITY CENTRE- Visit to the coffee morning



### BOOSBECK– Leaflets



### LINGDALE– With introductions to housebound customers



### SKINNINGGROVE- popped into the employment and training hub to talk about volunteers and training opportunities



## Out and About in Redcar



Rural areas have a unique set of circumstances that can exacerbate the social isolation of older residents and carers, leading to poor health, loss of independence and lower quality of life. These factors include a greater reliance on car ownership, particularly for visiting family or the getting to the shops or reliance on mobile services such as Redcar and Cleveland Council's Mobile Library Service.

In November Redcar and Cleveland Mind and Age UK Teesside undertook a joint road trip out with the Mobile Library to try and reach out to the more rural areas of Redcar Borough. The trip was to highlight both services and promote the new Carers Support Service.

Gail and Chris from the Mobile Library Service were invaluable and introduced us to local people who would either use our services or could signpost others.

We were able to tell so many people about our individual services as well as the training and volunteering opportunities we both offer.

We are hoping to repeat the road trip in different areas, continuing to spread the word and letting people know that we are here to help.



Kate Sully – Redcar and Cleveland Mind and Marie Kerr- Age UK Teesside



**Ian Lawman**

## **MOST HAUNTED LIVE CELEBRITIES TO COME TO TEESSIDE FOR A PARANORMAL BOOTCAMP!**

**Do you have burning questions about all things spooky? Who better to address them than Paranormal Historian Richard Felix? The TV personality, Jail owner and author is joining us on the 21<sup>st</sup> March from 7pm at the TAD Centre, Middlesbrough to tackle topics such as 'Are poltergeists dead or alive? Why aren't all ghosts stark naked? Have you ever seen the ghost of a cave-man?' Explaining both scientific principles and paranormal theories including Stone Tape theory which suggests castles are just huge stone tape recorders and do our bones hold energy after we die?**

Following Richard's Interactive seminar, we will explore the TAD Centre, supported by Hartlepool Based Paranormal Group Super Spooks, learning Ghost Hunting techniques as we visit different parts of the building. **Ian Lawman Psychic, Exorcist and Star of Most Haunted, Living with the Dead, Haunting Australia, Celebrity Ghost Hunt Live and Ghost Chasers will be on hand to offer advice and insights into his exciting career.**

Entry costs just **£25pp**, participants are asked to raise sponsorship to support the valuable work of Age UK Teesside to reduce Loneliness and Isolation in Teesside. The person who raises the most sponsorship will win a 1-2-1 reading with Ian Lawman on the night.

For more information or to sign up please contact Laura on 01642 433727, 07921 464126, [laura.wedgwood@ageukteesside.org.uk](mailto:laura.wedgwood@ageukteesside.org.uk) or visit [www.ageuk.org.uk/teesside](http://www.ageuk.org.uk/teesside)

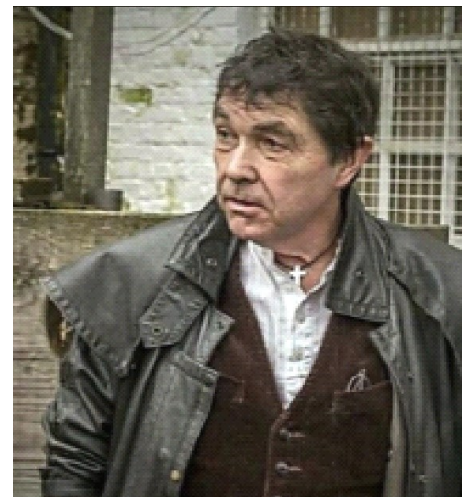
## **Sponsored Skydive**

Do you like a challenge? Are you brave enough to take on a tandem parachute jump?

**Our next Skydive will be Sunday 23rd February 2020, Shotton Airfield, Peterlee!**

Entry is £35 per person plus £395 sponsorship for a 15,000ft jump.

Sign up online or call Laura today!



