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**of our information and**  
**advice service**

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## Age UK York

**Address:** 70 Walmgate, York, YO1 9TL  
**Phone:** 01904 627995  
**Email:** [ageukyork@ageukyork.org.uk](mailto:ageukyork@ageukyork.org.uk)  
**Website:** [ageuk.org.uk/york](http://ageuk.org.uk/york)  
**Charity No:** 1118346



@AgeUKYork



[Facebook.com/AgeUKYork](https://www.facebook.com/AgeUKYork)

## Welcome

### From the Chief Officer



*Sally Hutchinson receives a cheque for £1200 from the Rotary Club of York*

Welcome to our new style magazine! We have had such a busy year this year and so much more to tell you about ! We have been delivering services, campaigning on local and national issues, and thankfully receiving cheques from funds raised at amazing events such as the Big Ian Forever Young Festival and a fabulous Ukulele Concert sponsored by the Rotary Club of York and delivered by THE GRAND OLD UKE OF YORK group. We had quite a Ukulele year as we were also entertained by the YORKULELES at our AGM. I wonder what our instrument of choice will be next year?? Read on and enjoy.....

Sally Hutchinson, Chief Officer



# It's been a busy few months!



The Forever Young festival raised £3250 for us.



Raising awareness of the social care crisis with Rachael Maskell in York.



We had our St. Crux charity event in York city centre.



Sally Hutchinson at the Grand Old Uke of York fundraising evening!



Over 3000 little woollen hats were knitted for the Innocent Smoothie fundraising challenge. Thank you to all those dedicated knitters who raised £204 to help pay for our services.

# First Call celebrates 10 years of helping older people in York

First Call is the flagship information service of Age UK York. Since it was launched in April 2009, we have received over 17,000 enquiries and the team currently helps 60 people each week.

***“I now get Attendance Allowance, which helps me with travel expenses...and difficult jobs around the flat”***

Most calls are from older people, but also come from relatives, friends and other organisations in York. Requests for information cover a wide range of topics, from finding out about local social activities, or finding a chiropodist that will do home visits, to which benefits someone may be entitled to, or which services are available to support someone at home.

Some can be answered on the spot, while others need a bit more research, and may be followed up with another phone call, a home visit, or information sent in the post.

The First Call team can also signpost or refer customers to other services, such as the Falls Prevention Team, and are always happy to make calls on behalf of customers to ensure they receive the care and support they need.

***“It was lovely to hear from someone who could give me clear information and could help”***

Anyone needing information or support for an older person in York can confidently make First Call the first, and sometimes only phone call they need to make.

***““I have been working with Age UK York for the past 2 years, and what an enjoyable experience it has been. All the staff have been extremely helpful and go above and beyond to accommodate their partnering organisations and service users. ”***

**Sarah Crowther-Green, Falls Prevention Service, York**

# How does First Call make a difference?



**3119 queries in 2018**



**17000 queries since 2009**

**Our top 3 queries are**



**Getting help at home**



**Money and benefits advice**



**Age UK York services**

You can contact us for information and advice about most things. We have a wealth of information resources and contacts.

**Benefits**

**Social activities in York**

**Transport issues**

**Help at home**

**Day clubs**

**Housing advice**

**Social care advice**

## One of our information advisers describes how a phone call to Age UK York helped solve two York residents' concerns.

### My GP suggested I ring...

A lady called at the suggestion of her GP. She was finding it hard to manage at home, but had been reluctant to ask for help. We told her about our cleaning and shopping services, and about frozen and fresh meal delivery services.

### Worried about money

She was interested, but was worried about being able to pay for things. We offered a benefits check, and she was happy to be referred to our Money and Benefits team. The lady also wanted to get out more to meet people, so we told her about our day clubs, other social activities and transport options.

### A successful outcome

As a result of this she now has a bit more money each week, is going to a regular coffee morning, and has help with her shopping.

### Do I need to go into care?

A gentleman called to say that he thought he needed to go into a care home as he wasn't managing at home, and he didn't have any family nearby to help him. We told him that he could request a care needs assessment so we referred him to the Adult Care Team.

### Help at home

He was also interested to hear about how he could get help with his cleaning and shopping, and that he could get out more by attending one of our day clubs.

### A successful outcome

This gentleman had also been trying to get by on his State Pension, so he was very pleased to speak to our Money and Benefits team who helped him to apply for benefits. As a result, he was able to access the support he needed to stay in his own home support, and is much happier.

