



Annual Report

2021-2022



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Message from the chair



Dear Members and Supporters of Age UK Westminster,

As Chair of the Board of Trustees, I am pleased to present this annual report on behalf of our charity. At Age UK Westminster, we are dedicated to promoting the wellbeing and independence of older adults in our community. We believe that every individual should be able to age with dignity and respect, and we strive to provide the necessary support to make this possible.

Over the past year, we have faced unprecedented challenges due to the after-effects of the COVID-19 pandemic. Despite these difficulties, our team has continued to work tirelessly to provide services and support to older adults in Westminster.

We have adapted our operations to ensure the safety of our clients, volunteers, and staff, while continuing to provide essential services such as befriending, activities, and advice and information.

Our digital inclusion program has enabled older adults to stay connected with their loved ones and the wider community.

We have also expanded our services to meet the growing needs of older adults during this time. Our new dementia project has provided essential support to those in need and our exercise at home programme has helped us reach individuals who may be housebound, living with chronic conditions, or having mobility and balance issues.

None of this would be possible without the dedication and commitment of our staff and volunteers, who have gone above and beyond to support our clients. I would like to extend my heartfelt thanks to each and every one of them for their hard work and dedication.

Looking forward, we are committed to continuing to provide high-quality services and support to older adults in Westminster. We will work closely with our partners, funders, and supporters to ensure that we can continue to meet the needs of our community.

Finally, I would like to thank our supporters and donors for their continued generosity and support. Your contributions enable us to make a real difference to the lives of older adults in Westminster, and we are truly grateful for your support.

Fiona Healy-Connelly
Chair of Trustees

Message from the CEO



As the CEO of Age UK Westminster, it gives me great pleasure to share with you our annual report for the 2021-2022 year.

It was a crucial one for us as we continued to navigate through the challenges of the pandemic and its impact on our community.

Our mission remained unchanged: to improve the lives of older people in Westminster by providing them with the support, information, and services they need to lead happy and fulfilling lives. As we worked towards this goal, we were guided by our values of compassion, respect, and empowerment.

Our primary focus for the year was ensuring we provided the highest level of support to our service users. We launched new initiatives to tackle social isolation and loneliness, which have become more pressing concerns than ever before. To help us achieve this we added five new members of staff.

We also worked to ensure that older people in Westminster had the resources they needed to stay healthy and active through our new programmes - Exercise at Home and the Dementia project.

You can find details on both of these in this report.

In addition to this, we engaged with our partners and funders to ensure that we were providing the best possible service to our community. We worked closely with Westminster City Council, health and social care providers, and other charities to build strong partnerships that enabled us to deliver the most effective support to those who needed it most. We secured an extra £45,000 in funding in comparison to the previous financial year.

As we move forward, we remain committed to our goal of building a more age-friendly community in Westminster. We believe that every older person in our community deserves to be treated with dignity and respect, and we are dedicated to making this vision a reality.

I would like to take this opportunity to thank our staff, volunteers, and supporters for their hard work and dedication over the past year. Without their tireless efforts, we would not be able to provide the essential services that we do.

Finally, I would like to say that I am incredibly proud to be leading Age UK Westminster during this time. I am confident that together, we will overcome the obstacles that lie ahead and continue to make a positive difference in the lives of older people in our community.

Mehfuz Ahmed

CEO

About us



Age UK Westminster exists to promote the well-being of older people living in Westminster and to help make their lives a fulfilling and enjoyable experience. We focus on services that reduce financial hardship, disadvantage, and social isolation for older people in our local community.

We also work to provide opportunities for older residents to get involved in Age UK Westminster's volunteer programme and provide input in the development of future services.

Our key services are run by dedicated staff and volunteers and are reliant on the good will and support of the local community.

Information & Advice Team

We provide "drop-in surgeries" and appointments at community locations across the borough; outreach into the community, home visits for those who are housebound, and an enquires line for information and signposting.

Befriending & Telephone Befriending

This project provides weekly visits by a volunteer to older people to reduce their social isolation, particularly when they are housebound. A telephone call is available for those who don't want a volunteer visit.

