

AGE UK WILTSHIRE

# News and Views

## CEO Message - Sarah Cardy

Welcome to our second issue of our newsletter and thank you for the wonderful feedback from the first issue!

One of our strengths at Age UK Wiltshire is the fantastic team of staff and volunteers, who all bring their skills and passion to the work we do to support older adults in the community.

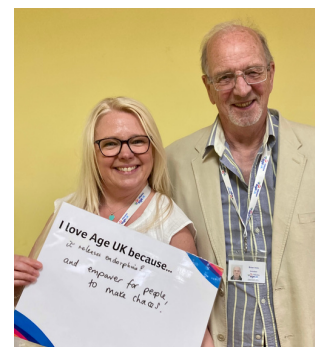
We recently held a staff and volunteer event which was an opportunity for us to come together as a team, and hear about why people love working and volunteering for Age UK Wiltshire!

**"I like to make somebody else's life a little bit better. It makes me feel good as well!"  
Bob, volunteer**



**"I can see and feel the difference Fitness & Friendship Club makes to everyone... and it makes my heart sing!" Helen, F&F volunteer**

**"It releases endorphins and empowers people to make choices." Kelly, Living Well Senior Project Worker and Brian, volunteer**



**"I'm learning loads and growing!" Jasmine, Trainee Project Manager**



**"I know we make a difference."  
Xanthe, Living Well Senior Project Worker**



Newsletter Highlights

CEO Message

Age UK Wiltshire Charity Shops

Organisation News and Updates

Service Spotlight - Meals+

Partnership Working - Health & Social Care

Living Well Service

Join our team - vacancies

Volunteers

Website information

Lets Talk About: A Campaign Win for free prescriptions



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## News and updates

### CHARITY SHOPS



You might have heard about our plans to open **three charity retail shops**, which we will use as our hubs across Wiltshire!

Our first shop to open will be in Salisbury but for now, we are currently building up our retail stock. If you have any pre-loved items that you are happy to donate, please drop these off at one of the four local donation drop-off locations. Any donations are gratefully received and will directly impact the services we can provide to older people in our communities.

We have created a leaflet about charity donations, which is attached to this newsletter, for people to print out and distribute as widely as you can!

We'd be really grateful if you could share these on notice boards, with clients, friends, at events and anywhere you think you can spread the word! We will be sharing more on our Facebook page too - if you don't follow us already, please be sure to find us and follow for regular updates.

More information on what items we're looking for, and location details are on our [website](#). Thank you for your generosity!

### Organisation News and Updates

Demand for our Information & Advice service is growing and we're keen to expand our services so we can support as many people as possible across Wiltshire and Swindon. You may have seen this survey but if you haven't yet completed it, **we would love to hear your thoughts**.

[Expanding our service questionnaire](#)

**The Information & Advice service** over the last quarter have seen benefits enquiries exceed 50% of total enquiries, and we saw a significant increase in the number of people supported with Attendance Allowance applications.

**"Thank you for your e-mail, good news, I can now arrange to buy an oven and make a roast dinner at last, thank you all so much for your efforts on my behalf."**

**The Meals+ Service** is currently very busy with around 260 clients! See our Service Spotlight below for more about the service.

**"We've been knocked out with the quality compared to ready meals and my AA helps cover the cost! I don't have to worry about using the cooker anymore which was difficult with my sight"**

We now operate **Living Well services** from 15 GP surgeries across Wiltshire, and are providing a wide range of support to patients. See below for a focus on this special service.

**"Thank you for your visit today. I really didn't know all these clubs and activity groups were available to me. I have really enjoyed our chat today and your service is fantastic. Thank you!"**

**Telephone befriending** currently have 17 volunteers calling 100 clients and more telephone befrienders have recently joined the team.

**"The calls from J are amazing and I always look forward to them, although I've never met her I feel like I've got to know her and I enjoy the updates about her dogs and garden!"**

**Fitness & Friendship Clubs** are now running in 3 sheltered housing centres, (Swindon, Tisbury and Trowbridge). This is in addition to the popular 15 clubs we already have.

**"F&F was hysterical yesterday! A real laugh, everyone had a great time. I will definitely be back."**

Our new Melksham Community Support Senior Project Worker has started work on the **Melksham Community Support Project** and we'll share more about this in later issues.

Following the merger with Southampton Age UK, there have been some new developments with the Southampton I&A service moving into the Padwell Road Day Centre so the team can all work alongside each other. Recently, the Day Centre held a fundraising event for Breast Cancer Now with games, cupcakes, a stall for the police and entertainment from Eddie Cole which was a great success.

If you have any questions about our services, please just get in touch.

Sarah Cardy, CEO: [sarah.cardy@ageukwiltshire.org.uk](mailto:sarah.cardy@ageukwiltshire.org.uk)

Kate Brooks, Operations Manager: [kate.brooks@ageukwiltshire.org.uk](mailto:kate.brooks@ageukwiltshire.org.uk)

## Service spotlight - Meals+ Service

Our Meals+ Service has been expanding with new routes being adopted over the past few months and the number of clients increasing.

Each week, our friendly team deliver around 1,300 hot meals to clients' homes! The menu is varied, and is specifically designed to provide a nutritious meal for older people.

