

Age Matters

Spring 2020

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Age UK Wiltshire's newsletter

Together, we can help everyone love later life



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One of the questions I am often asked is what is the relationship between Age UK Wiltshire and Age UK. The answer is relatively straightforward but can and does cause confusion.

In simple terms, Age UK Wiltshire is an independent charity in its own right with its own board of trustees and governance structures.

We choose to be a partner of the national charity, Age UK, but we are responsible for our own funding and we set our own priorities.

We can use the Age UK brand and we have access to some of their resources. We are quality assessed against the Age UK Charity Quality Standard which recognises the high standard of our performance as an organisation. It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of older

people, our staff and volunteers. Also, some of our funding, particularly for our I&A service, comes from Age UK. In terms of fundraising support, if someone wants to donate to us or leave us a legacy, then they should explicitly nominate Age UK Wiltshire.

Steve Goodrick will be retiring from AUKW at the end of March. Steve joined us as a Wellbeing Project Worker a couple of years ago before moving across to his fundraising role. He has made a huge and positive difference in his time with us and will be sorely missed. Best wishes to you and your family Steve for a long and happy retirement.

Julian Kirby,
CEO

Our locations

Devizes

The Wool Shed
New Park St
Devizes
SN10 1DY

Salisbury

New St Chambers
15 New St
Salisbury
SP1 2PH

Swindon

Toothill Community Centre
Dunwich Drive
Swindon
SN5 8DH

0808 196 2424

enquiries@ageukwiltshire.org.uk

www.ageukwiltshire.org.uk

Spotlight on ... Wellbeing

Our **Wellbeing programme** works within the Information and Advice service and is available to clients who have been identified as requiring further help to improve their sense of wellbeing.

Every aspect of someone's life can influence their state of wellbeing. For example, things like having enough money, getting regular exercise or having a safe place to live can be vital to a person's feeling of wellbeing as can less tangible things like having a sense of purpose or a feeling of belonging.

An adverse change in one or more of these factors can cause low mood, anxiety or depression which in turn can lead to feelings of loneliness or isolation as the person withdraws from social activity. Without addressing the change in circumstances, it can be very difficult to remove that sense of loneliness and isolation and improve someone's sense of wellbeing.



Anna Angel, Senior Project Worker, Wellbeing

Our Information and Advice service can help with many of the practical issues someone may face like advising how to maximise income, exploring housing options or discussing care needs. Often this is enough to enable someone to engage in social activity again and enhance their sense of wellbeing. However, sometimes a person needs additional support to address the less tangible factors that may be adversely affecting their ability to take part in social activities.

This is where the **Wellbeing Programme** can help. It can offer short-term volunteer support to help an older person accomplish a task that they have identified will improve their sense of wellbeing. This could be anything from putting correspondence in order to accompanying them on a bus to attend a social activity.

The service can be accessed through our Information and Advice team who will have a holistic conversation to explore the issues concerning the older person. If it is agreed that the Wellbeing Programme is right for the older person, a home visit will be offered to identify what further help they are looking for. A community volunteer can then be allocated to them, assuming one is available, to help them accomplish the agreed task.

Eligibility Criteria

Volunteer support may be available to people who are:

- Over the age of 65
- Willing and able to participate
- Physically able to get in and out of community transport, taxi or bus if their request is to attend a social activity
- Interested and able to identify an activity that would improve their sense of wellbeing

For more information about the programme, give our Information & Advice team a call on 0808 196 2424.

Spotlight on ... Wellbeing

As part of the Wellbeing Programme, we can also offer **Telephone Befriending** for any older person, who may not be able or want to participate in social activities, for an indefinite period. This is a free weekly telephone call, generally from the same volunteer, with the aim of providing social contact and signposting to other forms of support. Our volunteer Telephone Befrienders currently call around 100 older people a week either from their homes or from our Devizes or Salisbury offices.

"Hello, I'm Nicky and I have been a telephone befriending volunteer for Age UK Wiltshire for about 8 years. I thoroughly enjoy this role as I do like to talk and my clients are very interesting and diverse. Telephone befriending, for me, is also about providing a listening ear and giving help and support; such as referring the client onto the Information and Advice Team who provide lots of help on a range of issues, whenever needed.