General & Older Volunteering

This project provides a wide range of volunteer opportunities suitable for all ages, needs and abilities with no upper age limit to who can apply.

Digital Inclusion

This project helps older residents make the most of the internet and their electronic devices in later life and helps towards preventing loneliness and isolation.

Activities

We run a wide variety of activities that help to increase the level of social interaction & physical health of our members. These include specialist activities for those living with dementia and exercise at home sessions for housebound clients.

Our mission and values



OUR MISSION

Our aims are:

- To encourage choice and opportunity for older people.
- To be a direct service provider of high-quality services for older people.
- To ensure that older people are aware of, and have access to, the benefits to which they are entitled.
- To advocate on behalf of older people.
- To tackle issues such as isolation and loneliness within our local community.
- To promote positive attitudes towards older people and ageing.

Age UK will promote and support individual rights and choice within our services.

Users are entitled to:

- Have their cultural, ethnic, religious, sexual, and emotional needs respected.
- Enjoy freedom from threat, injury, insult, and ridicule in every aspect of their life.
- Enjoy their personal independence and personal choices and to receive help in achieving these.
- Users should be known by the name of their choice, be treated with dignity, and be assured that their personal and private matters will be treated in confidence.
- Care for themselves as far as they are able irrespective of how long this may take to accomplish.
- Be involved in decisions concerning the services they receive.
- Be kept informed of any future changes that may affect the services they receive.

Our trustees

Our board of trustees are an elected group of individuals that has overall responsibility for the management of Age UK Westminster. The board seeks to ensure the best interest of service users in all types of management decisions.



Fiona Healy-Connolly
Chair of Trustees



Dr Ann Black
Vice Chair



Ian Adams
Trustee



David Durnford-Slater
Trustee



David Kent-Lemon
Trustee



Neil Carthy
Treasurer



Michele Mestrinaro
Trustee

Our impact



25,439

number of client contacts

27,528

volunteer hours donated

£946,811

financial gains for our clients

15,871

visitors to our website

Our services



3,779

contacts made with older people, their families and carers

1,828

older people supported by the service

504

older people signposted to other services

221

home visits

1078

internal referrals

2,572

number of issues identified

Information and advice

Overview

The I&A team provides assistance and guidance on a range of welfare services for older people in Westminster. The team signposts clients to services both within Age UK Westminster and to those of our voluntary sector partners and affiliates.

This service helps our service users to lead a more independent, enjoyable and fulfilling life.

The team assists with a wide range of issues including:

- Welfare benefits and income maximisation
- Debt/money management
- Housing
- Health and social care needs
- Consumer related issues such as utility bills
- Assistance with form filling
- Taxi card applications
- General signposting

We help make it easy for older people to claim the money to which they are entitled. We have benefit advisors available throughout the year to provide expert help and information to older people across the City of Westminster.

£946,811.39 gained for older people in the borough

“

I cannot thank Age UK Westminster enough, I will never forget the support they gave me. My life is going to change for the better

”

Information & advice case study

John* is a 79 year old gentleman who lives on his own in a room in a shared flat. He is currently working full time as a cleaner. He wants to continue working but it's becoming difficult due to the severe pain in his left leg which restricts his mobility. His memory is also deteriorating. He had deferred claiming his State pension since 2007 because he wasn't aware that he could receive a State pension while still working. His employer advised him to contact Westminster Citizens Advice Bureau (CAB) to investigate claiming his State pension. The CAB referred him to us

Action taken/support provided

John met with one of our advisers. The adviser applied for the state pension on his behalf and requested for it to be backdated to August 2007 when it was deferred. The Pension Service came back with a proposal of backdating it to 10 years only. They explained that John shouldn't have deferred it for more than 10 years. The adviser persevered asking the Pension Service to consider John's age and health situation. She explained that he couldn't afford to stop working despite his deteriorating health issues.

Outcomes

John received an award letter from the Pension Service confirming that they had agreed to backdate his state pension to August 2007. The lump sum back payment amount is £130,021.18 and his weekly State pension going forward is £196.07.

