

connect

*The Age UK West Sussex,
Brighton & Hove Magazine*

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'Bags of Support'
with our
Winter appeal*

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Friendship
A story from our
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volunteer for
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*Sharing the love
We share some
of your recent
thank you letters*



Get in touch:



01903 731800



connect@ageukwsbh.org.uk

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How to receive Connect Magazine

If you would like to receive Connect regularly or simply want more copies, please let us know. We are always looking out for free distribution points at local businesses, shopping centres, cafés and coffee shops, doctor's surgeries and hospitals etc. If you can help, please contact us.

Read online

You can view the latest magazine on our website.

Write to the Editor

AUKWSBH Connect Magazine
Suite 2, Anchor Springs, Littlehampton,
West Sussex, BN17 6BP

If you see an article or picture you would like to copy or reproduce elsewhere, please contact the editor, Vicki Rayment by emailing connect@ageukwsbh.org.uk or calling 01903 731800

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Love later life

Published by

Age UK West Sussex, Brighton & Hove
Head Office: Suite 2, Anchor Springs,
Littlehampton, West Sussex, BN17 6BP

Registered charity number: 1086323
Company number: 4146487

The information and articles in this magazine were correct at time of going to print based on data available at time of collation. Stock images have been used throughout and do not depict individuals featured in the editorial unless clearly stated.



Welcome!

Hello again. I can't believe we're producing the October issue of Connect already! Time seems to be flying by as the nights draw in.

October 1st is 'International Day of Older Persons' but we'll use the less formal 'Older People's Day'. Whatever we're calling it, it's an opportunity to celebrate you (if you're in this category), as well as a chance to raise awareness of the opportunities and challenges that later life can bring.

Planning for this was tricky, as normally we'd hold a number of events, bringing people together to have fun, be creative or get active. With little idea of how Covid-19 guidance might affect gatherings this month our plans had to be more last minute! Check out our website if you're online, or give your local centre a call to see what's happening near you.

We did decide to mark the day by launching our 'Bags of Support' initiative for 2020. We're donating cotton tote bags filled with freebies, an activity pack and information to people who use our services. You'll find more details on Bags of Support inside this issue, but we hope they'll provide some practical ideas to tackle loneliness or boredom, as well as a few things to make you smile. See if you can get your hands on one!

Alternatively, why not celebrate Older People's Day by treating yourself? Our coffee cake recipe on page 8 is a good place to start... I can vouch that it's absolutely delicious!

Until our next issue of Connect, take care and if we can support you in any way please don't hesitate to get in touch. Best wishes,

Helen x

Helen Rice
CEO Age UK West Sussex, Brighton & Hove

If you need help we are here

During this difficult time, we have continued to adapt the way we work, so we can be there for you when you need us. With our staff, and generous help of our supporters and volunteers we continue to meet the needs of vulnerable people across our communities in West Sussex, Brighton & Hove.

We can support you with:

- **Information and Advice**
Including information on social care, housing and welfare benefits.
- **Telephone befriending**
A friendly chat if you're feeling lonely or isolated.
- **Doorstep Deliveries**
We can deliver meals, groceries and essential medication to your doorstep, as well as knitting kits, CDs/DVDs, books and jigsaws to stave off boredom.
- **Welfare and Safety Support**
Helping the most vulnerable with tasks such as cleaning, shopping and laundry, as well as offering respite for carers.
- **Wellbeing advice**
We can share information on healthy living, nutrition, hydration and exercises that can take place in the home or garden.



If you need support:

If you are practicing social distancing or self-isolation and need support, or you are worried about a family member or friend AUKWSBH are here to help.

Contact us:

☎ 01903 731800

@ information@ageukwsbh.org.uk



The Techno Team

Need help with the internet or tech equipment, like computers, tablets or smartphones?

Try contacting our Techno Team to see if we can help! Call us on **01903 731800** or email us: **technoteam@ageukwsbh.org.uk**. We have a group of volunteers who offer a free telephone service arranged at a time and day that is mutually convenient. Whatever your question, we will have a volunteer who can help.