I really look forward to going into the office on a Friday as the staff are all very friendly and supportive and I am made to feel part of the Age UK Wiltshire team. My soon to be guide dog Varney is also looking forward to becoming part of the team. When a client tells me they really look forward to our calls, or I can make them laugh, that is such a boost to know I am giving something back to society." Nicky



Spotlight on ... Wellbeing

Sandra's Story

In 2009, Sandra started caring for her husband, Peter, who had been diagnosed with Primary Progressive Multiple Sclerosis (PPMS).

When Peter passed away in 2018, Sandra found it both physically and mentally exhausting to leave her home and engage in anything within the community.

The overall household income had also gone down as Peter's State Pension and an occupational pension had stopped. In 2019, Sandra had telephoned the Information and Advice Team, at Age UK Wiltshire, to find out whether she was entitled to a reduction in her council tax and to enquire about what local social opportunities there were. The information and advice team explored Sandra's query and offered her a benefits check to see if she could maximise her income. The benefits check identified she could be eligible for some Pension Credit, which the information and advice adviser helped her to apply for, and this passported her to full Council Tax Reduction so she no longer needed to pay any Council Tax.

During further discussions with Sandra, it became apparent that she felt lonely and that she would desperately like to join an art class but lacked the confidence to attend alone. She was invited by the information and advice adviser to have an additional conversation with a community home visitor to discuss increasing her social opportunities.

A community home visitor visited Sandra at



her home to explore how Age UK Wiltshire could give her further support. Sandra talked about her love of watercolour painting but admitted, until now, she hadn't felt very creative as she was living with episodes of depression.

Sandra and the community home visitor put a simple plan in place to support her to join an art class. Sandra was then allocated to a community volunteer.

The volunteer met her at her house, travelled to the art class with her and they took part in the session together. The following week the volunteer met Sandra at the art class. Sandra really enjoyed her new class and quickly made new friends. After 2 weeks Sandra began attending the art class without the support of the community volunteer, accomplishing her initial objective and regaining her confidence and independence.

Sandra has now been attending the same art class for 6 months. She also attends a wicker work class, with a friend that she made at the art class and enjoys meeting a group of friends each week at her local Age UK Wiltshire Fitness and Friendship group.

100 years young

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Mr Ivor Gardner, or Uncle Ivor as he is affectionately known, celebrated his 100th birthday on 21st December 2019. He marked the occasion on 22nd December with a party at Bromham social centre for 100 guests, many of whom were involved in the various community groups and committees that have been a large part of Uncle Ivor's life for the last 50 or so years. "It's a chance to pay people back for their support" he said.

Uncle Ivor has long been a client and friend of Age UK Wiltshire and over the years has very kindly raised funds for the charity through sales of his home-grown plants. Just before his birthday, I was lucky enough to spend a fascinating hour in his home finding out about his life.



Uncle Ivor with Mel Jackson, former AUKW staff member

Uncle Ivor was born on 21st December 1919 and in 1937 at the age of 18 joined the TA. When war came in 1939, he was in the Wiltshire Regiment, or 4th Wilts as it was 'back in the day'. He went into active service in 1944 but was stuck in the Channel for 6 days on rations of tinned salmon and hard biscuits. When he finally made it to land on Gold Beach he was to relieve other units on the bridge head. He then fought in Normandy, France, Belgium and the Netherlands before finally



Uncle Ivor with the party entertainers

ending up just outside Belsen in Germany at the end of the war where part of his duties was to protect the Germans from displaced persons*.

His wartime service was recognised recently when he was presented with the Legion d'Honneur by the French Consul at a ceremony in Bath. During the war, Uncle Ivor married a girl from Kent who came to Chippenham as part of the Land Army. His son, Chris, was born in 1944.

On his return to Wiltshire, he worked for the Avon Rubber Co. in Melksham making giant tyres. He was there for an incredible 49 ½ years. On his retirement, he started growing plants, both flowers and vegetables, full-time. Over the years he's had trouble with deer eating his plants but has found a way of dealing with them thanks to his iPad.

Along with his work and family lives, Uncle Ivor has been, and still is, an active part of the local community in Bromham. He was instrumental in securing the funding for the building of the Social Centre and spent 20 years as Chair of the Committee. As this extract from the Social Centre website demonstrated, a lot of hard work and effort went into making this happen.