**Contact our Information and Advice team**

**01904 634061 (Mon to Fri, 9.30—3.30 )**

**[www.ageuk.org.uk/york](http://www.ageuk.org.uk/york) or email: [ageukyork@ageukyork.org.uk](mailto:ageukyork@ageukyork.org.uk)**

# All in the mind

**The number of Alzheimer's disease diagnoses are rising. Here's what to look out for.**

It's not easy to think about getting ill as we get older. Nowadays, many illnesses we can get can be cured.

There's lots of illnesses we don't get any more. Medical people have found out how to prevent them. So we can all think in a positive and hopeful way about something that affects our brains. There's no cure for dementia yet but it could be on the way soon.

Some people just don't want to think about dementia and Alzheimer's disease.

That's understandable. We all want to look on the bright side! So how can it help to go on reading this page?

Well, if you know something about dementia, it could make you a bit less worried about it. It could also help you when you're keeping a friendly eye on friends and relatives.

Things to look out for are if you're getting more forgetful, finding it hard to understand or speak clearly. If you lose interest in the sorts of things that you've always enjoyed or if it's harder to do the sorts of things you do every day. Well! We all feel like that sometimes. We get bored or forget things.

This might be because we're more tired than usual, or we have some new or different medication.

But if your daily life has changed for no reason you can think of, it's time to see your GP. Your friends might notice that you've changed. Or you might notice that a friend has changed! Your GP is the person to turn to for advice and help.

It's important not just to put these things down to getting older. Dementia isn't a natural part of getting older, even if it does affect many older people.

But if there's no cure, why bother the GP?

Well, there are ways to slow it down and your GP can make sure you get the right treatment and support.

If dementia is happening to you, your relatives will need to know so you can talk to them about what you'd like to happen later on. Would you like someone to be around to keep an eye on you, for instance?

With treatment and support, people with dementia can go on leading active lives, doing many of the things they've always enjoyed doing.



# Tackling loneliness and isolation in York with our befriending volunteers

**Lucy has been volunteering as a befriender with Age UK York for nearly a year. We asked her why she does it.**

Just an hour with a Befriender .....

'Hello. It's Lucie.'

'Oh, Lu Lu. I've been dying to tell you about ....x, y, z. Oooo. You should have seen the biceps on him.'

So begins a scandalously large number of my weekly calls to my friend as a telephone befriender.

You might think something is lost in the anonymity of a one-hour phone call; but as my pal puts it, she feels like she can say anything to me without fear of judgement. That might be anything from raw wounds from the past or the catalogue of helpful men she enlists to assist her at the supermarket.

We both find the structure of a fixed hour helpful as I know I can always give her my full attention at that time. And she can



*Would you like to be a befriending volunteer?*

*(picture posed by model)*

build her week around the pressure-valve of a friendly natter. A week is a long time to fill in when you're at home alone with pain and sadness. We both feel lighter for sharing her burdens, then packing them away and having a medicinal giggle.

## Would you like to become a befriending volunteer?

We welcome volunteers who can commit to several hours a week.

**CONTACT OUR VOLUNTEER ORGANISER ON**

**01904 627995 FOR MORE DETAILS**



**A huge THANK YOU to all our volunteers!**  
**You help us to support older people across the City of York.**

**Retail volunteers**

**Drivers**

**Administrators**

**Respite Carers**

**Keep Your Pet volunteers**



**Shoppers**

**Day club helpers**

**Befrienders**

**Receptionists**

**Trustees**

We welcome volunteer applications for all our volunteer vacancies. We currently have a particular need for retail volunteers, day club volunteers and drivers to transport older people to the day clubs. **Contact our volunteer organiser on 01904 627995.**

## **Dragon Boat Challenge July 14th 2019**



Last year, we entered the Rotary Club of York Dragon boat challenge and managed to raise a lot of money for ourselves and other Rotary charities. This year, we are hoping to raise even more money as we compete against teams from all over York.

We also hope to improve on 3rd last!

It takes place on July 14th. We would love it if you could sponsor us and support us on the day.



**You can sponsor us by visiting [www.ageuk.org.uk/york](http://www.ageuk.org.uk/york)**

# Love later life – here's how

**Our Trustees have some tips to help older people make the most of later life.**

## Make sure you get a flu jab

If you've ever had flu, you'll know it makes you feel miserable and unable to cope with anything. Make a note to get your flu jab next November.

You're eligible for the vaccine jab if you're over 65, receive Carer's Allowance or if you live in a care home.

## Get your blood pressure checked

High blood pressure isn't a good idea and it's quite easy to get it to the level it should be. Your GP will be very pleased with you if you take care of yourself.

## Have you got sloppy slippers?

Sloppy slippers cause falls and broken bones. Get yourself some comfy new slippers and throw the old ones away.

