

A day in the life of an Age UK Advice Line advisor



Thanks to support like yours, Age UK can continue providing vital services. Here's an insight into our national Advice line service.

Jessica is an expert advisor. Here she describes what a part of her day at Age UK Advice Line is like.



Amanda's call:

Amanda calls for advice about her mother Lily, who is 87 and has Parkinson's and dementia. Lily has been cared for at home by her husband and carers. But following a severe fall, the hospital say Lily will need to go into permanent residential care. Amanda and her father are concerned whether this is right for Lily and how it might be funded.



Advice given:

I discuss the hospital discharge process with Amanda and explain how important it is to ensure her mother's care needs are fully identified, so the right support can be put in place. We discuss the options for funding permanent residential care, and I email Amanda the relevant Age UK factsheets and information guides.



John's call:

John is in his late 70s. He used to rent his property, but the landlord decided to sell. John had nowhere to go and is staying on a sofa in a friend's first floor flat. He has health concerns and has had a stroke. With just a small pension, John is struggling to afford anywhere to rent.



Advice given:

I explain to John that Local Authorities have a duty towards people that are considered homeless. We discuss some of the housing options that might be available and I suggest a full benefits check to ensure he's getting all the financial support he's entitled to. I supply John's contact details to his local Age UK and give John the contact details for the Elderly Accommodation Counsel and Shelter. I also send John relevant Age UK factsheets on housing and benefits.

Thanks to our supporters, Age UK Advice Line has answered over **115,000 calls from January to August of this year.**

If you, or someone you know, would benefit from our support, one of our friendly advisors would be happy to talk to you. **0800 169 6565**

Names and personal details have been changed to protect privacy.

Ways to donate to Age UK

1 Call 0800 169 87 87 | **2 Visit www.ageuk.org.uk/update**

Spirit of Age Award Winners

The Spirit of Age Awards is our way of saying thank you to some of the many people across the UK who help older people to love later life.

We were inspired by stories of people who have made an important contribution to support older people, from picking up the phone for weekly friendship calls, to travelling 10 miles on the bus to volunteer in an Age UK shop, or even providing opportunities to learn new skills.



Congratulations to all our winners, and thank you to everyone who nominated someone.

To read about our worthy winners visit www.ageuk.org.uk/spiritofageawards



Our Love Later Life Hero

Our Love Later Life Hero in this edition is the very wonderful Lynne Misner. In 2015 Lynne read how older people struggle to afford to keep warm in the cold weather, and decided that whilst she couldn't help everyone, she could certainly help some.

Lynne contacted wholesalers of blankets, socks, gloves and hats, mugs and hot drinks and, with the help of her local community, raised enough money to distribute 50 Warm in Winter gift bags to older people. Since then, her efforts have raised great support and last winter she distributed over 2,500 Winter Gift bags! Lynne runs Small Acts of Kindness in her spare time between working and looking after her family. She is determined to expand the project throughout the UK to help older people feel less lonely, cold and isolated in their homes.

Thank you Lynne for changing the lives of so many older people.

We'd love to hear from you

Want to let us know what you think or nominate a Love Later Life Hero? We'd love to hear from you! You can write to: Rebecca Alton, Tavis House, 1-6 Tavistock Square, London WC1H 9NA.

Thank you for helping us to be there for older people

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. ID203700 09/17

Update

The latest on what you have helped us achieve

Staying Sharp in later life

When it comes to finding ways to keep our minds sharp, the advice can be confusing, even contradictory. From fish oils to physical activity, B vitamins to brain training, the media seems full of claims and counter-claims. So what should we believe? What information can we rely on to help us stay sharp in later life?

Age UK is an expert in matters of ageing, and we want to make sure people have the right information about brain health. We know that looking after our physical health is important to ageing well, and mounting evidence suggests there are also ways to look after our brain health. So, we felt it was important to take an informed look at the facts and give people the right advice about maintaining healthy thinking skills as we age.

We are funding a cutting-edge research project called The Disconnected Mind. The research, carried out at the University of Edinburgh, has been used to launch a new online hub called Staying Sharp.

The hub has some great advice from leading experts, including studies which look at factors that may help maintain healthy thinking skills as we age, as well as those that may increase the risk of a decline. Not surprisingly, many of the factors are influenced by our choice of lifestyle.

Overall, the evidence so far bears out the saying 'healthy body, healthy mind'. Keeping physically fit and healthy is also associated with staying mentally sharp in later life.



Some activities linked with better thinking skills in later life:

- Taking exercise
- Engaging in new activities
- Eating a healthy diet

Some factors can increase the risk of a decline in thinking skills:

- Smoking
- Cardiovascular disease
- Type 2 diabetes

Discover how to look after your thinking skills at www.ageuk.org.uk/stayingsharp

Continue overleaf for some Staying Sharp tips.