Impact

John was overwhelmed with such a huge life changing amount of money. He didn't quite understand the contents of the letter until the adviser explained it to him. He is thinking about stopping working and just concentrating on enjoying his retirement. He now has the means to live the rest of his life without financial stress. John was very emotional when he saw the money on his bank statement. He said:

"I cannot thank Age UK Westminster enough, I will never forget the support they gave me. My life is going to change for the better."

*not his real name

430

telephone befriending matches

20,640

befriending contacts - calls

1,968

Number of befriending hours - in person

10,320

Number of befriending hours - by phone

41

face-to-face matches



Befriending

Age UK Westminster are committed to tackling the high levels of social isolation amongst Westminster's older population, as research shows that loneliness has a negative impact on our mental and physical well-being. We provide a one to one befriending service for vulnerable older people who live alone and/or are experiencing social isolation.

We match isolated older people with a friendly, local volunteer who commits to visiting them on a weekly basis.

During these visits, our Befrienders provide much needed social interaction and emotional support, and encourage the older person to be more active by accompanying them on short walks and helping them with tasks.

We also offer a telephone befriending service. Volunteers provide weekly 30 minutes phone chats with one or more older people who are at risk of becoming socially isolated or may feel lonely. It's been proven that regular phone calls make a huge difference in helping to uplift the spirits of older people.

Befriending case study

Harry* is a 91-year old Visually Impaired (Macular Degeneration) man who retired early in his fifties and relocated from his London apartment to Cornwall with his wife. He has monthly check-ups with a private Ophthalmologist for wet macular degeneration in the right eye and dry macular degeneration in both eyes. He also has Spondylosis in his lower back.

Since moving to Cornwall his wife was diagnosed with Dementia and with worsening of the illness it was decided to return permanently to their London apartment in 2019 feeling that health services in London would be more accessible.

His wife's health deteriorated and later it was unsafe to leave her alone and Mr X was no longer able to cope with caring for his wife. Due to advanced Dementia and a Mental breakdown, she is now permanently residing in a care home where she receives the Specialist care needed.

He self-referred to the Age UK Westminster Befriending service in 2020 as he had no friends or social contacts in the area that he had been away from for nearly 30 years.

I assessed Harry in 2020 and introduced him to a volunteer befriender Joy. They had so much in common, travelling, sailing, dining, and socialising and both seemed interested in each other's life experiences.

They immediately made plans to meet for lunch and have since visited museums and galleries and they attended a Christmas Lunch together.

Due to his visual impairment Harry was no longer able to read books without difficulties and through our Digital Inclusion Project he received a tablet. He is now able to access Audio Books and enjoy books of his choice. He attends Age UK Westminster activities on a regular basis and our I&A service helped in applying for a Taxi card.

Harry attends Westminster Reference Library, the Lunchtime concerts at Regent's Hall and has joined a leisure centre for exercise classes.

Befriending has had a great impact on Harry's life. He now has a social life since returning to London after so many years in Cornwall. He has formed a remarkable friendship with his befriending volunteer, and they spend time discussing friends, neighbours and family and general current affairs. They go on walks and meet for lunch. He is more outgoing having found himself living alone and attends Age UK Westminster activities.

*not his real name

282
volunteers

100
corporate volunteers

27,528
volunteer hours

30
volunteers aged 65+

£466,049
equivalent value of
volunteer hours*

Volunteering

Our volunteers make a unique contribution to the life of older people in the City of Westminster by providing a wide range of services and support; there is little that cannot be achieved through shared enthusiasm, creativity, a diversity of skills and range of experience.

We welcome those of all ages and backgrounds who would like to make time for older people in Westminster.

Our volunteer roles include:

- Exercise at Home Programme
- 1:1 Walking Support
- Marketing and Communications
- MCST Dementia Support
- Telephone Enquiries and Signposting
- Digital Support
- Befriending
- Information and Advice
- Fundraising Officer
- Charity Shop
- Admin Support
- Client Service Support
- Volunteer Recruitment Support
- Charity Shop
- Translator

“

Making contact with people who are on their own, chatting with them for a while gives me a sense of community, that we are here for each other, particularly as we get older.