100 years young

“In 1966 the Village Hall committee decided that the old hall had outlived its day. On 15 December 1966 a committee was formed, with Ivor Gardner in the chair. The work of raising the money then began in earnest and Fireside Bingo was introduced in May 1967. Volunteers delivered the bingo cards around the village. The committee organised a fund-raising ‘Festive Dance’ in the village hall on Saturday 30 December 1967; tickets were £1 each.

It was thought that £20,000 would cover the cost of the building and the original idea was to raise £5,000 before applying for a grant. Prices however continued to rise and because of inflation the decision was made in 1973 to make a start on the building and to raise the rest of the money after completion. Work was to commence on 10 December 1973 and was to be completed by 10 August 1974.

The building was completed in time for the wedding reception of Linda Gardner (Uncle Ivor’s niece) and Ray Cargill which was held in the hall on Saturday 14 September 1974. One week later the social centre was declared officially open.”

Along with being chair of the Social Centre committee, Uncle Ivor was also chair of a number of other committees, including Bromham Women’s Football Supporters Club and the Playing Field Committee. Whilst he is no longer a member of these various committees, he still takes a keen interest and is a well-known and respected figure in the community. In fact, if you’re a regular to Devizes market on a Thursday, you may meet Uncle Ivor as he still drives to the market every week to pick up his veg and meet friends.

This is just a brief snapshot of Uncle Ivor’s life and I’m sure that with more time, there’d have been enough stories to fill a book. It was with great pleasure and much respect that I wished Uncle Ivor a very happy 100th birthday on behalf of Age UK Wiltshire.



Uncle Ivor cutting his cake

*At the end of the Second World War, at least 11 million people had been displaced from their home countries, with about seven million in Allied-occupied Germany. These included former prisoners of war, released slave laborers, and both non-Jewish and Jewish concentration-camp survivors. The Allies categorized the refugees as “displaced persons” (DPs) and assigned the responsibility for their care to the United Nations Relief and Rehabilitation Administration (UNRRA). Source: Wikipedia

A Festive Tea & Bingo

On 4th December 2019, some lovely volunteers from Openwork, the West Swindon based financial organisation, organised a Festive Afternoon Tea with Carols and Bingo at Toothill Community Centre for our clients. They were joined by a wonderful choir from Arval, the vehicle leasing company.

The event was attended by around 40 clients who were treated to a slap-up tea served to them by festively attired volunteers from both companies. As they enjoyed their tea, the choir entertained them with carols and a rendition of the Twelve Days of Christmas complete with audience participation.

Father Christmas was also in attendance and handed out cards and gifts to the guests that employees from both companies had very kindly donated.



Everyone who attended the event had a fabulous time. One of our clients wrote, "A very special BIIIIIIIG (sic) thank you to all staff who were helping at the community centre. They were such wonderful people, friendly, helpful and they were not afraid to smile A very enjoyable, fanstastic afternoon."

Huge thanks to Openwork & Arval!



How your support could help us

With your help we can continue to make later life more enjoyable for older people in Wiltshire and Swindon



- £5** Could help with the cost of an **information pack** to send to an older person who needs support and advice
- £10** Could help fund a **support worker** for one hour providing contact to lonely, isolated older people
- £20** Could help fund one of our **Fitness & Friendship Clubs** across Wiltshire and Swindon for one hour

With your support we can make a lasting difference to the older people of Swindon and Wiltshire

Age UK Wiltshire, The Wool Shed, New Park St, Devizes, SN10 1DY

☎ 01380 727 767 ✉ enquires@ageukwiltshire.org.uk W www.ageukwiltshire.org.uk

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Skilled Volunteers Needed

Do you have skills in digital media production, photography or desktop publishing?

We have a number of projects that we'd like to undertake and we're looking for volunteers who can help us with these.

Video Production

We'd like to create a training video for our Fitness & Friendship Clubs which we can use when we're training our new Club Leaders.

In addition, we'd like to create a suite of promotional videos for our services that we can use to share our work and engage new supporters through our social media channels.

Photography

If you're handy with a camera, we'd love you to come along and take some good quality pictures of our annual Tea on the Farm event

that we can share online and use in our literature.

