

# Update

*The latest on what you  
have helped us achieve*

May 2018

## Fixing a broken care system

You may have heard in the news about the urgent crisis in our care system. Sadly over 1 million older people are going without the care they need, and older people are increasingly having to fill the gap by providing care themselves.

Some of you will have received our recent appeal, which told the story of Gill. She is one of millions of older people caring for a loved one, which has left her ill and exhausted. This is why we're so grateful to supporters like you who help us be there for older carers.

As well as helping to provide support through our frontline services, your donations and actions are helping us put pressure on the Government to make sure vulnerable older people get the care they need. Through our 'Care in Crisis' campaign, we are asking them to address the following:

- Underfunding – in the last five years there has been a £160 million cut in public spending on older people's social care
- Postcode lottery – despite a national system of eligibility, there is still huge variation in local services



- Unmet needs – 1.2 million people aged 65 or over don't receive the care support they need with essential living activities
- Lack of services – cuts in local authority services have placed increasing pressure on unpaid carers.

Thank you to everyone who has supported Age UK's 'Care in Crisis' campaign so far. Our recent petition received 20,000 signatures in a week, and the Prime Minister has taken notice. She has since promised to 'put the state-funded system on a more secure and sustainable footing.' Now we need her to follow through without delay, and find solutions to the crisis in our care system.

You can add your voice to our 'Care in Crisis' campaign by visiting [www.ageuk.org.uk/carecrisis](http://www.ageuk.org.uk/carecrisis). If you would like more information on campaigning with Age UK, or help writing to your MP, email [campaigns@ageuk.org.uk](mailto:campaigns@ageuk.org.uk) or call our Supporter Services Team on **0800 169 8787**.

**Thank you** for helping us to be there for older people



## Living well with dementia

Did you know there are an estimated 850,000 people in the UK living with dementia? It's thought that one in three people over 80 have the condition, and it's likely that most of us will know someone affected by dementia.

Age UK is working to better understand dementia and support those affected. Your support helps us to:

- 1** Carry out groundbreaking research into how to protect brain health and thinking skills as we age.
- 2** Provide information and advice to individuals and their families affected by dementia through our Advice Line and website.
- 3** Gather case studies to inform best practice on supporting people with dementia.

Although dementia comes with its challenges, we hope that with the right information and support, families and individuals will be able to overcome some of the obstacles and make the most of life. That's why we believe our latest report '*Promising approaches to living well with dementia*' is so important. It highlights some of the organisations and projects which are already improving lives, and gives recommendations to individuals and organisations supporting people living with dementia.

### Hearing the 'D' word

Keith was surprised to learn he had dementia at just 55. Now in his 60s, he is a dementia ambassador for Kent and Medway Health Trust and involved in educating others about the condition.

'It was a shock,' recalls Keith. 'I thought of dementia as something that affected very old people sitting in nursing homes.'

'These days I'm putting a lot of effort into doing anything that will help get rid of the stigma attached to the word dementia or will help improve services for people diagnosed with it. I find that stimulating.'

'With Kent and Medway Health Trust Partnership backing we have set up a forget-me-not group. It's a support network and several of us give talks and consult on services.'

'I am determined to do things I enjoy and find interesting, and to live life to the full.'

You can read more stories from people living with dementia by visiting [www.ageuk.org.uk/dementiastories](http://www.ageuk.org.uk/dementiastories)



Thank you for your support, which is helping Age UK change the outlook for people affected by dementia. You can find our report '*Promising approaches to living well with dementia*' at [www.ageuk.org.uk/dementiareport](http://www.ageuk.org.uk/dementiareport)

Find out more: [www.ageuk.org.uk/update](http://www.ageuk.org.uk/update)



## Going the extra mile for older people

Every year, hundreds of people support Age UK by taking part in challenge events. Lisa was one of this year's marathon runners raising money for Age UK. We found out why supporting Age UK is so important to her.