”

*based on the information supplied in the National TOMS Framework platform. This is a platform which is used to measure social value.

Volunteering case study

Julie* is a telephone befriender with Age UK Westminster. She has been making calls to four, isolated older people who live in Westminster. She calls them three times a week for a social chat and to make sure they are safe and well, that they are warm and that they have enough food. Also, to see if they would like any of the many services on offer through Age UK Westminster.

Julie said:

"As I'm retired, I'm 74 I don't have to think about work so the Lockdowns we have had could have been very difficult to handle.

Luckily, a friend of mine at Age UK Westminster wondered if I would be interested in telephone befriending. I didn't need asking twice. I knew the benefits such calls could make having run a similar service in one of my paid employments.

It has proven to be as rewarding for me as I think it has for the people I call. To share the different life stories and experiences with them brings back not only memories for them, but also for me.

Their lives have been full of happy times and unhappy ones, from painting in Morocco to living in a two up two down during the war with eight brothers and sisters. We have shared sadness's and bereavements, some of them still very raw, but through talking we find a quiet place.

Making the calls has given me a sense of purpose, that I'm giving something back in these troubled times, but mainly I feel less isolated myself, given that I've had to mainly stay at home all this time. Over the past months I've got to know them, their ups and their downs, their families and their worries. It's satisfying when I can help sort out a problem or point them to the people who might help.

Making contact with people who are on their own, chatting with them for a while gives me a sense of community, that we are here for each other, particularly as we get older. "



Photo for illustrative purposes only, and not the actual case study.

"Making the calls has given me a sense of purpose, that I'm giving something back in these troubled times, but mainly I feel less isolated myself"

*not her real name

71
volunteers

522
Christmas hampers
delivered

17
corporates supported
the project

£15,245
raised

158
clients attended
Christmas events

Christmas Project

Age UK Westminster's Christmas Project is a yearly project to make Christmas a special and enjoyable time for elderly residents, who may be suffering from loneliness and isolation, which became even more pronounced during the pandemic.

We have been delivering this project to older Westminster residents for over 10 years.

Working with amazing supporters from different organisations and retail, Age UK Westminster were able to provide those who are most vulnerable with a special Christmas hamper, delivered by volunteers. The hampers contained: a bone china mug, a jewellery tray, soap, a puzzle book, a Christmas card, box of mince pies, shortbread, jam/marmalade, teabags, cream crackers, Christmas pudding and chocolates.

We also provided festive activities, such as afternoon teas, a wreath making workshop, an online choir performance and a Christmas quiz/bingo, made possible by our amazing corporate sponsors, Bain & Co, Southbank International School, GIC Singapore, Urban Leisure and Newton Europe.

Additionally, our brilliant volunteers called some of our most vulnerable residents on the run up to Christmas and on Christmas day, to ensure they didn't feel forgotten or lonely.

Local councillors were also involved with packing and delivering hampers to residents, including Cllr Robert Rigby, Cllr Tim Mitchell, Cllr Melvyn Caplan, Cllr Paul Dimoldenburg, and MP Nickie Aiken.

Moreover, local businesses and institutions stepped up to help with the whole process, from unloading to deliveries.

“ We just wanted to say a big thank you to the Age UK team for such a lovely lunch yesterday

“ Thank you very much for organising this event. It was so creative, easy and so enjoyable

1,747

clients participated in activities

214

number of activities held

1,968

hours of activities delivered

Activities

Age UK Westminster offers a range of activities and services to support older people in the local community. We have been providing these services for over 70 years and we are dedicated to helping older people live independently, stay active, and remain engaged with their local community. Here are some of the activities we offered during 2021/2022:

Exercise classes: We offered a range of exercise classes. These classes are designed to help older people stay active and maintain their strength, balance, and flexibility.

Social clubs: We ran a number of social activities and events where older people could make friends. These offered the opportunity for them to enjoy a range of activities such as arts and crafts, games, and outings to local attractions.

