

Update

The latest on what you
have helped us achieve

January 2017

The year in review – how you have helped



Our aim is to make the UK a great place to grow old.

Every day, thanks to you,
we work to achieve this,
focusing on the areas
that matter the most
to people in later life:

- Money
- Wellbeing
- Health and care
- Home and community

Every year, we help millions of people in the UK, providing support, companionship and advice for older people who need it most. Last year, your support helped us to:



Reach 5.9 million people with information and advice

Last year, over 4 million people visited our website for information and advice, and our national Advice Line responded to over 259,000 enquiries. We also distributed over 1 million information guides through Age UK shops, local Age UKs, hospitals and GP surgeries.



Combat loneliness

We've been working tirelessly to raise awareness of chronic loneliness among older people and how we can all help. In December 2016, we took part in ITV's *Good Morning Britain* 1 Million Minutes campaign, asking the public to pledge their time to help older people in isolation. We also produced two short films telling the stories of two people helped by our Call in Time service.



Campaign for better care

We worked in partnership with other charities to influence the Treasury's November 2015 Spending Review, persuading the Government to invest more in meeting the social care needs of our ageing population. We also supported NHS England to develop new guidance on hospital discharge and preventable malnutrition to lead to better care for older people.



Support older people to stay healthy

We designed our Person-Centred Integrated Care programme to help older people with multiple long-term conditions to live healthier, happier lives. Our pilot with Age UK Cornwall and the Isles of Scilly now helps over 1,000 older people, and we are supporting thousands of others through eight other pilots in England.

Thank you for helping us to be there for older people

Striving to improve mental health services for older people

Three million older people in the UK are currently living with depression. With an increasingly ageing population, this figure is expected to rise. And yet, a recent Age UK report has revealed that the NHS is not providing older people with mental health problems with adequate access to treatment and support.

There is growing awareness of how mental health conditions, such as depression, can impact an older person's physical health and vice versa. Despite this, our research shows that over a third of mental health trusts in England have no policies to provide integrated care for people over 65 with both mental and physical health needs.

It has been shown that older people respond well to talking therapies. This involves talking to someone who is specially trained to help us manage our thoughts and feelings and the effect they have on our behaviour and mood. Yet, the NHS programme is almost 50 per cent down on its improvement target (set in 2011) to refer more older people to talking therapies.

We are calling on the NHS to improve access to talking therapies for older people and improve treatment for older people living with both physical and mental health problems. We're also working with NHS England to combat the stigma surrounding mental health, using our Wireless radio station and *Life* magazine to engage with older people, their families and carers.

Your mind matters

Just as you can look after your physical health, you can also take care of your mental health. Here are a few suggestions to help boost mental wellbeing.



Be kind to yourself. Have a treat from time to time. It doesn't have to be expensive, for example, treating yourself to your favourite magazine or going out for lunch might raise your spirits.



Get enough sleep. Lack of sleep can affect the way we feel. Make time to unwind each evening, perhaps by reading a book or listening to the radio.



Keep active. Regular physical exercise can be a good way to clear your mind.



Talk about your feelings. You may be surprised at the difference it can make to share your feelings with others.

Get a free copy of *Your mind matters* at www.ageuk.org.uk/your-mind or by calling our Advice Line on **0800 169 6565**.

Ways to donate to Age UK

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

A simple call can make someone's day

The sad reality is that 1.2 million older people are chronically lonely. Last year, we worked hard to reach thousands of lonely older people in the UK through our Call in Time telephone friendship service.

Melvyn is one of the people you enabled us to help last year. When his wife passed away, he felt desperately lonely. With no family to turn to, he struggled to get the support he needed.

Thankfully, Melvyn contacted Age UK, and was incredibly touched to receive a Good Day Call on Christmas Day. Since then, we matched Melvyn with his befriender, Ryan, who calls him every week.

The two got on well from the start. Melvyn speaks very highly of his friend, telling us: *'I have a brilliant friend in Ryan. I totally look forward to his calls. They lift me every week and are one of the best things to happen to me. The best part is having him as a genuine friend.'*

If you know someone who would benefit from building a friendship over the phone, please ask them to call us on **0800 434 6105**.



Leaving a world less lonely for older people

Much of our work would not be possible without the kindness and generosity of those who remember us in their will.

Each gift we receive is vital and means that years from now, people in later life will have someone to turn to if they're feeling vulnerable, lonely and forgotten.

This month, we're raising awareness of how gifts in wills to Age UK can help to leave a world less lonely for older people. Look out for our television advert or visit your local Age UK shop to pick up a leaflet.

If you'd like to learn more about supporting Age UK with a gift in your will, please call us on **020 3033 1421** or email **legacies@ageuk.org.uk**

Ways to donate to Age UK

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

No one should have no one at Christmas



We received a great response to our Christmas campaign. Thank you to our wonderful volunteers and supporters who are continuing to help us reach out to lonely older people across the UK.

We'd also like to thank actors James Bolam and Miriam Margolyes who gave up their time to feature in our short films, which told the stories of Roy and Janet, who are supported by our telephone friendship service. If you haven't seen them, you can watch the films here:

www.ageuk.org.uk/no-one

Love Later Life Hero

Dr J. Kenneth. H. Rose is this edition's Love Later Life Hero. Dr Rose has supported Age UK and its predecessors for many years.

Now 97, he coached tennis until the age of 88! Thank you for your kind support over the years – we hope your story will encourage others to really make the most of later life.



Hats off for the Big Knit

Thank you to all who have sent hats for the Big Knit. Look out for them on innocent smoothie bottles in shops again this winter! innocent donates 25p to Age UK for every drink sold.



Christmas concerts

Our annual Love Christmas carol concert took place at Cadogan Hall, London, with guests including Charles Dance and Heather Small.

Age Cymru held their Spread the Warmth Winter Concert at the Royal Welsh College of Music and Drama in Cardiff.



Help us become Morrisons' charity partner

We're delighted to be in the final stage to become Morrisons' charity partner. A staff vote is taking place in January, so if you shop at Morrisons, please ask your local staff to vote Age UK!

We'd love to hear from you

Tell us what you think of *Update* or nominate a Love Later Life Hero. You can write to: Rebecca Kentish, Tavis House, 1-6 Tavistock Square, London WC1H 9NA.

Thank you for helping us to be there for older people

Names and personal details may have been changed to protect privacy.

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. ID203414 01/17