**Richard Felix**



## Great North Run 2020

The Great North Run is the largest half marathon in the world, taking place annually in North East England each September.

Participants run between Newcastle upon Tyne and South Shields

**Sunday 13th  
September  
2020**

**Entry is £35 plus  
a minimum £200  
sponsorship**

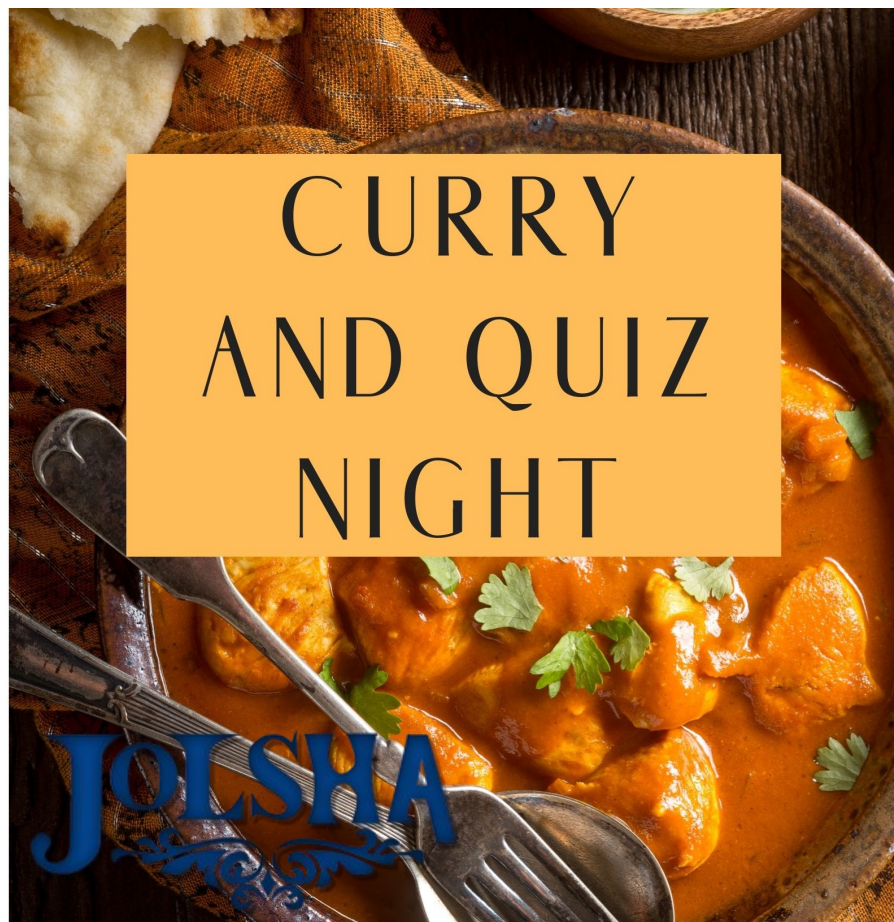
Age UK Teesside running vest is included - please select which size you would like when signing up

Contact Laura on:

**01642 433 727**

Or sign up online at:

[www.ageuk.org.uk/teesside](http://www.ageuk.org.uk/teesside)



## CURRY AND QUIZ NIGHT

### Curry & Quiz

**Monday 16th March 2020, 7.00pm**

Join us for a 4-Course culinary feast at Jolsha Finest Indian and Bangladeshi Dining. Courses include:

- Poppadom and Pickle
- Mixed Kebab or Mixed Vegetable starter
- Pilau Rice or Naan Bread
- Chicken Korma, Lamb Bhuna or Vegetable

**Buy tickets online for only £15.00 per person**

JOLSHA NORTON  
7 HARLAND PLACE

NORTON

TS20 1AL

# IT'S YOUR RIGHT TO CLAIM

Why not call to make an appointment on 01642 802303 or drop into one of the sessions below and let us check if you can claim any additional money.