Desktop Publishing

Could you help us create some template documents for our various publications and reports that look fresh, modern and professional?

These are short-term one-off projects that are great for people who are between commitments or perhaps for someone just starting out who is looking to build up their portfolio.

If you can help with any of the above or know someone who can, please get in touch with us at volunteering@ageukwiltshire.org.uk

Equally, if you have other skills to offer, please do get in touch and we can see if we might have a role for you.



Ways to donate



With your help we can continue to make later life more enjoyable for older people in Wiltshire and Swindon



In person

If you'd like to donate **cash**, pop in to one of our offices in **Devizes** or **Salisbury** where we'll be pleased to accept it



By post

You can send a **cheque**, payable to **Age UK Wiltshire**, in the post to Age UK Wiltshire, The Wool Shed, New Park St, Devizes, SN10 1DY



Online

To donate by **card***, visit our website www.ageukwiltshire.org.uk/makeadonation and follow the link to our donation page

*unfortunately, we aren't able to accept card payments in our offices or over the telephone

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Registered with
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REGULATOR

Community Meals

We have now launched our Community Hot Meals service.

Our meal delivery service has been specifically created for older people living in Wiltshire and Swindon.

We will bring you a hot, freshly prepared midday meal and dessert **for just £6.50**, delivered direct to your door by our own experienced and dedicated team from Age UK Wiltshire.

The meals are produced in Wiltshire by a team of chefs, dietitians and nutritionists using sustainably sourced ingredients and supporting British food and farming to create a wide menu choice designed for older people.



In addition to over 100 standard menu choices, we can also accommodate specific dietary requirements including low sugar, gluten free and texture modified meals.

Initially the service will focus on Swindon and North Wiltshire and will run out of Toothill Community Centre. However, the intention is to expand the service over time to cover other areas in Wiltshire.



To find out more about the service and to have a look at the meal options available, head on over to our website where you can download the menus and the service leaflet.

If you know someone who might be interested, please do refer them to the team at:

communitymeals@ageukwiltshire.org.uk



Charity Partnerships

We were delighted to learn that **Potterne Cricket Club** has chosen Age UK Wiltshire as one of its three charity partners for 2020, the other two being Prostate Cancer UK and The Nestling Trust. Potterne CC is a very successful and dynamic cricket club which can trace its roots back to 1936. With the ECB Clubmark accreditation the club runs junior and youth teams as well as senior sides playing in a number of leagues.



So far this year the Club has organised a Charity Quiz raising over **£700** and there is also a Charity Ball taking place at Dauntsey School on 28th March. Further events will be publicised that are planned for later in the year.

We're keen to hear from anyone that could represent Age UK Wiltshire at any of their planned fundraising events. These are a great opportunity for us to shout about the work that we do and raise awareness of our services to others in the community who may not know about the work we do. Please do get in touch if you can support in this way.

We are extremely grateful to Potterne Cricket Club for their support and look forward to getting involved with as many events as possible.

Pins and Needles in Devizes have also very kindly agreed to support us as their charity of the year.

Pins and Needles is an award-winning shop in the historic Wharfside area of Devizes, specialising in gorgeous yarn for knitting and crochet. They have an amazing range of haberdashery and needlework supplies and host workshops for knitting and crochet.

Throughout the year, they will be selling a knitting pattern on behalf of Age UK Wiltshire and donating a large part of the sales proceeds to us.

Pins and Needles are also big supporters of the Big Knit and will be encouraging their customers to take part in the campaign. They'll also be holding Big Knit-ins at their shop where you can drop in and have a knit and a natter over refreshments.



If you're in Devizes, do drop in and see them. They have a range of fab and funky yarns to stock up on which are great for knitting the little hats.

Update on our services

Winter is always a busy time for us as darker days and colder weather have an impact on the wellbeing of many older people and money worries can come to the forefront as heating bills start to rise. The last three months of 2019 were no exception and the figures below demonstrate the impact that our front line service teams has.

Information and Advice

During the quarter our I&A team of staff and volunteers dealt with an impressive **1116** client enquiries, made **74** home visits to help clients apply for various benefits all of which resulted in a benefits take-up of more than **£600,000**. Around **40%** of all enquiries the team received related to benefits with **46%** of these concerned Attendance Allowance.