Coffee mornings with informative talks: these provided a great opportunity for our clients to learn something new in the company of likeminded older adults.

Age UK Westminster provided a range of activities and services that are designed to support older people in the local community. Whether it's through exercise classes, social clubs, or trips to local venues, Age UK Westminster is dedicated to helping older people live happy and healthy lives.

“

It helps people like me to make friends and get out of the house.

The Beethoven centre is such a welcoming community hub and because of this class we know more of our neighbours.

”

17

Activities case studies



Photos for illustrative purposes only, and not the actual case study.

Participant name: Tess*

Why did you join this class? To keep fit, and also I was made redundant recently after 33 years. I have been feeling really down and depressed and when my friend suggested we join this it just seemed perfect.

Do you have a favourite part of the class?
I love all of it

How has this class impacted your overall well-being? It has helped with my feeling down and depressed. I am getting out of the house and moving!

Why do you think funders should support this class to continue? I think this is a seriously underfunded age group and this class is great for those who couldn't otherwise join. People on low income deserve the same services as those on high income I think.

*not their real names

Participant name: Ray*

Why did you join this class? To get out and about and because I think it is therapeutic.

Do you have a favourite part of the class?
The friendly teacher and great atmosphere. Sonia is so patient and enthusiastic! I also love the music.

Do you have any suggestions of improvements that could be made to the class? The only improvement that needs to be made is to my dancing!

How has this class impacted your overall well-being? It is good for the nerves. Exercise is the best medicine. I find it is great for me mentally. I like the facilities and at the end of the day I come, and I feel better for coming.

Why do you think funders should support this class to continue? For the feel-good factor and for those home alone to be able to get out and see people.

194

number of clients who accessed project

39

Number of people who benefitted from 1:1 sessions

426

number of 1:1 sessions delivered

301

number who attended group sessions

49

number of group sessions delivered

Digital Inclusion

We support Westminster residents aged 50+ and help them to build their confidence and knowledge in using digital devices such as smartphones, tablets/iPads and laptops.

Age UK Westminster offers both group sessions and 1:1 support. Some people learn through a combination of both.

Whether they want to connect online and access local services, do online shopping, learn how to use Zoom or join virtual activities, set up and use email addresses and WhatsApp accounts, connect to loved ones through video calls, Age UK Westminster's Digital Inclusion Service is here to help.

Becoming digitally connected can reduce feelings of isolation, loneliness and can improve physical and emotional wellbeing.

This project is made possible thanks to funding from **Good Things Foundation Connect Up Fund, North Westminster Programme, Percy Bilton Charity, CNWL, Neighbourly, Westminster Almshouses Block Grant** and the **Masonic Charitable Foundation**.

“

The service is fantastic. It helped me regain my balance. I'm now regarding my computer in a more friendly way! I will give you 10 out of 12 on the service.

”

Digital inclusion case study

Melissa* is a 61 year old woman who lives alone. Since falling ill in 2021 she has become socially isolated, as she is no longer able to work and has become increasingly housebound. Due to being clinically extremely vulnerable, she only leaves the house to carry out essential administrative tasks and attend hospital appointments, and only receives essential visitors at home.

Prior to receiving digital support from Age UK Westminster, Melissa was digitally excluded, having only the use of a basic phone which she used to send messages and make phone calls.

Through our digital inclusion programme, she was loaned a tablet with a prepaid data SIM and, as she has a low income, has now been awarded a digital grant and assistance to purchase her own smartphone. She has been supported on a one-to-one basis in learning to use the device itself and to get online.

Melissa has used her loaned tablet to connect via social media to family members living in another country who she had lost contact with, which has been important to her during her illness.

She is also now making use of her email account to connect with friends as well as carry out life admin. She uses social media to connect to the outside world and follow the news.

Melissa is currently prioritising learning how to access essential services such as healthcare and online banking. Her learning journey has been guided by her needs and priorities and has taken place at her own pace, which is impacted by her health conditions.

Melissa considers the digital support that she has received to be essential to her in her current situation, as it has both enabled her to connect to friends, family and the outside world, and to access essential services that would otherwise be inaccessible to her.



