

Christmas 2023

*The Age UK Worcester &
Malvern Hills newsletter.*

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Seasons greetings to our Christmas newsletter!

Dear reader,

Welcome to our Christmas 2023 newsletter; available in both a printed and electronic format.

Inside you will find a message from our Board of Trustees regarding our charity merger, our latest news from across the winter, the return of jingle bakes activities and all the ways in which you might like to get involved with our charity.

This edition also includes Age UK's winter campaign, which is centred around loneliness at Christmas. Detailing the impact loneliness has on older people at such a family orientated time of year and the ways in which you can make a difference locally.

We hope that enjoy reading this newsletter.

Merry Christmas and a Happy New Year to you and your family.

Clare Thomas
CEO



Registered with
**FUNDRAISING
REGULATOR**

Age UK Charity
Quality Standard



*Our Christmas tree at Worcester Cathedral
Christmas Tree Festival 2023.*

MERRY CHRISTMAS

AND A HAPPY **NEW** YEAR



We hope you and your family have a very Merry Christmas and a Happy New Year.

Best wishes from all of the team at Age UK Worcester & Malvern Hills.



The Board of Trustees

Merger of Age UK Worcester and Malvern Hills (Age UK WMH) and Age UK Hereford and Localities (Age UK HL)

Over the last few months Age UK WMH and Age UK HL have been working together to expand our service delivery to clients. We have also been working together to develop a retail offer in Herefordshire.

Subsequently, the trustees of both organisations agreed at a joint Board meeting on 10th August 2023 to proceed with the merger of the charities and that Age UK Worcester and Malvern Hills and Age UK Hereford and Localities plan to become one organisation known as:

Age UK Worcester, Malvern Hills & Hereford Localities (Age UK WMH & HL).

The new name was chosen to reflect our existing charities, their individual presence in the community and the continuity of our services as we move forward together to form the new organisation.

Both charities are very well matched, and equally well resourced with quality staff and volunteers, strong governance, and the ability to attract the support from external stakeholders.

It is the belief of both individual boards of Trustees that this is not in any way a takeover by either organisation, but will be the creation of a strong united charity going forward.

The head office of the new merged organisation will be at Bank House, Worcester, and we will retain the offices in Great Malvern, Leominster and Ledbury as well as all the other locations from which we deliver services or retail.

Age UK National has given its approval of these plans.

Therefore, the new organisation will come into effect on from 1st January 2024.

It is our vision that the merger will enhance the delivery of current and additional services across a wider geographical area more cost effectively through economies of scale and the spread of best practices across the new organisation.

The Trustees of: Age UK Worcester and Malvern Hills and Age UK Hereford and Localities.



Loneliness at Christmas

Thousands of older people will spend Christmas alone.

Losing loved ones, spending countless hours with no one to talk to – these are the things that isolate us from the world. Once a cherished time of year, the Christmas period can become a painful reminder of how alone you are.

The chances are, there is a lonely or isolated older person in your community. These isolated older people are experiencing difficult circumstances that are all too real. But no one should have to feel alone.

Age UK Worcester & Malvern Hills' vital befriending service, bereavement support and social activities, are there when older people need us most – offering friendship, guidance and support.

“Christmas is just another weekend now Jess isn't here.”



Ted recently lost his wife – Jess, who was his childhood sweetheart.

Although Ted called the Advice Line for help managing his money, we soon realised how lonely Ted was and connected him with a trained telephone befriender too. Ted says it's wonderful to know Age UK are always there to rely on.

“It's not nice being lonely.”



Gwen also lives alone and regularly goes days without seeing anyone. But the Befriending Service matched her with Holly, who calls her every week.

“There's no doubt if you're on your own and receive that call it makes a big difference”. “If you can help one lonely person, then you've achieved something.”



Be the difference this Christmas

You could be the gift this Christmas. For a lonely older person, giving just a couple of hours of your time a week, could change a life.

We are asking for members of the public to volunteer as part of our befriending and bereavement teams. A service which provides a regular telephone call and / or a face to face visit at the clients home.

Providing friendship and companionship, as well as a crucial link to the outside world, for hundreds of local older people all year round.

Could you visit or call a lonely older person this Christmas? Help us fight social isolation and loneliness by applying to volunteer today.



Our impact combatting loneliness in 2023



243

Lonely or bereaved older people befriended with regular calls/visits and encouraged with social activities this year



608

Clients took part in our social clubs, activities and day trips.