## Be safe with medication

Put your tablets in a dosette box (from your chemist). The box will help you be sure you have taken the tablets and haven't taken the next lot by mistake as

well. And don't pick and choose!

Your GP thinks you're taking your tablets and may be very surprised if you don't get better. So be good and do as you're told.



Some people have repeat prescriptions for years, and this is probably what's supposed to happen, but ask your GP for a review if you haven't had one recently. Out of date tablets and medication can be dangerous. If you've cleared out a drawer or cupboard and find old tablets, don't flush them down the toilet or put them in the bin. Be safe. Ask your chemist to dispose of them.

# Shingles isn't catching.....

You can't catch it from someone else. That's the good news. The not so good news is that if you've ever had chicken pox, there's a chance that in later life the chicken pox virus can get reactivated.

Shingles is the result. But more good news. If you're aged between 70 and 80 you can get the shingles vaccination.

It's really worth getting the vaccination because shingles starts off with a burning sensation in the skin, going on to a rash of painful

fluid-filled blisters that can burst and turn into sores before they heal. The chicken pox virus can get reactivated by illness or stress among other things.

Of course, you don't want to get ill or stressed and you certainly don't want to have shingles. Like a lot of other things that happen to us as we get older, you can actually do something about it yourself. Pick up the phone, book an appointment with your GP and get that shingles vaccination!

## Barry has a few wise words.....

*Barry is the husband of the Chief Officer of Age UK York. He enjoys reading, cycling and Tweeting.*

Are you a healthy eater? If you are unsure you can always look at the nutritional advice that is issued from time to time. The problem is that the advice seems to change every year! Alcohol is bad for you. No an occasional glass of red wine is beneficial. Breakfast is the most important meal of the day. No not necessarily. And so on.

It's times like this that I am reminded of Woody Allen's film 'Sleeper'. Miles wakes up in the future after a hospital operation goes wrong.

Doctors revive him and urge him to eat a rather large cream cake. "But I thought this was bad for you", says Miles. "No Miles" the doctors say. "In your time this was thought to be bad for you. But now we know that it is very good for you."

So the moral of this story is – everything in moderation. You know it makes sense.

# You are my sunshine

## A short story for if your day isn't sunny.

The nurse watched the old man as he slowly left the surgery. Deep down, she felt a bit sorry for him. It didn't do to show any sympathy, though. She'd found that out through long experience. The minute you looked concerned for someone they'd break down, need support, maybe offered a cup of tea. And it all interfered with the routine for everyone else. So the nurse kept her face still. Some people thought she looked stern and hard. Well, that was how it was. As for old Charlie, finding his way back to the waiting room, well, he didn't notice anything. He just sat down in the nearest chair, quite unable even to get himself out of the door into the empty street.

They said you'd get used to things being different. They said you'd get used to it. What did they know? They weren't him, Charlie, in his flat, keeping himself to himself, getting on with life. Except that life couldn't be 'got on with' like they said. Not any more.

Charlie went on sitting in his chair in the waiting room. The room was quite full and soon people would have to stand. But the receptionist was sympathetic. Not like the nurse. The receptionist was called Susie. She knew that people needed to sit

and get their thoughts sorted out before they took the next step. Before they left the waiting room and took up the threads again.

After a while, he became aware of people chatting to each other around him. It had been like that for him once. Each day when he took Sammy out for his stroll, taking their time, they were both getting on. People would stop and chat to him, give Sammy a pat, maybe even give him a biscuit, though they were both putting on a bit of weight round the middle. Charlie knew he wouldn't be able to make that stroll again. Couldn't think of the people he usually met. They'd stop to chat and say, 'Where's Sammy, then?' He wouldn't be able to face it.

Charlie thought how he went into his kitchen each morning for his early cuppa. Sammy would put his nose over the top of his basket, knowing he'd get a saucer of tea himself before they went for a quick trip outside.

Then there'd be the breakfast routine with Sammy keeping well back from the spitting frying pan while Charlie cooked his bit of breakfast.



None of this would ever happen again. How he'd managed to say goodbye to Sammy he'd never know. But the vet seemed to understand and said there really wasn't a choice.

Charlie sighed. He became more aware of the people sitting next to him. 'What's up, Mister?' Someone was speaking to him. How could he bear to answer? 'My dog Sammy's had to go.' How could he say that? And then he saw that the little girl had a puppy on her lap. Hard to say what kind of dog it was. 'Quite a lot of apricot poodle', thought Charlie, remembering when he and Sammy used to go to the dog shows. (Sammy won the Friendliest Face competition once.) The puppy's coat was shiny. 'Not much poodle in that coat', thought Charlie. 'Maybe a bit of daschund'.