Date	Time	Venue
Monday 28th October 2019	10.00am-4.00pm	Acklam Green Centre, Stainsby Road, Whinney Banks, TS5 4JS
Tuesday 29th October 2019	10.00am-4.00pm	Acklam Green Centre, Stainsby Road, Whinney Banks, TS5 4JS
Wednesday 30th October 2019	1.00pm-4.00pm	Acklam Green Centre, Stainsby Road, Whinney Banks, TS5 4JS
Monday 11th November 2019	10.00am-4.00pm	Acklam Green Centre, Stainsby Road, Whinney Banks, TS5 4JS
Tuesday 12th November 2019	10.00am-4.00pm	Acklam Green Centre, Stainsby Road, Whinney Banks, TS5 4JS
Wednesday 13th November 2019	1.00pm-4.00pm	Acklam Green Centre, Stainsby Road, Whinney Banks, TS5 4JS

## Welfare Advice

Age UK Teesside works with our partner organisations to provide a personalised and free service to help people aged 50+ to improve their lives and their finances. This includes:

- Money advice
- Claiming benefits
- Accessing social care
- Housing needs
- Community care
- Local services

Where and when you can get the advice you need

### Middlesbrough—

Age UK Teesside,  
The Dorothy Rose Suites (29-32),  
The TAD Centre,  
Ormesby Road,  
Middlesbrough, TS3 7SF :

Appointments only, Monday, Tuesday & Wednesday 09:00 - 4.00pm

Call 01642 805 500 to book an appointment

### Age UK Teesside working as part of the Middlesbrough Financial Inclusion Group:

#### Thorntree Community Hub:

Tuesday 1 - 4pm

Friday 9am -12pm—Call 01642 246 827 to book an appointment

#### Grove Hill Community Hub:

Wednesday 9am - 3pm—Call 01642 278 444 to book an appointment

**Hartlepool**—Our advice service in Hartlepool is delivered by advisor Angela Brough, who offers home visits to Hartlepool residents. If you are over 50 and require any of the following:

- Welfare & Benefit Checks
- Assistance With Form Filling
- General Benefit Advice
- Telephone Advice

Contact Angela today on 07921 464 127 or email her at [angela.brough@ageukteesside.org.uk](mailto:angela.brough@ageukteesside.org.uk)

**Stockton** – Our information and advice service in Stockton Borough is delivered as part of our [Better Health Better Wealth](#) project. A personal home visit service is available for Stockton residents aged 65+.

Contact us on 01642 805500 for an appointment





## Health & Welfare LPA

Use this LPA to give an attorney the power to make decisions such as :

1. Daily routine, for example washing, dressing or eating
2. Medical care
3. Moving into a care home
4. Life-sustaining treatment



## Property & Financial Affairs LPA

Use this LPA to give an attorney the power to make decisions such as :

1. Managing a bank or building society account
2. Paying bills
3. Collecting benefits or a pension
4. Selling your home

## Lasting Power of Attorney

Our Information and Advice service have specially trained staff to help you with setting up your Lasting Power of Attorney.

**\*Costs are £200-£364 for one person and £300-£628 for two people.**

\*Costs are dependent on eligibility for court fee exemption.

To find out more or to make an appointment please call:

**01642 805500**

## Stay Warm and Well this Winter

Keeping warm may be common sense but it is easy to forget the obvious things, like setting your timer and thermostat at the right temperature. Our experienced handyperson can help you.

- \* **Free to anyone aged 65+ and living in Middlesbrough, Hartlepool, Redcar or Stockton**
- \* **This service is free, however funding is limited**
- \* **Only Saturday appointments are available with the Handy person**

We currently have 30 appointments to fill by 13th March, so get in touch and take advantage of this service.

We can supply/install draught excluders, energy saving light bulbs, timer switches, foam insulation tape, door brushes, radiator foils and night lights.