Photo for illustrative purposes only, and not the actual case study.

*not her real name

NEW Projects



28

specialist MCST sessions

3

Heart of Westminster
Memory Cafes

1

trip to the zoo

130

attendances at group
sessions

37

clients accessing the
project

190

client contacts

Dementia Support Launched May 2022

Age UK Westminster offers a selection of activities for people living with dementia and their family/carers.

Participants take part in meaningful and stimulating activities through our Maintenance Cognitive Stimulation Therapy (MCST) programme proven to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new relationships.

We also run a dementia befriending service and the Heart of Westminster cafe.

MCST activities include:

- Discussions
- Word games
- Quizzes
- Physical activities
- Creative and musical activities

The Heart of Westminster Memory Cafe

The Age UK Westminster Memory Café offers a relaxed, informal setting for people with dementia and their family, friends and carers to get together. It provides a mixture of talks, information and advice, entertainment and activities.

“

This has given me a way to connect with my Auntie, I often don't know how to communicate with her since she got dementia.

”

Dementia support case study

Henry* enjoys attending the MCST sessions and often comments that they 'are of great benefit to him'. The regular weekly sessions at the Beethoven Centre provide a familiar routine for Henry. This has also encouraged Henry to retain his independence as he walks there and back on his own from home. Julie*, Henry's wife has also reflected on how he is 'really enjoying' the sessions.

Both Henry and Julie have also now started attending the Heart of Westminster Cafe together. Julie commented that it was 'good to meet up with old as well as new friends'.

Julie was also pleased to be able to register with Carers Network who attend the Cafe regularly and Henry was pleased to borrow some books from the Carers Network Bizzy Box project. They were also both able to reconnect with Resonate Arts at the Cafe to get an update on their upcoming arts and music groups in Westminster that they enjoy attending.



Photo for illustrative purposes only, and not the actual case study.

“ it was good to meet up with old as well as new friends ”

*not their real names

“ You all feel like part of the fabric of the place now ”

“ We have been hearing positive feedback on the group, keep doing what you're doing ”

“ Your group is the only time we see ML sitting down and engaged for this long ”

“ he really enjoyed it and had quite a buzz when he left the session ”

In 2 months

innovative programme designed

7

clients accessing the service

38

number of 1:1 sessions delivered

Exercise at Home

Launched August 2022

At Age UK Westminster we recognise the importance of keeping fit and active and how this can be difficult for some, our Exercise at Home sessions aid mobility, increase strength and can reduce stress levels.

Exercise at Home is a new service that offers home-based sessions for individuals who might be housebound, living with chronic conditions, having mobility and balance issues, and find activities of daily living challenging.

Mary & Mario

Mary is married to Mario, who joined the Exercise @ Home programme. He has limited mobility and lives with other conditions, such as orthostatic hypotension, hypothyroidism, anaemia and sciatica. He has fallen multiple times, therefore cannot go outside without support. His wife is trying to manage the household and take care of her husband. Without additional support Mary is finding her role to be extremely challenging.

"I have to take care of everything on my own. There are some repairs needed in the house, I have to cook, do the shopping, support him with walking; he cannot go out by himself and all the doctors appointments... it's a lot."
(Mary)

After the Exercise @ Home sessions started Mary got an additional hour when she does not have to worry about keeping an eye on her husband, run errands, plan days ahead or just take time for herself.

"Even if it's just an hour you know I can get things done. I make calls, do the laundry because I have to be upstairs... or I would just look at the newspaper." (Mary)

Exercise at Home case study

Leslie* is a 77-year-old, retired woman who lives alone. She is highly dependent on other people to bring her shopping and escort her to doctors' appointments. Her son lives abroad, and her husband died three years ago due to a neurological condition. Since then, she rarely goes outside. Leslie has a befriender who visits her once a week for an hour, however she reports feeling lonely most of the time.