Never miss an issue!

Our Connect magazine is full of information, advice and great stories to help people across West Sussex, Brighton & Hove to live well, independently. Stay connected by subscribing to our magazine, and we'll send you our latest edition. **You can register by visiting the website for your area:**

- 🖱 www.ageuk.org.uk/westsussex
- 🖱 www.ageuk.org.uk/brightonandhove
- 🖱 www.ageuk.org.uk/horshamdistrict



Offering you 'Bags of Support' this Winter!



At Age UK West Sussex, Brighton & Hove, we're always looking for ways to support older people locally.

Many of you already use our services like 'Help at Home' or have visited our centres for fun, friendship or fitness. This winter we had the challenge of supporting people without knowing how the Covid-19 pandemic would play out and unsure whether 'lockdowns' and self-isolation might be in place.

As a result, we decided to launch a new version of our 'Bags of Support' initiative on Older People's Day – 1 October. A practical source of help, these free cotton tote bags filled with information and goodies will be distributed across our area to people at home and to those able to visit our centres. We ran the 'Bags of Support' campaign last year with the theme of loneliness and it was a big success. This year, we've produced them with the pandemic in mind.

We've collated things in the bags that we hope people will find particularly useful at this time including a reusable face mask, hand sanitiser and an activity pack. Our bag also includes a copy of this magazine – Connect, along with information and advice on services, including befriending. There will also be some freebies to enjoy! Those unable to get hold of an actual tote bag, can access a 'virtual bag' with online printable resources, plus stacks of handy information in one place.

Life is very different for everyone right now. Some who have been shielding are just starting to get out and about again. We are all dealing with the new reality of face coverings and social distancing, neither of which particularly help us pass the time of day with strangers or make new friends. Plenty of people still feel safer at home. We've been there for older people throughout the changing situation and we're still here now as we all try to adjust to this 'new normal' way of life.

We know that Covid-19 has hit older people the hardest with many who were already feeling isolated suffering from dreadful loneliness during lockdown.

One of the aims of the bag is to highlight the activities and services available locally for anyone who is vulnerable, frail or alone. We want to be there for everyone who feels they have no one to turn to, no matter what they are facing.

We can't wait to start handing these out and with luck, we will extend this initiative right up to Christmas. We hope these small bags of goodies can make a big difference to those in need.

Thank you – it's a team effort!

We are extremely grateful to local firm Freeman Brothers for funding our Bags of Support initiative this year. Freeman Brothers, who are long time supporters of Age UK Horsham District, were due to sponsor the charity's Strictly Vintage tea dances in 2020 which sadly had to be postponed due to the Coronavirus pandemic. Becky Hughes, Community Co-ordinator for Freeman Brothers says; "We were so excited to be supporting Age UK's popular Strictly Vintage events in 2020, and although they were cancelled for the best of safety reasons, we were sad to miss out! We're pleased that our support is being transferred to an important initiative, helping those who have faced additional isolation this year due to social distancing." **As well as Freeman Brothers our other sponsors include Amberley and Nuthurst Parish Councils and West Sussex County Council.**

FREEMAN BROTHERS
FUNERAL DIRECTORS

Amberley
Parish Council





Angel delivers Bags of Support

Our 87 year old cover lady, Patti Thraves, was delighted when she received one of our new Bags of Support complete with a pretty handmade face mask and hand sanitizer!

Patti, was presented the latest Bag of Support by one of our Home Helps, Jade, when she recently carried out her weekly visit. She was absolutely thrilled and said that the bag had come at just the right time as she is hoping to finally venture out and do some shopping soon.

Patti exclaimed: "The mask and the hand sanitizer in the Bag of Support will be really useful and I can keep them in my handbag. I can use the mask again and again as I can wash it!"

"To begin with Jade did my shopping as that's all we could do during lockdown but now restrictions have lifted I'm hoping she'll be able to take me out more and go to Waitrose. The Bag of Support is a great idea for people like me and the magazine will help me to keep in touch with the outside world."