Other common questions were about Community Care, including care needs assessments, domestic help, personal alarms and other aids or equipment.

Living Well

Our Living Well teams are located in a number of GP surgeries around the county and take referrals from surgery staff for older people who have been identified as requiring short-term support to get back on their feet.

Over the quarter, **160** clients were referred to them with **95** guided conversations being completed. In addition the team also had a further **1228** contacts with or on behalf of clients.

The top 3 areas the team provided support with were:

Wellbeing - ranging from help to manage health conditions such as hearing, vision, continence, anxiety or medication to researching information on behalf of clients or providing clients with details of other organisations who could help.

Maximising Independence - clients were supported to access transport, complete Blue Badge applications, source meal providers, domestic help, handyperson or other traders, given information & advice regarding Lasting Power of Attorney and/or housing options.

Falls prevention - Clients received support to access aids/adaptations, exercise classes, personal alarms, chiropody/nail care or information regarding falls awareness.

Wellbeing

Contrary to our other services, it was a quiet few months for our Wellbeing service as we weren't taking any new referrals into it as our new Senior Project Worker, Anna, was getting up to speed. However, during the time 51 clients continued to receive volunteer visiting support and our wonderful team of volunteer telephone befrienders made weekly telephone calls to 106 clients.

Fitness & Friendship

A new club opened during the quarter bringing the total number of clubs running across the county to 14. There are currently 277 members registered across all the clubs which provide an opportunity for older people to take part in formal and informal activities that is designed to help maintain independence and promote balance.

Funding has been secured from WASP to open 3 new clubs in south Wiltshire in the new financial year and talks have already started with one of the GP surgeries in the Sarum West Living Well area so that one of the clubs will be served mostly by that surgery.

Home from Hospital

We'll have an update from our Home from Hospital service in the next newsletter.



Volunteers Needed!

We are looking for people to lead one of our growing network of **Fitness & Friendship Clubs**.

TRAIN free of charge, to be a Fitness and Friendship Club Leader. **This 2 day course** will give you all the necessary skills to run a club that helps to keep older people active, healthy, happy and involved in their community.

We are looking for enthusiastic volunteers with

- A background in fitness or healthcare
- Empathy and a liking for working with older people
- Good communication skills and a sense of fun!

Come and join an exciting team of staff and volunteers and help older people Love later Life

Later in the year we will be opening 3 new clubs in South Wiltshire

**Course dates are Friday 17th April and Friday 1st May
09:30—16:30 at The Bowman Centre, Shears Drive,
Amesbury, SP4 7XT.**

For more information, please contact Sally Evans at
Sally.Evans@ageukwiltshire.org.uk or call her on 07754 612569



Registered Charity No. 800912

Up coming Events



Tea on the Farm

Sunday 12th July, 2pm—5pm

Park Farm, Yatton Keynell

Age UK Wiltshire would like to invite you to join us for high tea with live music and other activities at Park Farm, Yatton Keynell, Chippenham, SN14 7LA

This is a FREE event open to people aged 50 and over, graciously funded by Park Farm.

If you would like to attend this event but have any accessibility or dietary requirements please let us know in advance so we can best accommodate you on the day.

Spaces are limited, please RSVP by Weds 24th June if you would like to attend by:

calling us on 01380 727767

or emailing us at admin@ageukwiltshire.org.uk



Guide to Later Life

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We're delighted to have launched the first edition of our **Guide to Later Life**.

At Age UK Wiltshire, our aim is to make Wiltshire and Swindon places where everyone can 'love later life'.

We are here to inspire, support and enable older people, helping them stay safe, make informed choices and be independent yet connected.

One of the challenges faced by people as they grow older is knowing where to turn for information and advice on the range of issues that might arise. Our aim with this guide is to bring all this information together so you and your family can have a useful reference booklet that you can pick up as and when you need to.