Having experienced multiple falls a few years ago left Leslie with a high fear of falling, hence she is mainly sedentary. This highly affected her mobility in lower limbs and even further deteriorated her balance putting her in high risk of falling again. In addition, Leslie suffers from other conditions such as, diabetes type 2, hypertension, rheumatoid and osteoarthritis and mild depression resulting in a poor quality of life.

Leslie was very pleased when the Exercise at Home programme started. After the first few sessions she began to engage in conversations and look more cheerful, but most importantly by the end of the 7th session Lisa improved her balance and significantly reduced the sway while standing with feet together and on one leg.

The programme not only helped Leslie to improve her balance but also to reduce her fear of falling and gave her something to look forward to.



Photo for illustrative purposes only, and not the actual case study.

“I really enjoy these sessions; I can feel my muscles working otherwise I would just be sitting on the couch watching TV you know.” (Lisa)

*not her real name

50

ward visits/wellbeing
chats

45

telephone wellbeing
check ins post
discharge

30

discharge support
home visits

20

shopping support visits

Hospital Discharge Pilot

Age UK Westminster provided a supported discharge service to patients identified by Athlone and Alexandra Bedded Rehab Units. The pilot ran from the 4th April - 30th June 2022.

The pilot identified practical support the individual required which could include accompanying home, visiting accommodation prior to discharge to check whether suitable, ensuring that there is food available in their home.

It also identified other community based services that may benefit the individual such as Befriending, Information & Advice, Activities and making referrals to those services to reduce the impacts that loneliness and isolation can have on health and wellbeing which in turn can lead to readmission.

The difference discharge support made:

- Lower levels of anxiety
- Reduced risk of 'falling through the net'
- Participants had a better understanding of the information in the discharge summary
- Increased social contact
- The ability to more easily identify hidden needs and concerns

“

Having support with the shopping has been really great, and has made life for us much easier

”

Discharge pilot case study

Sally*, aged 81, has had good health and lived a very independent life. This changed when she had a fall which led to hospital treatment that required operations and a long hospital stay of over three months. Sally lives in a bedsit within a large house and has no family although her landlady is very supportive. She is still receiving medical care to manage wound dressings.

With the support of a Bedded Rehab Unit Sally was able to move around her living space independently but she was still not able to walk long distances and even managing the steps leading to the entrance of her accommodation required support. As she had been in hospital for an extended period her bank account had been frozen. Age UK Westminster's Patient & Wellbeing Coordinator (PWC) was able to build a supportive relationship with Sally checking in with her regularly in the period leading up to discharge, supporting Sally to rebook conflicting hospital appointments and making referrals to the I&A service to review her financial situation.

Following discharge support was provided with following up the wheelchair referral and confirming its delivery date and when it had been delivered supporting Sally to go to the bank and resolve her account issues and visit her local park. Sally was desperate to get out into the fresh air. The team also supported her with shopping giving her more freedom and independence than relying on her landlady. Each support visit included time to chat. She has also been referred to a Befriending service to ensure that she has ongoing support.



Photo for illustrative purposes only, and not the actual case study.

Sally said: "Getting out was such a relief. The last few months have been such a struggle. I have never had anything like this happen to me before. I am so glad to have this support."

*not her real name



Future Plans

As Age UK Westminster looks to the future, we are committed to building on our successes and continuing to provide vital support and services to older people in our community. Our plans for the coming year are focused on three key areas:

Expanding our services, strengthening our partnerships, and improving our impact. Firstly, we aim to expand our services to meet the growing needs of older people in our community. This includes increasing the capacity of our information & advice team in response to the cost of living crisis, growing our dementia support project and equipping even more older people with the digital skills they need to get online.

Secondly, we will continue to strengthen our partnerships with local organisations and stakeholders. This includes working closely with healthcare providers to improve the health and wellbeing of older people, partnering with local businesses to raise funds and awareness, and collaborating with other charities to provide a coordinated response to the needs of older people in our community.

Finally, we are committed to improving our impact and ensuring that our services are making a real difference in the lives of older people. This includes setting clear outcomes and targets for our services, regularly measuring and evaluating our impact, and using this information to continuously improve and adapt our services to meet the changing needs of our community.