Call today for a **FREE HOME ENERGY CHECK**

**01642 80 55 00**



Call today for a free Home Energy Check

Working with

**e-on**



**Dementia Walking Group**

# STROLLERS & STRAGGLERS

## Dementia Walking Group

FOR PEOPLE WITH DEMENTIA & THEIR CARERS. THE SESSION WILL INCLUDE A LOCAL WALK AND REFRESHMENTS IN A SOCIAL SETTING.  
THE SESSIONS ARE OPEN TO ANYONE IN THE TEESSIDE AREA TO ATTEND.

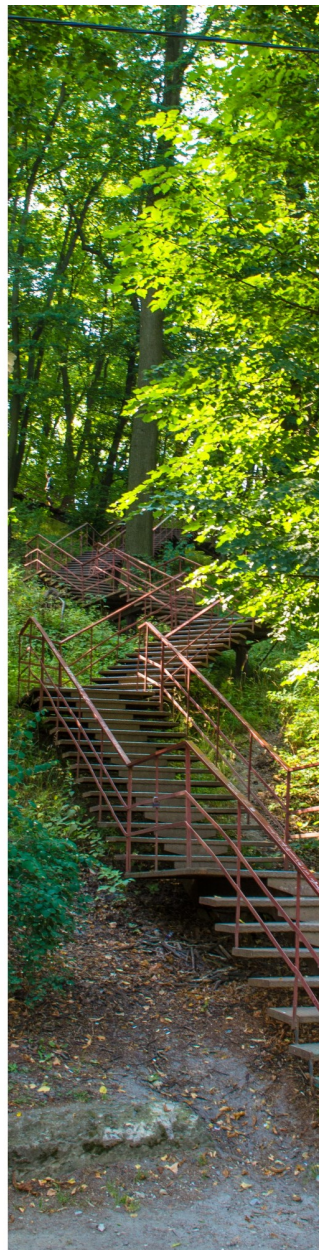
FOR MORE INFORMATION PLEASE CONTACT LOUISE WHEATLEY OR GILL MARTIN ON:

**01642 80 55 00**

Walking routes will rotate on a 4-weekly basis, including:

TEES BARRAGE  
ROPNER PARK  
PRESTON PARK  
THORNABY

**10:00am - 12:00noon**  
**Monday**



## Walking group schedule for February - May 2020

### February 2020

3<sup>rd</sup> Preston Park

10<sup>th</sup> Stewart Park

17<sup>th</sup> Stockton Hilton (New)

24<sup>th</sup> Fairy Dell (New)

### March 2020

2<sup>nd</sup> Stewart Park

9<sup>th</sup> Stockton Hilton (new)

16<sup>th</sup> Teesside Barrage

23<sup>rd</sup> Fairy Dell (New)

30<sup>th</sup> Stewart Park

### April 2020

6<sup>th</sup> Teesside Barrage

13<sup>th</sup> Easter Bank Holiday

20<sup>th</sup> Fairy Dell (New)

27<sup>th</sup> Stewart Park

### May 2020

4<sup>th</sup> Preston Park

11<sup>th</sup> Teesside barrage

18<sup>th</sup> Stewart Park

25<sup>th</sup> Bank Holiday

If the weather is bad, please ring to confirm the walk is going ahead; please contact Louise 07737213018 or Age UK Teesside on 01642805500 if you can't make it or would like to join



# Better Health Better Wealth

## Groups in Stockton-on-Tees

### Monday Meetup - Yarm Fellowship Hall, West Street

Every Monday 1.30-3.00pm

Social group including chair-based exercise and games. Will include tea, coffee, cake/biscuits at £1 per person.

### Try it Tuesday - Thornaby Pavilion

Every Tuesday 12.30 - 2.30pm

Social group with the option to try your hand at New Age Curling!

### Chair Based Exercise - St Andrews Methodist Church, Stockton

Every Tuesday 11.30 - 12.45pm

A chance to socialise and engage in some chair based exercise. 60p for refreshments.