26.6%*

Increase in clients attending our social activities and our day trips

*vs figures collected from 2022

What have we been up to?

Christmas Concerts

Age UK WMH hosted a Christmas concert at The Guildhall, Worcester and Age UK HL hosted a Christmas concert at Hereford Town Hall.

Featuring festive performances from Isy (New College Worcester), Hereford Cathedral School Senior Chamber Choir and Jazz Band and St Thomas Cantilupe Choir.

Both concerts were in aid of older people across our areas who may be lonely, isolated, struggling financially or who require health & wellbeing support.

Thank you to every individual and corporation who attended and donated to our cause!

[Watch our review videos on our website.](#)



Memory Walks

Staff, volunteers, carers and members from our Dementia Meeting Centres took part in a memory walk in aid of Alzheimer's Society.

We had a fantastic time meeting others alike and supporting a great cause.



New Hereford Charity Shop

We are pleased to say that we successfully opened another charity shop in partnership with Age UK Hereford & Localities.

- 56 Commercial Street, Hereford, HR1 2DJ
- 9:00am - 5:00pm (Monday - Saturday)



Christmas Market Coach Trips

We got festive and visited three Christmas markets, with a coach load of Christmassy spirit.

We hit Bristol, Gloucester and Stratford-upon-Avon this year. Everyone enjoyed their days out, experiencing the wide array of food, drinks and shopping options around the markets.

“Lovely trip to Stratford-upon-Avon today. Thank you very much and Claire was great!”

We hope to see many of you again next year!



Daily updates can be found on our social media channels.
Connect with us today - @ageukwmh.

Updates to our services



Dementia Music Group

Glastonbury watch out!

We have formed a band of local musicians, who may be experiencing symptoms of or living with diagnosed memory loss. Come together, with others alike, make new friends and play your instruments together.

Alternate Fridays at Elgar Court, 35 St Andrews Rd,
Malvern, WR14 3PT



Tablet Loan Scheme Ends

Unfortunately, our Tablet Loan Scheme project has come to an end. As such, we are no longer able to provide free devices and internet connections on a 6-8 week loan basis.

We are still determined to tackle the Digital Divide through the provision of our Digital Inclusion service.

Offering computer classes for older people who are looking to start using a computer for the first time or are looking to improve their skill set further; from our offices or at your own home.

We can also help you put together your digital Life Story.



Freedom Church DMC Relocated

Freedom Church Dementia Meeting Centre has been closed and re-opened at a new venue.

The new venue is located at:

Chelmsford Court, Chelmsford Drive,
Worcester, WR5 1RD.

The Meeting Centre will continue to run on:
Mondays from 10am - 3pm.



New Tenbury Wells Foot Care Clinic

We will be opening a brand new foot care clinic in Tenbury Wells in the new year.

Opening Friday 2nd February 2024.

Tenbury Swimming Pool, Palmers Meadow,
Tenbury Wells, WR15 8SF

A little helping hand this winter

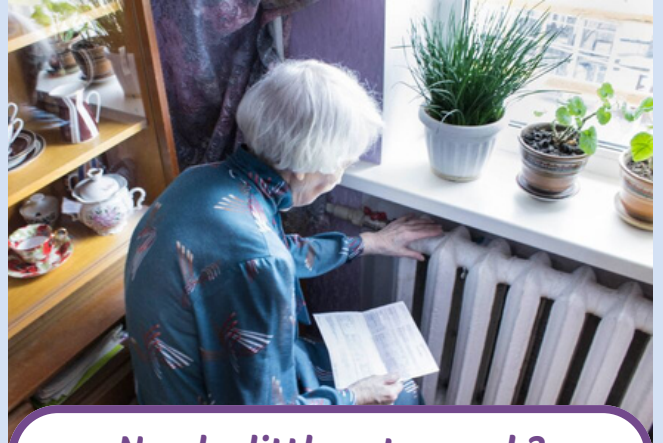
*Save energy and pay less this winter! We are offering **FREE Home Energy Checks** to help get you and your home prepared this winter.*

It can be nice to dig out a favourite winter coat or settle in on a chilly evening in front of the telly. But the winter weather, shorter days and longer nights can leave us feeling a bit out of sorts and lead to worries about energy bills and our health; especially as we get older.

Lower temperatures increase the risk of flu and other illnesses; which can lead to increases in blood pressure and breathing problems. Therefore, it is important to do as much as possible to ensure that your home is ready for the winter months ahead.