'Mum's hoping the vet will know someone who can take my puppy', said the little girl. 'We've got to move to a flat where they don't allow pets. Well, I can take my hamster or course, but it's not the same.' 'No' thought Charlie. 'It's not the same. Nothing's going to be the same.' His eyes went a bit moist. He thought he might really cry if he didn't watch out. He couldn't even speak. It was all much too much to manage.

'You don't talk much, do you, Mister?' said

the girl. She noticed his eyes and turned to her Mum. 'I don't think he's very well,' she said. Her Mum looked round. 'I think he's upset', she said. 'Shhh'. Leave him be.' And then Charlie found himself telling them both all about Sammy. They listened to him. They really cared. The girl turned to her Mum. They were saying something without speaking, if Charlie had realised.

The girl suddenly put the puppy in Charlie's lap. 'Here', she said. 'You're just the person we hoped to find.'

Charlie looked at the puppy. He saw the wet nose (just like Sammy), and the scrappy excuse for a tail (just like Sammy), and then the sun shone through the waiting room window, right onto the puppy's shiny coat (definitely some daschund there) and Charlie felt the sun come up again for him, too.

"Yes", he said. "We'll be alright together. He'll be my little ray of sunshine!"

**Age UK York knows how important pets are to older people. We run Keep Your Pet with the RSPCA which can look after pets when you go to hospital. They can be contacted on 01904 866070.**

# News from our AGM



*Some of our volunteers receiving their 5 year service award from the Lord Mayor of York.*

How do you make an AGM top of your 'must do' list? Age UK York likes to welcome plenty of folks to its Annual General Meetings each year. So we try to make an afternoon of it. A nice sandwich lunch. That goes without saying. An important person to present the certificates (this year we hosted the whole Civic Party) and a bit of music, too. Bound to go down well. And it did.

AGMs have to happen, no getting away from it. And there have to be enough people to vote and agree that everything's happened that's supposed to happen, and nothing's happened that shouldn't.

First, we welcomed the Civic Party: the Lord Mayor, Lady Mayoress, the Sheriff and the Sheriff's Consort and settled them in their front row seats.

Of course, we also admired their chains of office (which are a bit spectacular). York has some splendid regalia and you can often see everything on display at the Mansion House.

When the chains go travelling they have their own security escort so we all felt a bit exalted by our surroundings. Everyone had coffee and a chance to chat. Then we had the entertainment.

It turned out we could all join in as the Yorkuleles gave us half an hour down Memory Lane. (Not so far down Memory Lane, it turned out, as we joined in with several numbers, assisted

to provide cosy warmth to patients leaving hospital.

So then onto the AGM business and finally the Lord Mayor handed out long service certificates to our brilliant



### *Being entertained by The Yorkuleles*

by the helpful song sheets and we already knew the tunes!)

Time for lunch. Our AGM was held in the Main Hall of York CVS in Priory Street and they always use good caterers.

Perhaps it was as well that we had the singing before the lunch as, with our appetites well satisfied, our voices might have been a bit flat!

We'd put up some of the blankets that Age UK York people and our many supporters had worked on over the past months. These provided quite a colourful background and are going on

volunteers.

We said our thanks and goodbyes to the Civic Party who were going on to another event that evening. Our own thoughts begin to turn to the next AGM. Can we top the Yorkuleles? Perhaps not, but we'll try our hardest to invite you to something equally fun!

# Having a declutter?

Age UK York has 5 shops in York where you can donate any unwanted household items and grab yourself a bargain. All the money raised goes towards providing our services to the older people of York and provides much needed income.

We've recently refurbished our Walmgate shop and have a new books and music area. There are some classic vinyl albums for those people who have rediscovered the joys of records.

We are able to collect larger items and furniture from homes if needed. Simply ring our Tang Hall shop on 01904 411282 to arrange a collection. This is also the place to go to if you want to get furniture. If you are a UK taxpayer, you can make the value of your donation go further by using Gift Aid. This adds 25% to the value of your donation. Your donations and purchases are really appreciated and make a real difference in York.



## Where are our shops?

### City Centre

 70 Walmgate  
 01904 627995

Monday to Saturday  
9.30 am - 4.30 pm

### Haxby

 24, The Village  
 01904 393050

Monday to Saturday  
9 am - 4 pm

### South Bank

 19 Bishopthorpe Road  
 01904 651574



Monday to Saturday  
9 am - 4 pm

### Clifton

 215a Burton Stone Lane  
 01904 635917

Monday to Saturday  
9 am - 4 pm

### Tang Hall

 77 Fourth  
 01904 411282

Monday to Friday  
10.15 am - 3 pm

Gift Aid adds another 25% to the value of your donation if you are an Income Tax payer. Simply give us your name and address when you drop off your donation.