### I-Tees, Information Teesside - South Thornaby Community Centre, Havilland Road, Thornaby

Every Tuesday between 10.00 - 12.00 noon

Digital Device tutorials and computer training with social activities and refreshments. Only £1 per session.

### Mid-Week Social Group - Live well Dementia Hub, Thorntree Road, Thornaby

Wednesday 10.30am - 12.00 noon

Social activities for older people providing stimulation and social engagement. Sessions are 50p per person.

### Billingham Buddies - Billingham Masonic Hall, Mill Lane

Thursday 1.00pm - 2.30pm

Social group with refreshments. Sessions are £1 per person.

### Friday Friends - Live Well Hub, Thorntree Road, Thornaby

Every Friday 1.00pm - 3.00pm

A social group for those living with dementia. Sessions are 50p per person; carers meet at the same time in the room next door.

### Zumba Gold Class - South Thornaby Community Centre, Havilland Road, Thornaby.

Monday 2.00pm - 3.00pm

The dance party workout for the young at heart. Classes are £3.00 per session.

Thanks to the support of Stockton Borough Council Better Care Fund, Age UK Teesside offer a free service in the borough which is helping to transform the lives of older people. The Better Health Better Wealth initiative, for residents aged over 65, offers free:

- Welfare and benefits checks
- Support to access health and wellbeing services
- Social activities in local communities
- Friendship through our befriending service
- Social care referrals for homecare, aids and adaptations
- Referral to other agencies to meet other wellbeing needs.

**For more information on Better Health Better Wealth**

**Contact the Better Health Better Wealth team on:**

**01642 433728**



**Stockton-on-Tees**  
BOROUGH COUNCIL



**Friendship Friday Christmas Party**



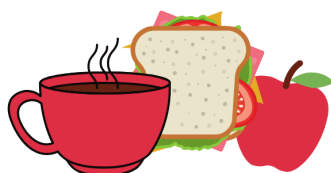
**Come along and make new friends, enjoy  
Dominoes, Scrabble, Chess or tackle a jigsaw!  
Light lunch plus refreshments provided.**

**£4.00 per session (catering)  
or bring a packed lunch.**

**11.00 am – 2.00pm  
Tuesday**

**North Ormesby Community Hub  
Derwent Street,  
North Ormesby  
Middlesbrough  
TS3 6JB**

**BOOKING IS ESSENTIAL, CALL TINA ON  
01642 433723 OR 07834 181188**



## **Friendship Friday Christmas Party:**

### **Santander Discovery Day**

This year's Friendship Friday Christmas party was sponsored once again by Santander; long time supporters of Age UK Teesside and the Phoenix project.

There were lots of smiles on the day, from happy clients to all of our wonderful volunteers.

We would like to say a big thank you to the Discovery Day volunteers from Santander along with Sheila & Ken, who devote their time all year round to supporting our service users.

Friendship Friday is held fortnightly, at:

St Cuthberts Church Hall  
in Middlesbrough.





## Phoenix

### Timetable

#### Monday

##### Carpet bowls

10.30am – 2.00pm

£1.00 per session

Grove Hill Community Hub

#### Tuesday

##### Lunch & social

11.00 am – 2.00pm

£4.00 per session (catering)

North Ormesby Community Hub

#### Wednesday

##### Chair-based exercise

10.am – 11.am

Grove Hill Community Hub

#### Thursday

##### Morning Social (crafts)

10am – 12noon

60p (refreshments)

Grove Hill Community Hub

#### Friday—Fortnightly

##### Friendship Friday

11.15am – 2.30pm

£2.00 admission (refreshments)

£4.60 (Fish n Chip lunch )

St Cuthbert's Church Hall

#### Phoenix Walks

-Will resume February 24th-



### ' Morning Social'

Coffee morning (Or Tea)

Make new friends

Enjoy a fun quiz

Try some craft or share a craft

Or just come along for a chat !