Thank you Lisa for making a difference to the lives of older people. You can sign up for a challenge in support of Age UK too, at [www.ageuk.org.uk/events](http://www.ageuk.org.uk/events)

### Why are you running the London Marathon for Age UK?

I lost my dad to vascular dementia in 2017. I wanted to run for Age UK because of the support they offered us as a family when Dad was ill and also because I feel passionate about tackling loneliness. My mum is adjusting after all the years of marriage to Dad. The days are long without him and it's easy to go days without seeing or talking to someone.

### You've chosen to dedicate each mile to an inspiring older person. Tell us more.

The first mile is for my mum for the strength she has shown in looking after Dad. The last mile is for my dad. The miles in between are either in memory of someone or in celebration of individuals that show us how to live well in later life.

One of these miles is dedicated to Sylvia Pearl Elliott MBE – my friend's nan. Now 88, she received an MBE in 1992 for services to nursing. She's awesome, and an example of how age needn't slow you down.

### Do you have a message to other Age UK supporters?

Thank you for supporting a wonderful charity that made such a difference to us as a family. When we were struggling to cope and unsure of where to turn to, Age UK were a lifeline.

## Old People's Home for Four Year Olds

Did you see the Christmas episode of Old People's Home for Four Year Olds? We teamed up with Channel 4 for a special edition of this heart-warming show, helping to raise awareness of loneliness amongst older people. An amazing 2.4 million tuned in and we had some lovely messages of support from viewers. See some of the stars of the show share their thoughts on loneliness: [www.ageuk.org.uk/oldpeopleshome](http://www.ageuk.org.uk/oldpeopleshome)



Find out more: [www.ageuk.org.uk/update](http://www.ageuk.org.uk/update)

## Helping us end painful journeys

You may remember reading about our 'Painful Journeys' campaign in your last edition of *Update*. We've been calling on the Government to take action for the millions of older people making stressful, expensive or complicated journeys to hospital.

Thanks to supporters who have joined our campaign, we've already made the Government listen. The Department of Health has named Steve Brine MP as the first ever minister responsible for non-emergency patient transport.

Now our priority is to make sure the Department for Transport will make it easier to travel to hospital appointments by public transport. If you were one of the supporters who told us about your journey to hospital appointments, we've sent your message to Nusrat Ghani MP, the Minister for Accessible Travel. She received these messages along with a giant 'Painful Journeys' card, so there's no way she could miss their arrival!



## Finding Your Feet

We are proud to have been featured in 'Finding Your Feet,' a new Entertainment One film which hit cinemas in February. Although it was a lighthearted look at later life, the story covers a wide range of issues that we know affect older people – and that, with your support, Age UK is able to work on. We hope you enjoy the film!

## The key to wellbeing in later life

As someone who cares about the needs of older people, you may be interested to know about our latest research into keeping well in later life.

As you might expect, this research highlights the importance of good health and good social networks as we age. But what is perhaps surprising is that creative and cultural participation had the biggest impact on wellbeing in later life.

We might know that doing something creative can lift our moods, but often it can be challenging for older people to take part in these types of activities. One person told us, 'I love dancing, Ballroom, Latin and Sequence, but my partner's health is not good now, which means he cannot be left on his own for too long.'

Through your support, we can work with policymakers and practitioners to find ways to help more older people take part in creative and cultural activities. You can learn more about our work by visiting [www.ageuk.org.uk/creativewellbeing](http://www.ageuk.org.uk/creativewellbeing)

Find out more: [www.ageuk.org.uk/update](http://www.ageuk.org.uk/update)

# Stopping scams in their tracks

Fraud can affect all of us at some point in our lives, but sadly older people are at more risk of certain types of fraud, such as pension fraud or telephone scams. In fact, nearly 5 million people age 65+ believe they have been targeted by scammers.

Through your support, we are keeping up-to-date with the latest scams, and providing information and advice to help older people and their families stay one step ahead of the scammers.