Patti and Jade said they "hit it off right from the start" and Patti admitted that although she had been in touch with various agencies in the past as she said she never felt more comfortable at home with anyone.

Patti said: "Once Jade was introduced I couldn't have been happier and feel very lucky with the help she was able to provide. I trust her and look forward to her coming on Fridays – and she loves my cat!"

You have to live your life and I'm so glad for her help and companionship. She really is my guardian angel.



Meet Jade

One of our Home Helps

"I became Patti's Home Help just as lockdown began – helping her with her shopping during that really difficult period of time. To begin with I could only help her with her shopping however now that restrictions have been eased I've been able to help her around the house and organize her cupboards how she likes them along with other household jobs.

Being a Home Help gives me immense satisfaction in knowing that I can make a difference and that's very rewarding.

I like to see the smile on Patti's face and knowing that she's happy makes my week!"

Want to read more?

Find out more about how our Home Help team can support you on page 7.

Community news across our localities

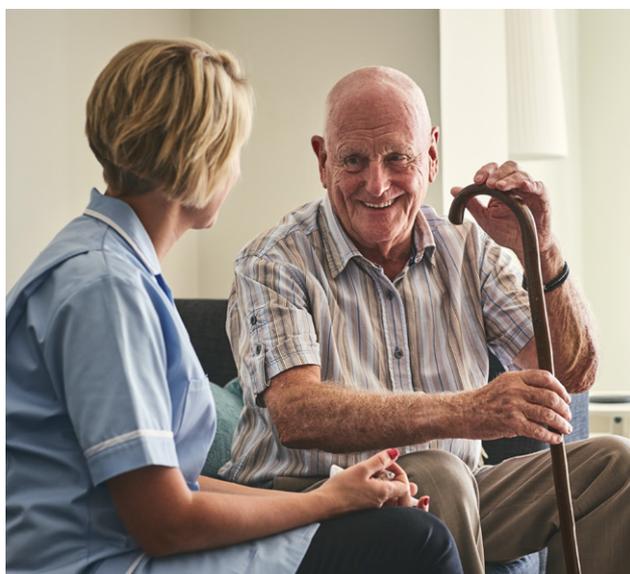
Brighton & Hove

Crisis Team – big thank you

The past few months have been a challenge in different ways to all our staff as they have been deployed to work in very different ways.

However, one team, Crisis, has continued to work throughout as front line key workers. As we all went into lockdown they carried on visiting vulnerable people providing the essential care and support needed. Getting the correct PPE was a challenge, guidance as to what PPE should or shouldn't be worn was hazy and whole systems of working needed to be changed as carers could not come into the office for hand-overs.

In the middle of all this Chloe was interviewed and started as the new CQC manager. We have also welcomed new carers to our team which has enabled us to increase hours delivered. We do not have the words to thank you for how amazing you have all been. Keep up the fantastic work you are all doing, we are very proud of you!



If you need emergency care support, call us!

Our Crisis Care Service provides temporary emergency support when other services are not available.

It is a free short term support service available for up to 14 days following an illness, hospital discharge or if you are finding it impossible to cope in a domestic emergency. The service can help with various tasks including personal care, shopping for essential items and collecting prescriptions, quick/light meal preparation and 'comfort' calls after an emergency or bereavement.

Get in touch with our Crisis Care team

All Crisis carers are carefully selected, trained and supported. The service is CQC registered with a **Good Standard**. To make a referral or for more information call us on:

 **01273 328 555**

Please note: Our Crises Care services are available in the Brighton & Hove area only.

West Sussex

Virtual London Marathon

Our wonderful hairdresser and volunteer Julie Broad will be running the virtual London marathon this year to raise money for AUKWSBH.

Julie only started running 6 years ago – when she joined the Laburnum Centre. She decided to raise money for us because joining the gym at Laburnum with the help and encouragement from her friends here has made such a difference to her life.

Due to the coronavirus, this year runners are taking part virtually and running the 26 miles wherever they are. Julie's 26 mile run will start at West Park West Bognor and then on to Middleton, Elma, Climping, Ford, Yapton, Climping, Elma, Middleton, Bognor, Rosegreen and finishing in Aldwick! The virtual run is timed and mapped, and all finishers still get the London Marathon medal!