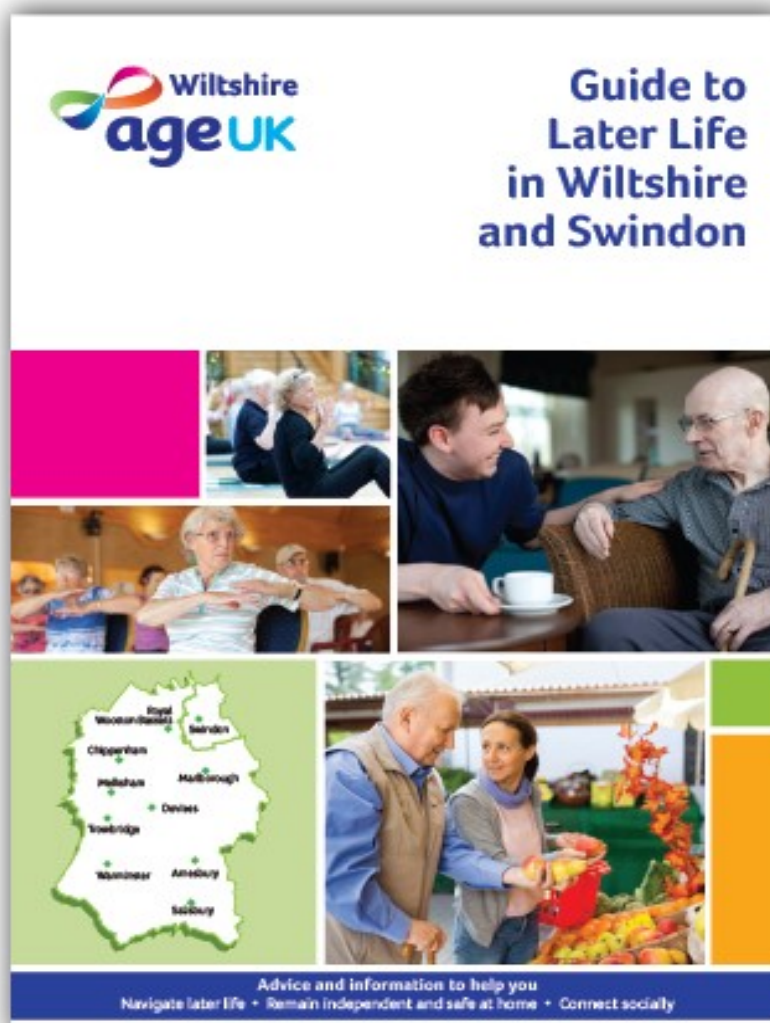
There are sections on a range of topics from managing your finances and living well through to finding opportunities to socialise and connect.

The Guide is available to download from our website at:

[Guide to Later Life](#)

Or hard copies are available from our offices in Devizes and Salisbury or from Toothill Community Centre in Swindon.

If you can't get to our offices and would like a hard copy, we'd be very happy to post one out to you.



How you can help us

Age UK Wiltshire relies on your support to help us deliver our services and provide support to the older people of Wiltshire and Swindon. As well as volunteering your time to help us on a regular basis, there are lots of other ways in which you can support us.

Regular Giving

As the number of older people continues to increase, a regular direct debit donation, however large or small, will help us to develop our services to meet the changing needs of older people.

Donations in Memory

A donation to Age UK Wiltshire is a very special way to pay tribute to a friend or relative. You may prefer to ask for donations instead of flowers at their funeral or arrange a collection at the ceremony.

Legacies

You can help older people by remembering Age UK Wiltshire in your will. Contact us for details.

Online Shopping

If you're an online shopper, you could support us through [Amazon Smile](#) or [Give as You Live](#). This is a really simple way to raise free funds for us every time you shop online and what's more, it doesn't cost you or us a penny. You could also encourage your friends and family to support us too!

Fundraising

If you wanted to do a bit more, you could also fundraise for us. We can provide you with a handy Fundraising Guide with all the information you need to arrange your own fundraising activities. This could be something as simple as holding a bake sale to entering a challenge event for us, or knowing someone who might! We would also be interested in hearing from anyone who has been thinking about setting up a fundraising group.

Social Media

If you are already 're a social media user, you could **Like** and **Follow** our [Facebook](#) and [Twitter](#) pages and share our content to help us reach more people. We post regularly on both sites and the more people who share our content, the more awareness will be raised of our charity and our work.

Volunteering

We rely on volunteers to help us deliver our services. Without them, we wouldn't be able to help as many older people as we do. If you'd like to find out about volunteering with us, please get in touch.