That is why Age UK Worcester & Malvern Hills is offering a **FREE** Home Energy Check where you will be given:

- **FREE** home visit from one of our 'Home Energy Check' experts.
- **FREE** information and advice.
- **FREE** installation of small energy-saving devices (if required).
- **FREE** signposting to other Age UK Worcester & Malvern Hills, partners, and community services. You may be eligible for financial support if you are having difficulty paying your heating bills.



Need a little extra cash?

You could be eligible for our Household Support Fund, as we are still distributing payments to households to help ease the cost of living.

The fund, that was granted by the Government, is there to help pensioners during this very difficult economic period. We are currently working with Worcestershire County Council to distribute these payments to those who are eligible.

Am I eligible?

You may be eligible if:

- You are a pensioner NOT in receipt of Pension Credit.
- You have a disability or a long-term health condition (including those requiring the use of medical equipment which requires increases energy use), of any age, and carers of any age.

You may be eligible for more than 1 payment if you fit the criteria. Payments are per household, not per individual.

We have simple questions to find out if you are eligible. Please contact us to find out if you are eligible.

To find out more information about our Household Support Fund, scan or click the QR code.



Get in touch with us...

If you need help or support, or know somebody who would benefit from our support, please get in touch with us:



01905 724294 | 01684 560666



info@ageukwmh.org



www.ageukwmh.org



[@ageukwmh](https://www.instagram.com/ageukwmh)



UK Government



UK Shared Prosperity Fund

JINGLE BAKES

Recipe: Silver Bell Biscuits

Ingredients

For the biscuits:

- 200g butter at room temperature
- 80g icing sugar mixture
- 80ml honey
- 300g sifted plain flour
- 40g self-raising flour
- 2 tbsp milk

For the decoration:

- 125g icing sugar, mixed with 15ml warm water
- Silver balls
- Anything else you'd like to adorn your bells with

Method

1 - Preheat the oven to 160 C fan and line 2 baking trays with baking paper. In a mixing bowl, start by beating the butter and icing sugar until combined. Then add the honey and mix through.

2 - Put the plain and self-raising flours and the milk in a separate bowl and then add your butter and sugar mixture from step 1. Mix this together until it forms a dough – it's best to use your hands for this part!

3 - Once your mixture has come together to form a dough, place the dough on a flat, well-floured surface and knead gently until it's smooth. Divide the dough in half and put each dough in a covered bowl. Place in the fridge for 15 minutes.

4 - After 15 minutes, place one portion the chilled dough on a well-floured surface and use a well-floured rolling pin to roll the dough out to ½ cm thick. Use a bell-shaped cookie cutter to cut out your biscuits and place them on the lined baking trays. Then repeat this step with the second portion of dough.

5 - Bake for 10-12 minutes or until crisp and golden. Once cooked, remove from the oven and allow to stand for 5 minutes before transferring to a wire rack to cool completely.

6 - Once the biscuits are completely cool they're ready to decorate with the icing and silver balls (and anything else you have) – so have fun and make it as festive as possible!

JINGLE BAKES

Recipe: Chocolatey Reindeers

Ingredients

For the cakes:

- 150g chocolate, broken into chunks
- 50g butter
- 2 tbsp golden syrup
- 120g rice crispy cereal

For the decoration:

- Small pretzels (for antlers)
- Sugar eyes (or 1 black icing pen)
- Red smarties (or for a less traditional twist, have multicoloured reindeer noses!)

Method

1 - Place 12 cupcake cases in a cupcake tin.

2 - In a large microwave-safe bowl, add the butter, golden syrup and dark chocolate chunks and pop it in the microwave until melted. It's best to do this in short bursts of no more than 30 seconds, so that it doesn't overheat, and stirring in between.

3 - Stir to make sure all the ingredients are combined and then add the rice crispy cereal to the bowl and give it another good stir, until the cereal is completely coated in the chocolate mixture.

4 - Spoon the mixture evenly into the 12 cupcake cases and then decorate immediately with the pretzels at the top, the eyes in the middle and the nose at the bottom to make a reindeer face!

5 - Once you're happy with your creations, pop them in the fridge for an hour or so until they're completely set.