**Thursday 10 am - 12 Noon**  
**Grove Hill Community Hub**



#### Saturday & Monday Evening

##### Zumba Gold

For times, venues and cost,  
contact Glyn:

**07512 661895**

For more information, or to book to attend  
one of the groups, please contact Tina on:

**01642 433723**

**07834 181188**

**01642 805500**

[tina.bonner@ageukteeside.org.uk](mailto:tina.bonner@ageukteeside.org.uk)

# TABLET TIME

## Free Digital Tasters

Wondering what it's all about?  
Made a start but struggling?  
Got one for Christmas?

**THIS IS FOR YOU**  
(over 60's)

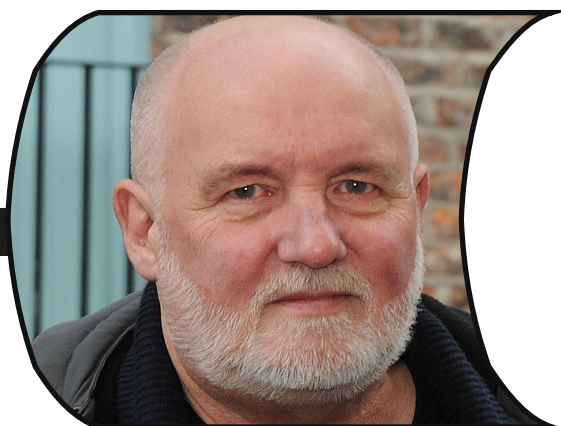


Jan	11:00 am	2:30 pm
15th	Central Library	North Ormesby Community Hub
16th	Hemlington Community Hub	Acklam Community Hub
22nd	Easterside Community Hub	Grove Hill Community Hub
23rd	Thorntree Community Hub	Newport Community Hub

**Extra date:** Marton Community Hub - 11:00 am Feb 6th



Age UK Teesside would like to welcome Steve Thompson to our team. Steve will be running our new Digital Inclusion project with Middlesbrough Council.



## Rekindle

Rekindle is a digital inclusion project aimed at helping people over the age of 60 in Middlesbrough gain the confidence and skills to use digital platforms to enhance their lives.

The project aims to tackle the issues of loneliness and isolation and improve wellbeing. Rekindle can help absolute beginners as well as people who have made a start and got confused.

The project can provide group sessions in a social setting or one to one support. Rekindle can also provide advice on purchasing a digital device and help to set it up or reset a device that's no longer working. Advice on home and community connectivity is also available.

For more information, please contact

Steve Thompson on:

**01642 80 55 00**

**[steve.thompson@ageukteesside.org.uk](mailto:steve.thompson@ageukteesside.org.uk)**







**A Cottage in Winter by Veronica**

## Time Out for a Local Artist

A concerned daughter contacted Time Out, worried about her mum who had become more and more isolated because of ill health. The daughter, who is the main carer for her mum, was also worried about what her mum would do when she went on holiday with her family and was concerned that she would become further withdrawn whilst she was away.

We contacted mum, Veronica and agreed to visit her at home. Veronica, 74, explained how she has always has poor mobility however 2 years ago on a family trip to Beamish, she fell on the tram which caused further damage to her knee. Veronica explained that painting with watercolours was her passion however she explained that she has not been able to paint for some time due to an eye condition which made her eyes very sensitive to light. Veronica stated though that she had recently had a diagnosis and has been able to get glasses which protect her eyes whilst awaiting a consultant's opinion. Although Veronica drives, she has been unable to do this for a long time due to her mobility and sight issues however has now been given the all clear to drive but she stated that her confidence to drive has gone.

We advised Veronica about Time Out and how we could introduce a befriender who would have similar interests and who would visit her on a regular basis. Veronica stated that this is not what she wanted and advised us that she would prefer to go out as she has been `stuck` inside for so long.

We discussed what she liked doing and she showed us some of the watercolours she had painted. She explained how she used to go to different painting groups and would like to try something again.