Last month, our Trustees were able to visit Toothill Community Centre to see how the Meals+ service operates and how hard they work!

If you know someone who could benefit from this service, our [website](#) has more information and contact details.



## Partnership working

### HEALTH AND SOCIAL CARE

At Age UK Wiltshire we work closely with our colleagues in health and social care. As well as delivering services ourselves, we are keen to help to make sure the needs and experiences of older people are taken into account in wider service design and delivery; and to feedback the experiences of the people we support.

Our Chief Executive, Sarah Cardy, is delighted to be the voluntary sector representative on the Wiltshire Health & Wellbeing Board. We are also part of the Neighbourhood Collaborative work in Melksham, around falls prevention.

## LIVING WELL SERVICE

One of our flagship services is the Living Well service, with specialist Age UK Wiltshire staff working within 15 GP surgeries across the north and south of Wiltshire.

The Living Well staff work as part of a team of health and social care professionals, offering holistic care and support to older people in those communities. People are referred by GPs for support with a range of issues, including:

- Health – falls, anxiety, confidence, eating/drinking
- Practical help – domestic, gardening, handy person
- Housing - options, equipment, repairs
- Personal care – washing, dressing, hairdresser
- Financial – benefit check, Attendance Allowance application
- Social support - activities, groups, befriending
- Health professional concern

In Q1, the Age UK Wiltshire Living Well team took 135 new referrals, visiting people in their own homes for a conversation about what's important to them, agreeing how we can support them to promote a sense of health and wellbeing, supporting them to overcome any practical difficulties they are experiencing, and helping people to access a range of activities and services that help to maintain their Independence and connections with their local community.

Rather than simply signposting someone to activities or groups in their area, we recognise that for many people having someone alongside them is crucial, so our Living Well team will often go along with someone while they gain confidence.

**“Thank you for sitting and listening to me. This is the first time someone has done this where I was able to discuss my struggles. I really appreciate all you are doing for me.”**

**“Thank you for the time you have spent with me going to the Salvation Army and again today the Hope Centre at St Pauls. I have now got the confidence to go on my own. Your support has been really helpful.”**

**“Everything was looking so gloomy until you came along, you have inspired me. I can't thank everyone enough for all the help I have been offered over the last couple of weeks.”**

## Join our team!

We currently have a vacancy for an **Information & Advice Senior Project Worker**, based at Age UK Southampton's Padwell Road Day Centre in **Southampton**.

Salary - £25,568

Hours - 35 hours per week. Monday to Friday

Contract - Permanent

Closing Date - 12 noon Wednesday 19th July 2023

This is a new post within Age UK Southampton, which has recently joined with Age UK Wiltshire.

The purpose of the post is to oversee the information and advice service for older people who are approaching Age UK Southampton, and ensuring they are provided with an appropriate service in-house or are suitably referred on.

This role offers opportunities for innovation, development, and growth of the information and advice service within the charity and involves working alongside counterpart roles in other organisations.

For more information and to apply, please visit our [website](#) or contact Judy Walker, Head of Services on 07714 287 794.

## Invaluable Volunteers!

We recently celebrated Volunteers' Week (1st - 7th June) with so much gratitude for all our volunteers.

Our volunteers do amazing work, giving up their time and sharing their skills to support older people.

If you are looking for a volunteering opportunity and want to support a local charity, helping older people in Wiltshire, Swindon and Southampton, then please get in touch via our website and complete a volunteer application form. We would love to have you on board!

Be inspired and listen to two of our volunteers, Michael and Briony, who share about their passion for volunteering:

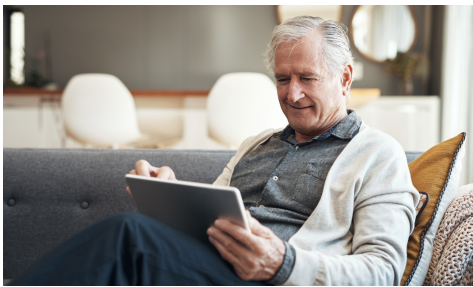
Michael – <https://youtu.be/1Z3-e8teqC0>

Briony – <https://youtu.be/-AEeMyPIKJA>



A great picture drawn by Jeannie, one of our volunteers (and resident artist) at our staff and volunteer day last week!

## Website information



Have you visited our [website](#) recently? We have lots of fact sheets and guidance available, as well as Frequently Asked Questions. You can also find out more about all our services.

The latest edition of the [Guide to Later Life in Wiltshire and Swindon](#) is full of useful information, including care provision and finance advice.

## Let's talk about: A Campaign Win! Free prescriptions age frozen at 60

In 2021, the Government announced it was consulting on the option to increase the age for free prescriptions from 60 to 66. Age UK were concerned that this was an unnecessary financial burden to place on older people, particularly those older people on modest incomes or managing multiple long-term conditions. If the government made this change, 2.4 million people over 60 would have been affected and forced to consider not taking important medication.

Following hard work across the Age UK Network over recent years, the Government has confirmed that the qualifying age for free prescriptions will remain at 60.

For more information, you can read the Government's announcement on [Gov.uk](https://www.gov.uk)