*giftaid it*



# Home from Hospital news

Home from Hospital supports people in their own homes for up to 6 weeks following an operation, A & E admission or a much longer time in hospital.

After a hospital stay, people can need help with all sorts of things including shopping, catching up with rent and other payments, benefits advice, even getting out to the GP, day clubs and visits to friends. It's amazing what a difference to life a hospital stay can make.

We can help you ease back into home life again. It's important to offer as much as possible in such visits. There's no point in leaving hospital only to have to go back in a few days later because there isn't enough support to pick up the threads again.

2018 was a busy year for the 4 Home from Hospital staff. They gave advice to over 1500 people and supported 242 people at home.

We hear a lot about 'bed-blocking'.

Some people are well enough to leave hospital but can't as there's no support for them back at home. Home from Hospital provides that support. This makes hospital beds available for others who need them. Much more important, it gives people the confidence and reassurance to get properly mobile, independent and able to manage their own lives again.

You perhaps know of someone who left hospital and really needed a lot of support in those first days. Home from Hospital provides that support, fitting what they can offer (which is an amazing amount) to what any individual person needs. This could be providing a blanket, getting a plumber to install a washing machine, finding some 'easy fit' clothes to cover a temporary plaster cast or phoning the chemist to get prescriptions delivered.

**Contact the Home from Hospital team on  
01904 726191**

**They can help provide valuable support at home after a hospital stay to help ease you back into your home life again.**

# Age UK York Events 2019

## Why not come along to one of our social events?

We have a number of events in Strensall ,Copmanthorpe and Acomb where you can pop in for a chat and a drink. **They all start at 2pm.**

Tues 7th May	Ship Inn, Strensall
Wed 8th May	Acomb Methodist Church (Westfield Wednesdays)
Tues 21st May	Little Acorns Coffee Shop, Copmanthorpe
Tues 4th June	Ship Inn, Strensall
Wed 12th June	Acomb Methodist Church (Westfield Wednesdays)
Tues 18th June	Little Acorns Coffee Shop, Copmanthorpe
Tues 2nd July	Ship Inn, Strensall
Wed 10th July	Acomb Methodist Church

Our Strensall events take place **every first Tuesday of the month** at The Ship Inn..

Copmanthorpe events take place **every third Tuesday** at Little Acorns Coffee shop.

Our Acomb events take place **every second Wednesday** at Acomb Methodist Church in association with Westfield Ward.



## St. Crux Charity Fundraising Events

**15th May and 13th September 2019**

We are having 2 fundraising events at St.Crux near Marks and Spencer in York. It's a great day to have some drinks, cakes and to buy bric a brac and raise money for Age UK York.

**Age UK York is a local charity providing services for the older people of York. You can find out more about what we do and how to help by ringing 01904 636061 or by going to [www.ageuk.org.uk/york](http://www.ageuk.org.uk/york)**

# Useful phone numbers

Age UK York Information Line	01904 636061
Age UK York Main line	01904 627995
York Hospital	01904 631313
Citizens Advice York	0344 411 1444
Older Citizens Advocacy York	01904 676200
York Older People's Assembly	01904 202293
Healthwatch York	01904 621133
City of York Council	01904 551550
Yorkshire Water	
(Check the identity of a caller)	0800 138 7878
Action Fraud Helpline	0300 123 2040
Telephone Preference Service	0345 070 0707
Mailing Preference Service	0207 291 3310
Crimestoppers	0800 555 111
Shelter (Housing)	0808 800 444
Shelter (Emergency)	0808 1644 6060
York Mind	01904 643364
York Alzheimer's Society	01904 929444
York Carer's Society	01904 715490
NHS Direct	111

## What does Age UK York do?

**Information and advice service**

**Money and Benefits advice**

**Organises befrienders for people**

**Provides respite care for carers**

**After Hospital support**

**Check visiting vulnerable people**

**Feather duster home cleaning service**

**Home care service**

**Keep Your Pet service**

**Day Clubs**

**Social events**

**Home Shopping service**



Will writing and lasting powers of attorney service  
Contact 01904 627995 to make an appointment.

## Looking for a Trader?

Working with City of York  
Council Trading Standards we  
have produced a list of vetted  
traders.

If you are looking for a gardener,  
handyperson, electrician, painter  
or other trader, you can pick up a  
free copy from one of our shops  
or find it on our website.



**Contact 01904 634061 to get your free directory**