Thank you for helping us to be there for older people

Healthy thinking

Evidence suggests there's no single 'magic solution'. Each factor associated with healthy brain ageing has an impact, and together they contribute to helping us look after our thinking skills as we age.



Here are some of the key findings from our experts that can help protect thinking skills in later life:



1. Keep active

Regular exercise and an active lifestyle are linked to healthier brains and sharper thinking skills in later life. So stay active and do exercises and activities that you enjoy – or try new ones.



2. Have regular check-ups

Book check-ups with your doctor to see if you have high blood pressure, high cholesterol or diabetes. These conditions are associated with a higher risk of decline in thinking skills, particularly from middle-age.



3. Eat a healthy diet

Eat a diet high in fruit, vegetables, nuts, olive oil, beans and cereals; moderate in fish, dairy products and wine; and low in red meat and poultry. This Mediterranean-style diet is linked to better brain health.



4. Get the right amount of sleep

Aim for an average of seven to eight hours sleep as this amount is related to better brain and physical health in older age. Try to get most of it at night, with only short daytime naps.



5. Learn another language

Learning and using more than one language is linked with better thinking skills in later life. And it's never too late to start – if anything, the benefits of speaking multiple languages might increase with age.

Ways to donate to Age UK

1 Call 0800 169 87 87 | 2 Visit www.ageuk.org.uk/update

Fundraising Regulator Update

We very much hope you enjoy hearing from us and discovering all the wonderful ways in which your support makes a difference in lives of older people. At Age UK, we take great care to ensure that all our activities have our supporters in mind and we pride ourselves on the support we are able to give older people as a result of our fundraising.

As a registered member of the Fundraising Regulator we wanted to make you aware of the new Fundraising Preference Service FPS. In the first instance, it is best to speak directly to charity to change how you hear from them. However, if this does not work, then the FPS provides the opportunity to stop email, telephone, addressed post and/or text messages from the selected charity on the FPS website or over the phone.

For more information visit www.fundraisingregulator.org.uk or call 0300 999 3407.



Events to look out for



30 September

David Crown's 50th Charity Concert at Wesley Memorial Church, Oxford

As part of his 50th Birthday celebrations, renowned conductor, David Crown has gathered together a brilliant orchestra and first-class soloists to raise funds for Age UK and Mind.

You can buy a ticket at www.wegotickets.com/event/395427

If you are unable to attend, but would still like to donate, you can do so on David's JustGiving page www.justgiving.com/fundraising/dc50concertageuk



7 December at 7.30pm

Love Christmas at Westminster Cathedral, London

An enchanting Christmas celebration with musical performances, readings by much-loved celebrities and traditional carols. There's no better way to start the Christmas season.

Our special guests will include Dame Barbara Windsor, Joanna Lumley OBE, Jon Culshaw and Penny Smith.

With early bird tickets from just £15, now is a great time to book your place to an evening of festive feel-good fun.

For more information please visit www.ageuk.org.uk/lovechristmas

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Avoid the flu this winter

Thousands of people catch the flu, particularly during the winter months. To reduce the risk of getting the flu, a seasonal flu jab is easily arranged by contacting your GP or Pharmacy, if they offer the service. The vaccination protects us from the flu, which can lead to more serious illnesses.

I had a flu jab last year, do I need one this year?

Yes, you should have a flu jab every year. Flu viruses are always changing, so you need a jab every year using the latest vaccine.

Is the flu jab free?

It's free for people over 65. The jab is also free to people who have certain medical conditions, such as a heart or lung problem, diabetes or a kidney or liver condition.

Campaigning for better mental health support

Thanks to our fantastic supporters we raised over £100,000 for our recent appeal to highlight the lack of mental health support for older people. Thank you!

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How to spot a scam

Every year the British public loses an estimated £5-£10 billion to scams. The average age of victims is 75. Prevention, through awareness is vital in combating scammers.

Here is some Age UK advice on how to avoid a scam:

- 1. Never rush into anything.** If it sounds too good to be true it probably is! Talk with family and friends or call Citizens Advice consumer helpline on 03454 040506.
- 2. Make sure the company is reputable.** Check the company's phone number and address and any trade association memberships. Financial companies must be authorised by the Financial Conduct Authority, check at www.register.fca.org.uk or call 0800 111 6768.
- 3. Know who's on your doorstep.** If you do answer the door to a caller, ask for an identity card, check it, even call the company. If you're suspicious or the caller won't leave, call 999.
- 4. Be wise to cold call scams.** Ignore letters, emails or phone calls offering an amazing investment or saying you've won a lottery.
- 5. Be aware of new pension scams.** Be cautious of anyone that claims to know about pension loopholes, talks about overseas investments or says you can get your money before age 55.
- 6. Report it.** Don't feel embarrassed or ashamed if it happens to you. Contact Action Fraud on 0300 123 2040 to report it and get help.

If you know someone who might benefit from this advice, please share it with them.