JINGLE BAKES

Recipe: Mince Pies

Ingredients

For the pastry:

- 350g plain flour, plus extra for dusting your work surface
- 225g unsalted butter, cold and cubed
- A pinch of salt
- 1 egg, beaten
- Zest of 1 orange (optional)
- Water, cold, as needed

For the filling:

- 800g mincemeat

For the glaze:

- A couple of tsp of milk

For the decoration:

- 2 tbsp of icing sugar

Method

To make the pastry:

- 1 - In a large bowl, add the flour, butter, salt and orange zest (if using). Rub together with your fingertips until the mixture looks like fine breadcrumbs.
- 2 - Stir the egg into the mixture. Then add the cold water, a teaspoon at a time, and continue to mix through until the mixture binds to form a dough.
- 3 - Cover the bowl and put in the fridge for 15-30 minutes.

Assembling the mince pies:

- 1 - Preheat the oven to 180 C fan. Grease a cupcake tray.
- 2 - On a well-floured surface, roll out 2/3 of your pastry to about 3mm thick. Cut circles out of the pastry and push them into the tray to line the cups.
- 3 - Spoon the mincemeat into the pastry-lined tins until about 2/3 full.
- 4 - Roll out the remaining pastry to the same thickness and cut out the lids for the pies. These can be circles, stars or even Christmas trees! They can be any shape you like so get creative with it.
- 5 - Rub the edges of the pie cups with water to make them sticky and then press the lids on. Make a small hole in the centre of each one so that the steam can escape and then glaze each pie with a little bit of milk. Pop them in the oven for 20 minutes, or until golden brown.
- 6 - Let them cool in the tray then sprinkle them with a snowy dusting of icing sugar and then they're ready to be enjoyed!

Can you complete this Christmas word search?

N	A	T	I	V	I	T	Y	S	C	E	N	E	E	Z	Y	I	X	P	C	N
C	H	N	E	U	L	E	B	D	Q	I	L	R	V	V	E	N	U	A	E	B
Z	C	F	E	K	A	L	F	W	O	N	S	C	N	H	Q	O	N	V	O	G
P	V	M	R	F	E	O	W	V	U	Y	L	T	S	T	C	D	L	U	T	D
Y	A	I	T	T	E	S	N	I	O	P	W	L	N	A	L	A	M	R	E	T
S	D	X	I	M	G	U	F	P	G	I	O	E	O	E	Y	W	E	J	L	R
E	R	X	N	M	R	A	T	M	V	N	B	S	W	R	M	E	Q	B	T	E
N	G	F	I	F	V	C	R	L	Z	E	D	N	Q	W	S	A	Q	M	S	E
I	L	K	M	Y	I	O	E	L	S	C	E	I	X	T	H	H	N	Z	I	S
R	E	E	D	N	I	E	R	T	A	O	R	T	A	O	W	Y	J	R	M	K
U	A	C	S	M	J	Z	O	G	V	N	W	N	L	A	C	J	G	R	O	I
G	O	P	N	K	B	C	Z	Z	V	E	D	I	Z	H	R	X	A	M	O	R
I	Q	O	G	H	K	F	G	N	U	K	D	U	W	M	M	T	X	R	D	T
F	Y	X	B	I	L	H	J	X	H	A	F	M	S	Z	S	B	G	I	B	W
G	N	L	N	S	Y	E	A	A	Y	X	I	A	P	T	P	X	X	Z	C	N
X	V	G	I	B	Z	H	G	L	K	P	R	E	K	C	A	R	C	T	U	N
T	S	M	A	G	F	N	I	N	R	N	E	C	R	E	T	R	Q	I	Z	O
P	T	L	Y	L	H	N	B	P	A	L	J	D	B	L	S	E	S	Z	P	U
J	L	Z	I	R	E	T	R	A	D	N	E	L	A	C	T	N	E	V	D	A
S	Q	G	M	N	E	C	S	B	J	G	E	F	E	M	V	B	O	W	V	Z
L	W	F	S	C	H	R	I	S	T	M	A	S	T	R	E	E	V	W	C	N

ADVENT CALENDAR
ANGEL
BALLS
CANDLE
CHRISTMAS TREE
FAKE SNOW
FIGURINES

GARLAND
HOLIDAY LINENS
LIGHTS
MINI TREE
MISTLETOE
NATIVITY SCENE

NUTCRACKER
ORNAMENT
PINECONE
POINSETTIA
RED BOW
REINDEER
SNOWFLAKE

STAR
STOCKINGS
TINSEL
TREE SKIRT
TREE STAND
WREATH

Can you find and correctly count all of these festive items?