The virtual Marathon is taking place on Sunday 4 October – the same day as the usual London Marathon. If you would like to support Julie, please make a donation via her JustGiving page: www.justgiving.com/fundraising/julie-broad7

We'll catch up with Julie in next month's issue of Connect to find out how she got on. Good luck Julie from all of us at AUKWSBH!

Across all our locations!



1st October is International Coffee Day – have a coffee on us!

To celebrate International Coffee Day we are offering members and day visitors a free coffee at our participating centres. Visit our website or keep an eye on our social media for more details!

Alternatively, if you can't get to one of our centres, why not try making our delicious coffee cake recipe featured on page 8.

Horsham Friends lend a helping hand

A huge thank you goes out to the League of Friends of Horsham Hospital who were able to help us with emergency funding of £20,000 during the Covid-19 pandemic.

We saw a huge increase in the demand for our services during lockdown and this significant donation was critical in helping us to provide the support so many older people in Horsham needed. During lockdown, our team had to act quickly, adapting our services as the pandemic evolved.

Thanks to this crisis funding, our team based in Horsham were able to continue providing meals to some of our most vulnerable clients who would normally access a hot meal at our day clubs. It also enabled us to provide shopping

services and delivery of medication and other essentials to those who most needed it, including those who were shielding or who were unable to shop for themselves due to transport or mobility challenges, those with no family or friends to shop for them, those who were unable to access online shopping services or concerned they would otherwise struggle without this ongoing support.

In addition, this donation is also supporting us to provide vital respite for carers and support to older people as Covid-19 restrictions are lifted.

We are extremely grateful to the League of Friends of Horsham Hospital for their support during an exceptionally difficult time for local older people – their generous donation enabled us to ensure those who were most vulnerable during the pandemic were able to access immediate help.

Lockdown Friends

During lockdown, Patricia Macdonald, who visits the Bognor Laburnum Centre, didn't see anyone.

The 75 year old said: "My only contact with the outside world was the Morrisons priority shop and calls from the befrienders."

A member of the Laburnum Centre for several years, Patricia felt really low and lonely so the calls with AUKWSBH were a great comfort – as well as the calls she made to her friends from the centre. The thing she loved most about coming to the Laburnum was being able to socialise, so once she found out it was reopening she was delighted!

She said: "Two of us turned up initially, Chris and me, and it was absolutely lovely. It was strange to begin with, making conversation face to face. Then our other friends also returned and everyone felt more relaxed."

Centre Manager, Sarah Smith said: "Patricia used to come on a Friday each week, so decided to make that the first day she came out of isolation. Her friends had all made the same decision and they all bumped into each other here and had lunch. They agreed to make their group a bubble and have been meeting twice a week ever since."

The Laburnum Centre is open!

We are happy to announce the Laburnum Centre is now open Monday to Friday from 8am to 4pm. Services include: Café, Hair Salon, Beauty Therapy, Holistic Therapies and Gym facilities.



Please book in advance by calling us on 01243 827 185. We look forward to welcoming you back, and please get in touch if you would like any more information.



Patricia

Sharon

Sharon's story

"Back in March when lockdown began, staff at the centre took on new roles to adapt to the situation, including befriending, shopping and meal provisions.

Those in need contacted AUKWSBH and were signposted to teams that could provide advice and support.

I began my role as a befriender, contacting those who were feeling isolated. One particular person who stands out in my mind was Patricia, who was amongst the shielding group and needed some support.

On a weekly basis I called Patricia to check on how she was coping and offered a listening ear. Over a period of time, I got to know Patricia well and learnt a lot about her past. It was interesting to hear her stories and experience of being a former Met Police Officer.

She was delighted to hear that the Laburnum Centre was re-opening. Her son had noticed this event through social media and contacted her. Patricia however was already looking forward to coming for a coffee in the car park as she had already been informed of this by me. She was in fact the first person who was greeted by our Manager Sarah as we re-opened with excitement our Centre!"