Age UK is also working closely with banks to help them protect older people from scams. For example, Santander is running a Scams Avoidance School through its local branches, drawing on Age UK research to show its customers how they can avoid scams.

However, we believe more can be done by the Government, police and local authorities to tighten regulation and take action against fraudsters. Our latest report 'Applying the brakes: Slowing and stopping fraud against older people', highlights the scale and impact of scams and calls on these parties to take action.

Thank you for making our vital work possible. Your donations help to protect some of the most vulnerable older people and prevent the devastating impact of scams.

You can find more information at [www.ageuk.org.uk/scams](http://www.ageuk.org.uk/scams) or call the Age UK Advice Line if you are worried that you or someone you know may be targeted. Please also let know Action Fraud know if you suspect a scam. Their website is [www.actionfraud.police.uk](http://www.actionfraud.police.uk)



## Top tips

You may like to share some of our top tips for avoiding scams with a family member or friend:

1. Don't feel embarrassed about refusing to let someone into your home. Before you go to open your front door, make sure the back door and windows are shut and locked. Not sure? Don't open the door.
2. Register with the Telephone Preference Service – it's free and it allows you to opt out of any unsolicited live telesales calls. You can also talk to your phone provider to see what other privacy services and call-blocking services are available, although you may need to pay for some of these services.
3. Don't click on links within emails which claim to direct you to your bank, utility company or HMRC. Always type in the direct web address instead.



Former Strictly Come Dancing head judge and Age UK Ambassador, Len Goodman, appeared on BBC2's Victoria Derbyshire show to raise awareness of Santander's Scams Avoidance School. His top tip? **'If you get a phone call, or an email, and people are trying to rush you along, don't listen. Don't be frightened to say no!'**

Find out more: [www.ageuk.org.uk/update](http://www.ageuk.org.uk/update)

## Our Love Later Life Hero

This edition's Love Later Life Hero is Jean Bishop, who has found fame in her hometown Hull as the 'Bee Lady'. At 95, she regularly dons a giant bee costume to collect money for her local Age UK and has raised more than £115,000 for charity.

Jean started going to knitting classes at her local Age UK after her husband died, and now she's passionate about helping more people make the most of later life. Her efforts have created such a buzz that she received a British Empire Medal in this year's New Year Honours. 'I have no plans to retire,' says Jean. 'There isn't such a word.'

Thank you, Jean, for all you do to help older people.

### Do you know a Love Later Life Hero?

You can nominate them by writing to Rebecca Alton at the address below or email [newsletter@ageuk.org.uk](mailto:newsletter@ageuk.org.uk)



## Your guide to travelling around Great Britain

If you're a keen traveller over 50 – or know someone that is – this guide will help you make the most of your bus and train pass, as well as finding the best savings on transport around Great Britain. You'll find a wealth of handy tips to ensure you can travel for good value, whether off on holiday or to enjoy a day out. It's brought to you by our friends at Silver Travel Advisor, the holiday reviews, advice and information website for those over 50.

You might also like *The Silver Traveller*, the magazine filled with interesting articles and suggestions for trips in the UK and abroad.

To order the mini guide and/or free magazine, visit:

[www.ageuk.org.uk/travelguides](http://www.ageuk.org.uk/travelguides) or write to us at Silver Travel Advisor, c/o Age UK, Tavis House, 1-6 Tavistock Square, London WC1H 9NA.



Individuals' names and images have been changed to protect identity.

Age UK includes the charity, its charitable and trading subsidiaries, and national charities (Age Cymru, Age Scotland and Age NI). Age UK is a charitable company limited by guarantee and registered in England (registered charity number 1128267 and registered company number 6825798). The registered address is Tavis House, 1-6 Tavistock Square, London WC1H 9NA. Age UK provides a range of services and your gift will go wherever the need is greatest. ID203892 05/18

# Thank you for helping us to be there for older people