Find:



Solutions can be found on [page 22](#)

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Can you solve our scrambled presents to find out the nationality of Santa Claus?



1. _ _ _ _ ○○ _ _ _ _

4. ○ _ _ ○ _ _

2. ○○ _ _ _

5. _ _ _ _ ○○ _ _ _ _

3. _○ _ _ _○ _

6. _ _ _○ _

Unscramble the words, then use the circled letters to answer the riddle:
What nationality is Santa Claus?

Solutions can be found on [page 22](#)

When will be open this Christmas?



Offices

Dec 22

Normal hours

Dec 23

Closed

Dec 24

Closed

Dec 25

Closed

Dec 26

Closed

Dec 27

Closed

Dec 28

Closed

Dec 29

Closed

Dec 30

Closed

Jan 31

Closed

Jan 1

Closed

Jan 2

Normal hours

Charity shops

Normal hours

Closed

Closed

Closed

Closed

Closed

Closed

Closed

Closed

Closed

Closed

Normal hours

Get in touch with us...

Although our offices and shops will be closed over Christmas, our telephone lines and online contact methods will remain active so that you can leave us messages. Our teams will get back to you when we re-open.

Stock wanted

We need new stock more than ever to continue funding our support services.

**Having a New Year clear-out?
Donate your items to us**

Every item donated helps us support local older people with crucial support services and activities.



Worcester &
Malvern Hills

ageUK

How to donate

- In any of our stores
- By phone
- Online



For more information or to donate:
01905 724294 | 01684 560666
info@ageukwmh.org
www.ageukwmh.org

We are here for you



What do we do to help support older people?



Information & Advice

Our expert advisors can advise you on a range of topics. Including, but not limited to, money & benefits, health & wellbeing, social care and signposting to legal and debt management services.



Money & Benefits

We check your benefit eligibility, as well as help with filling out the relevant forms (including Blue Badges & Bus Passes).



Household Support Fund

We are distributing payments to eligible pensioners NOT in receipt of Pension Credit. PLUS the scheme will be extended to include people with disabilities or a long-term health condition (including those requiring the use of medical equipment which requires increases energy use), of any age, and carers of any age.



At Home Services

We provide Homeworking and Gardening to help lighten your load at home. The carry out general household chores and garden maintenance to help you at home.



Foot Care Clinics & Home Visiting

We run regular foot care clinics and our qualified professional associates can visit clients at home. Our service will provide basic level care, including nail clipping and filing.



Befriending & Bereavement Support

We are tackling loneliness by providing telephone befriending and in-home visiting for older people who live alone, have no family living locally or feel socially isolated. We also offer bereavement support to those who are experiencing loss, as an extension to our befriending service.



Dementia / Memory Loss Meeting Centres

Meet with others at one of our five centres. We welcome anyone who has a suspected or confirmed diagnosis for dementia, their family, and carers. Join us for games, quizzes, day trips, general support, and more.



Being Well Service

The Being Well service supports people across Malvern Hills to take control of the issues affecting their mental health and wellbeing. We take a person-centred approach to help people identify the issues affecting their mental wellbeing and quality of life, and support them to find a way forward.



Digital Inclusion

We offer computer classes for older people who are looking to start using a computer for the first time or are looking to improve their skill set further. We can also help you put together your digital Life Story.



Home Energy Checks

We will assess the built environment of your home, assess the impact the cold may have on you and your wellbeing, provide you with practical advice in regard to keeping your home energy efficient and install energy saving equipment and other devices to help keep you warm.



Wheelchair Hire

We can provide short term, wheelchair rental, designed to help and encourage extended independent living for older people. We can also provide a range of walkers and frames, of various shapes and sizes, if a wheelchair is not what you are looking for.



Social Activities

Meet with others from the community, share an interest and enjoy a hot drink and a slice of cake; our three connect clubs run regularly throughout the month at Chantry House (Worcester), Chelmsford Court (Worcester) and Storer Court (Malvern).



Dementia Music Group

Calling all musicians with memory loss! We have formed a band of local musicians, who may be experiencing symptoms of or living with diagnosed memory loss. Come together, with others alike, make new friends and play your instruments together.

Get in touch with us...

If you need help or support, or know somebody who would benefit from our support, please get in touch with us:



01905 724294 / 01684 560666



info@ageukwmh.org



www.ageukwmh.org

Age UK Worcester & Malvern Hills



Worcester Head Office

Bank House, 7 Shaw Street, Worcester, WR1 3QQ.