How we can support you...

If you need information or advice:

We offer information and advice to the over 50s on an incredibly wide range of subjects. A team of advisors and experienced volunteers can help with queries regarding:

- Welfare Benefits
- Housing Needs
- Health and Social Care
- Family and Personal Matters
- Leisure and Social Activities
- Money Advice
- Care Planning and Care at Home
- Advice for Carers
- Advising on rights

Might we be able to help you or someone you know? If so, please contact the Information and Advice Team on **0800 019 1310** or email information@ageukwsbh.org.uk



Information & Advice hot topics

This month: Extended notice period for most tenancies

The Coronavirus Act 2020 ('the Act') has been updated to increase the notice period a landlord has to give a tenant when they want their property back. From 29 August 2020 until 31 March 2021, landlords must give the following tenants six months' notice unless exceptional circumstances apply:

regulated, secure (including flexible), assured, assured shorthold, introductory, and demoted.

The precise rules vary depending on tenancy type, but broadly speaking you are not entitled to six months' notice if accused of fairly serious anti-social behaviour, or if you have more than six months' rent arrears. Your notice period depends on the reason your landlord wants the property back (their 'ground for possession') – it could be two weeks, four weeks, or they could be entitled to take the case to court immediately.

The rules are complicated, so seek advice as soon as possible. Call **0800 019 1310** or email information@ageukwsbh.org.uk



If you need help at home:

Our Help at Home Service specialises in supporting the over 50s and includes:

- **Weekly or fortnightly cleaning including:**
 - Hoovering, dusting and general housework
 - Cleaning of hygiene areas and floors
 - Laundry and ironing
 - Bed making and curtain/net changing
- **Simple clothes mending**
- **Dog walking**
- **Gardening service**
- **Handyperson service** (odd jobs/minor repairs)

Contact the team:

 **01903 726 276**

 helpathome@ageukwestsussex.org.uk

Take a break!

Why not grab a cuppa, put your feet up and have some fun with our Sudoku challenges!

Beginner Sudoku

	4							9
2		6	5					
		7			3	5		4
4	5		9	2		8	6	
		1	7	3	5	9		
	2	9		4	8		1	5
9		5	4			1		
					6	4		8
8							5	

Advanced Sudoku

7			5		6	3		
				9				
2				4			9	8
4		1						
	9		1	7	4		6	
						4		3
5	6			2				9
				1				
		3	9		8			7

Want more puzzles?

We have Activity Packs, DVDs and CDs available for delivery to anyone who needs them! If you are in need of some fun activities to pass the time, please don't hesitate to call us on **01903 731 800** or email connect@ageukwsbh.org.uk



This month's recipe: Wendy's Cappuccino Cake

Ingredients

- 1 tsp cocoa powder, plus extra for dusting
- 2 tbsp strong coffee granules
- 225g / 8oz butter, softened
- 225g / 8oz caster sugar
- 4 eggs
- 225g / 8oz self-raising flour
- 1 tsp baking powder

White chocolate frosting ingredients

- 100g / 4oz white chocolate, broken into pieces
- 50g / 2oz butter, softened
- 3 tbsp milk
- 175g / 6oz icing sugar

Method

1. Preheat the oven to 180°C / gas 4 / fan oven 160°C. Butter and line the bottom of a shallow 28x18cm / 11x7in oblong tin.
2. Mix the cocoa and coffee granules into 2 tablespoons of warm water. Put in a large bowl with the other cake ingredients.
3. Whisk for about 2 minutes with an electric hand blender to combine, then tip into the tin and level out.
4. Bake for 35-40 minutes until risen and firm to the touch. Cool in the tin for 10 minutes, then cool on a rack. Peel off the paper.
5. For the frosting, melt the chocolate, butter and milk in a bowl over a pan of simmering water. Remove the bowl and sift in the icing sugar. Beat until smooth, then spread over the cake.
6. Finish with dusting of cocoa powder and cut into bars or squares.