Due to her mobility issues, we had to find a group for Veronica, close to her home in Redcar. Although there were painting groups, some were inaccessible for Veronica as they involved stairs.

We had heard about Whippet Up's "Mighty Mondays" at the Bellamy Pavilion at Kirkleatham Museum through other clients who attended. The group offers free art and creativity session that helps to boost wellbeing so we suggested this to Veronica who agreed to give it a go but admitted she was a bit nervous about going herself.



**A Cottage in Spring by Veronica**

We picked up Veronica the following Monday and took her to “Mighty Mondays” where she was involved in the creation of the totem pole and even had a go playing a ukulele. She said she loved the warm atmosphere and would definitely return.

That weekend, after her daughter had returned from holiday, Veronica had a practice drive to Kirkleatham with her daughter to improve her confidence. She has since been able to get there herself.



## A Site for Tights!

Our Silver Surfers group in Marske is going from strength to strength and a recent article in “This is Redcar & Cleveland” led to both an increase in numbers as well as more volunteers coming forward to help. Holding a session which encourages attendees to identify their own IT needs can sometimes challenge those running the group, especially when the questions asked are out of the ordinary!

This month, a lady in her 80s, told the group about how her granddaughter performs in a circus in Brazil (Circo Em Brasillia). She explained how her daughter has tried to send parcels to her which contain the usual treats a mum would send but also tights which she needed for her performance. Unfortunately, many of the parcels from the UK, had not been allowed through Brazilian customs, including the essential tights. She wondered whether there was any other way of ordering goods and getting the supplies to her granddaughter?

To describe the enquiry as “out of the ordinary” was an understatement!

After some discussion, we investigated whether there was anyway the goods could be ordered in Brazil. If this was possible, the daughter could order them from the UK and it would almost guarantee delivery to the granddaughter.

The group discovered that there WAS a website for Amazon in Brazil and the goods needed, could be ordered. The group also learnt how to translate the site from Spanish to English.

The lady attending the group was so happy that she had found a solution and excited to tell her daughter what to do next.

The group finished by watching a video online of the circus performing in Brazil.



**Silver Surfers**

**Marske Library, Windy Hill Lane, Redcar TS11 7BL**

**Every Friday from 10.30am- 12.00pm**



## Are you aged 18+ and live in Redcar and Cleveland?

Our free **Time Out Service** can arrange for a trained volunteer to:

- Visit the person you look after in their own home
- Build a safe and reliable relationship
- Provide company and conversation
- Help you to find social activities that suit you
- Signpost you to other services that can support you as a carer

**07834 181 190**

**[marie.kerr@ageukteesside.org.uk](mailto:marie.kerr@ageukteesside.org.uk)**



## Welcome Home

**Are you aged 55+ and live in Redcar & Cleveland?**

**Are you due to be discharged from hospital?**

The Welcome Home project aims to provide support and company for those older people who have been discharged from a hospital stay and live alone in Redcar and Cleveland. Before or upon discharge suitable patients will be matched with a project volunteer who will support the patient to get home and will offer 4-6 weekly visits (1 visit per week) at the older persons home to help build their wellbeing and independence and reduce re-admission rates.

The trained volunteer will:

- ⇒ Visit the cared for in their own home
- ⇒ Ensure the patient has the necessary basic needs upon discharge (eg fuel, food)
- ⇒ Provide company and conversation
- ⇒ Signpost the patient to any other appropriate services

If you are interested in this service or interested in becoming a Welcome Home Volunteer, please contact:

**07921 464 125 or [Paula.Taylor@ageukteesside.org.uk](mailto:Paula.Taylor@ageukteesside.org.uk)**

# Stock Appeal



Age UK Teesside have a new online retail development.

Donate your unwanted clothes and furniture to  
make a difference to people in later life.

Call today for more information.



**Call 01642 80 55 00**



Age UK Teesside  
Dorothy Rose Suites  
The TAD Centre  
Ormesby Road  
Middlesbrough  
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