T: 01905 724294

E: info@ageukwmh.org

Malvern Station Office

Great Malvern Train Station, Malvern, WR14 3AU.

T: 01684 560666

E: info@ageukwmh.org

Tenbury Wells

Tenbury Wells Library, 24 Teme Street, WR15 8AA.

T: 07494762138

E: info@ageukwmh.org

Age UK Hereford & Localities



Leominster Head Office

Unit 10, Northern Lights Business Park, Clinton Road, Leominster, HR6 0SW.

T: 0333 0066 299

E: contact@ageukhl.org

Ledbury

The Master's House, Ledbury, HR8 1EA.

T: 0333 0066 299

E: contact@ageukhl.org

Hereford

HVOSS, 52 Broad Street, Hereford, HR7 9AB.

T: 0333 0066 299

E: contact@ageukhl.org

Where can you find our retail locations?



Ambleside Drive Shop
59 Ambleside Drive,
Worcester, WR4 9DA.

Cranham Drive Shop
24 Cranham Drive,
Worcester, WR4 9PA.



Dines Green Shop
Unit 2, 33 Gresham Road,
Worcester, WR2 5QR.

Great Malvern Shop
29 Worcester Road, Great
Malvern, WR14 4QY.



Hereford Shop
225 Worcester Road,
Malvern, WR14 1SU.

Leominster Shop
22 West Street,
Leominster, HR6 8ES.



Malvern Link Shop
225 Worcester Road,
Malvern, WR14 1SU.

Mealcheapen Street Shop
9a-10 Mealcheapen Street,
Worcester, WR1 2DH.



Ross-on-Wye Shop
17 Gloucester Road,
Ross-on-Wye, HR9 5BU.

Tenbury Wells Shop
12 Market Square, Tenbury
Wells, WR15 8BL.



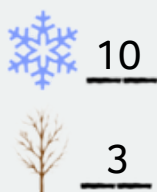
Upper Tything Shop
40c-e Upper Tything,
Worcester, WR1 1JZ.

More retail locations coming soon!

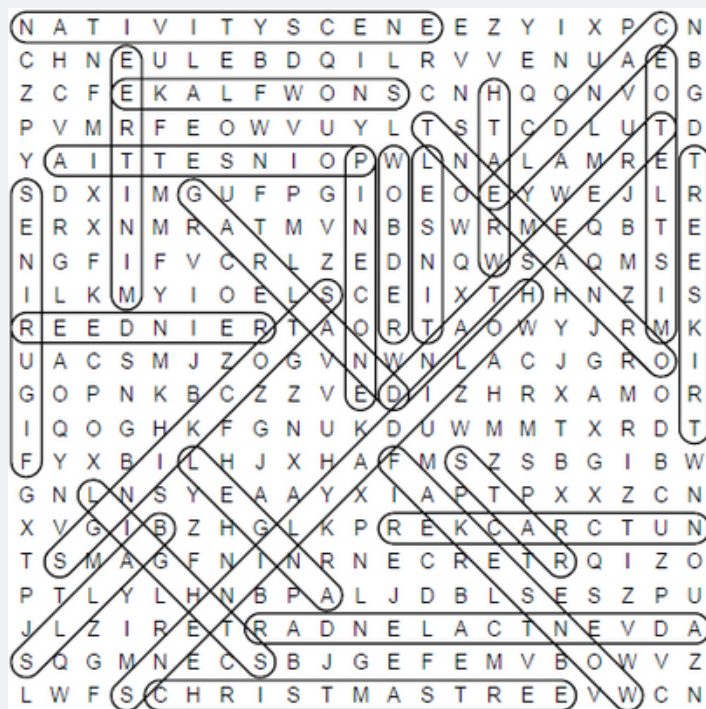


Did you get them correct?

Winter I spy



Christmas Word search



Scrambled presents

1. DOLLHOUSE
2. TRAIN
3. BICYCLE
4. SLINKY
5. TELEPHONE
6. WAGON

Scrambled Letters: H O T R I L S N P H O

Answer: North Polish



Christmas 2023

Age UK Worcester & Malvern Hills
Bank House, 7 Shaw Street,
Worcester, WR1 3QQ.

Registered Charity Number: 1114859
Company Number: 5688674

www.ageukwmh.org