We are excited about the future and remain committed to our mission of improving the lives of older people in Westminster. We look forward to working together with our partners and stakeholders to make a positive difference in the lives of older people in our community.

Funding

Age UK Westminster is funded through a variety of sources, including grants from Westminster City Council, donations from individuals and organisations, and income generated from our own fundraising activities.

One of the biggest sources of funding for Age UK Westminster is through grants. We receive funding from both local and national grant givers, which help to support our core programs and services. This funding is often provided on a yearly basis and is subject to certain conditions and requirements.

We also rely on donations from individuals and organisations. These donations come from a variety of sources, including members of the public who want to support the charity's work, local businesses, and philanthropic organisations. Donations are typically used to support specific projects or initiatives, such as funding our dementia project or digital inclusion services.

We also generate income through our own fundraising activities. These can include events, as well as online campaigns and other initiatives. The funds raised through these activities are used to support the charity's ongoing work and to help expand its programs and services.

In 2021/2022 we received funding from 30 different grant givers and 24 of those were new funders.

£7,463.35

in donations

£202,213

trusts and grants
funding

24

new funders secured

29

Fundraising stories

Emi's Big Walk from London to Brighton

Wonderful supporter Emi Bevacqua volunteered as a befriender for Age UK Westminster since the start of the pandemic back in 2020 until the summer of 2022.

In May 2022 she accomplished an amazing feat to raise funds for our services. She saw first hand the need for our services and wanted to do something to support our work.

She completed the London to Brighton challenge. The challenge took place over one weekend. Richmond-Upon-Thames is the start, and it's over the North Downs with wonderful Surrey & Sussex countryside to half way at Turners Hill. The full 100 km route heads over the South Downs before the welcome sight of the Brighton coastline comes in to view. 1000s of participants takes place and Emi came in 24th place.

Thank you Emi



Emi, pictured on the right

£1,000
raised



Funders

We couldn't be there for older people in Westminster without the much-needed support we receive from the following funders:

- Age UK Tackling Inequalities fund
- Arnold Clark Community Fund
- Big Lottery - Awards for All
- Central and North West London NHS Foundation Trust
- Central London Community Healthcare NHS Trust (CLCH Trust)
- Edward Harvist Trust
- French Huguenots
- Garfield Weston Foundation
- Good Things Foundation Connect Up Fund
- Hyde Park Place Estate Trust
- Julia & Hans Rausing Trust
- Masonic Charitable Foundation
- Neighbourly
- NHS Charities (DigitALL programme)
- North Westminster Programme
- Peabody Community Fund
- Percy Bilton Charity
- SEGB Programme 2022
- St James Ward Funding
- Tesco Bags of Help Fund
- The Prince of Wales Charitable Fund
- Ulverscroft Foundation
- WCC Community Contribution Funding
- Westminster Almshouses Block Grant
- Westminster City Council
- Westminster Protect Fund

Organisations and corporates

These companies and organisations provided vital support to Age UK Westminster

- Abbey Centre
- Age UK Kensington & Chelsea
- Adult Social Care
- Bain & Company
- Baringa
- Beechcroft Care Home
- Beethoven Centre
- BlueBay Asset Management
- Carers Network
- Church Street Library
- Davey's Court
- Department for Transport
- GIC Singapore Real Estate
- Green Doctors
- Halycon Days
- Howard de Walden Estate
- Lords
- Marston Holdings
- Marylebone Church
- Marylebone Library
- Mayfair Library
- McKinsey & Company, London
- Neighbourly
- Newton Europe
- NG Bailey
- North Paddington Food Bank
- NSL
- Oaktree Capital
- Octavia
- One Westminster Social Prescribers
- Open Age
- Paddington Library
- Parkhouse Christmas Meals
- Penfold Place
- Pubmatic
- Quod
- Richardson Publishing Group
- Southbank International School
- St. Mungo Association
- The Crown Estate
- The Salvation Army (Regent Hall)
- Time and Talents
- Virgin Media O2
- Waitrose
- Wearisma
- Westminster Connects
- Westminster Foodbank
- Wetherby Senior School