We'd love to hear your recipes!
Email us at connect@ageukwsbh.org.uk

Sharing the love

We've been overwhelmed by all the messages of appreciation and kindness that our customers have been sending so we wanted to share a few with our readers:



"I'm so pleased with all of the wonderful carers who have visited. Everything was so much harder before you were involved – most importantly I now feel safe."

A Crisis team customer

"It's been so nice having a familiar person to talk to weekly, I really look forward to your calls."

A satisfied customer

"You make me feel like a nice warm fire on a cold day."

A lovely thank you from a lonely customer

Nicky
Thank you for the Age UK details.
Also, for the welcome and kind calls over the last few weeks.
Much appreciated
June

"Your team are an inspiration for life, thank you for being there and your advice."

A happy Information & Advice customer

FRIENDSHIP
FRIENDSHIP BUDS AND BLOSSOMS,
LIKE A SUMMER IN FULL DRESS,
FRIENDSHIP BRINGS A HARVEST
OF JOY AND HAPPINESS.
FRIENDSHIP IS SUSTAINING
THROUGH WINTER WINDS
AND SNOWS.
FRIENDSHIP CAN'T BE
HOARDED,
BY BEING SHARED IT
GROWS.

Just a note to let you know I am thinking of you. Plus to thank you for the contact/phone calls etc – it is much appreciated. I hope you and your families are keeping well in this difficult time for everyone. Miss you all, but hope we can soon meet, if all take care and are responsible. Love and all the best, your friend and member Connie.

A card and poem from one of our members

Do you need our support?

Over 50s who need advice or support at this time can contact us on: **01903 731 800**

Volunteer corner

Currently, we are looking for volunteers in these services:

- **Telephone Befriending and emotional support**
Not fully running yet, but we are recruiting across West Sussex, Brighton & Hove
- **Dementia Daybreak services**
At present only in Littlehampton, Horsham, Storrington, Haywards Heath, Crawley and Bognor Regis
- **Gardener**
At the Laburnum Centre, Bognor Regis
- **Gardener**
At the Burgess Hill Centre, West Sussex
- **Kitchen help**
At the Laburnum Centre, Bognor Regis
- **Delivery drivers**
Across West Sussex and Brighton & Hove
- **Coffee morning assistant**
At Pond Road, Shoreham, West Sussex
- **Social Prescribing – Admin role**
At Littlehampton and Bognor Regis
- **Information & Signposting**
At West Sussex, Brighton & Hove

The Big Knit... Calling all knitters!

We are once again looking for all you keen crafters out there to help us with the next Big Knit campaign.

The little hats will appear on Innocent drinks bottles and for every little hat we submit, Innocent drinks will donate 25p to Age UK. All money raised by our knitters will help to fund our vital work with older people.

Many of our knitters have contacted us to let us know they have been continuing to knit little hats during lockdown and we are hoping that our knitters will be able to create around 35,000 hats for the next campaign!

There are plenty of different patterns you can choose from including the classic bobble hat, as well as different birds, fruit and animals, the list is endless! Why not take a look at the patterns online at: www.thebigknit.co.uk/knitting-patterns

Meet Richard

One of our Volunteer Managers at AUKWSBH



Hi. I'm Richard, Volunteer Manager for AUKWSBH alongside Dominique. We have about 500 volunteers. Volunteering is a great way to share your life skills and give back to your local community.

I'd like to share this from one of our volunteers. "I was in a bad place when I started volunteering 3 years ago. I had nothing to do during the day and began to feel quite depressed. I was overweight and couldn't walk very far. I was even checked for early onset dementia. But since volunteering I've lost weight, take long walks - I feel I've really got myself together."

Contact us to find out more or to join our amazing army of volunteers:

Richard: 07841 662564 or email richard.harris@ageukwsbh.org.uk

Dominique: 01403 260560 or email dominiquem@ageukhorshamdistrict.org.uk



Could you help with The Big Knit?

Could you help us make a difference by knitting some mini hats to keep older people warm and well this winter? If you'd like to get involved, please get in touch!

☎ 01903 731 800

@ fundraising@ageukwsbh.org.uk