

# Talkabout Suffolk

January 2012



**“Pupil Tyson  
turns tutor at  
Shotley – see  
Page 7”**

**The magazine of the Partnership with Older People in Suffolk**



*for a better quality of life*

## POPS Service Guide

### POPS Office

Donna Reeve 01284 757 783  
[pops@ageuksuffolk.org](mailto:pops@ageuksuffolk.org)  
<http://www.onesuffolk.co.uk/POP/>

Culture Club & Suffolk Artlink  
Hayley Field 01986 873 955  
[hayley@suffolkartlink.org.uk](mailto:hayley@suffolkartlink.org.uk)  
<http://www.suffolkartlink.org.uk/culture-club.htm>

Alzheimer's Society  
East Suffolk 01473 237 301  
Email to:  
[eastsuffolk@alzheimers.org.uk](mailto:eastsuffolk@alzheimers.org.uk)  
Lowestoft & Waveney  
01502 514 712  
West Suffolk 01284 766 433

Bangladeshi Befrienders  
Shayra (women) Noman (men)  
01473 429 740  
[shayra.begum@bscentre.org.uk](mailto:shayra.begum@bscentre.org.uk)

Age UK Suffolk POPS Services  
<http://www.ageuksuffolk.org>  
[enquiries@ageuksuffolk.org](mailto:enquiries@ageuksuffolk.org)  
Befriending Services  
01787 378 773

Benefits Advice & Helpline  
01449 674 222

Community Links Team  
01473 353 057

Domestic Information Line  
01473 353 261  
(NEW NUMBER)

Independence Advisors  
01473 288 048

Call your local Age UK Help Centre:  
Ipswich 01473 257 039  
Bury St Edmunds 01284 757 750  
Lowestoft 01502 586 308

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*Daphne Savage*

## Who cares..?

In the last magazine, I asked the question: “is respect and dignity too much to ask?” The answer is, of course: “No”. However, in the six months since, we have seen too many reports on inadequate care and some that have reflected badly on the care delivered in Suffolk, whether in our hospitals or our care homes.

Then, last November, the Equality and Human Rights Commission published their report on the care people receive in their own homes. The Commission spent six months talking to people about their experiences of care at home. We at Age UK Suffolk shared with the Commission what older people told us about the care they received. Sadly, only a quarter was about good experiences. The other three-quarters talked about care that ranged from inadequate and thoughtless to unkind and neglectful. The Commission reported on how bad experiences of care left older people feeling: depressed, stripped of self-worth, stressed, having no dignity left, tearful and frustrated. It concluded that most of the incidents the Commission had reported on were avoidable.

Where does all of that leave us? On one hand, we have serious and wide-ranging concerns that we all want addressed but, on the other, have we enough determination not to let this matter slide and to make the care system better? Julia Unwin, Chief Executive of Joseph Rowntree Trust, responded to the Commission's report by asking another question: “Why do we allow the lowest paid jobs in the country to be those providing personal care?”

I completely agree. If we want high quality care, then care workers should be supported with training and fair pay by their employers, given status for their honourable work, and have enough time when they visit a person's home to give respectful, dignified care. Most importantly, we will have to accept that there is a cost to enabling all that.

**Finally, please remember** there are in Suffolk many examples of good care given by understanding and compassionate workers – we just need a care system where that becomes the norm and inadequate care is the rare exception.

**Write to Daphne Savage, Age UK Suffolk, FREEPOST, RRXU-AHZG-YATC, 14 Hillview Business Park, Old Ipswich Road, Claydon IP6 0AJ ( No stamp required)**

### Dear Reader,

This issue of Talkabout Suffolk has grown to 24 pages and we hope you will find it has the right recipe of help, advice, support or inspiration for you.

It is always heartwarming to see young people setting out to help their elders and on Page 7 we report how 11-year-old Tyson Bedwell has turned computer tutor at Shotley Primary School for a class of older people.

Meanwhile on page 9 we celebrate the achievements of Emily Chapman of Bacton who became the Open University's oldest graduate in 2010 at the age of 89, and is still studying! She is truly an inspiration.

With winter upon us don't miss our centre pages factsheet on managing your fuel bills, and then you could spread the word to spread the warmth.



*Gavin Hodge*

**Kind regards, Gavin**

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Membership Secretary: **Malcolm Rogers**, (Address as above) Email: [malcolm.rogers@ageuksuffolk.org](mailto:malcolm.rogers@ageuksuffolk.org)

If you have changed your address within Suffolk, moved away, or wish to report the death of a member, please send the information to the Membership Secretary. Applications for new members should also go to Malcolm please. **We have 12,970 members at present.**

# Ipswich Hospital improving its care of older people



Ipswich Hospital hopes that patients will have noticed big differences in their care at the hospital over recent months. Feedback from adult inpatients shows: 97% found their ward clean and tidy; 90% would recommend

the hospital to a relative or friend; and, 98% felt welcomed to the ward.

The hospital has been focusing on improving care, particularly on its wards for older patients. This includes more help at meal times for patients who need it and changes to the menu so there is more choice, better nutritional value and lighter snacks for patients who do not want a full meal. Staff are making sure call bells are always within easy reach and working with patients and family carers to ensure patients have day clothes to wear, rather than staying in pyjamas or gowns.

Visiting times have been extended, being 3pm to 8pm, and children under 12 are now welcomed, as seeing loved ones can help patients' recovery. Family carers are welcome outside of these visiting times, they just need to discuss it with the ward matron.

The hospital has transformed one of its older people wards to be dementia-friendly with less clutter and clear, coloured and pictorial signs. All staff are encouraging dementia patients to use 'This is me' leaflets championed by the Alzheimer's Society to help staff understand the patient better. These feature useful information such as the patient's preferred name, their hobbies and their eating, drinking and medication routines.

Director of Nursing and Quality, Siobhan Jordan, said: "These are just some of the ways we have been improving quality of care and making sure we do not let our patients down on the things that really matter to them, particularly treating them with dignity and respect. We want to make sure we are listening carefully to the experiences of our patients and carers and acting on what they tell us."

One of the hospital's biggest ambitions is to become a centre of excellence for the care of older people. You can tell the hospital about your experiences by 'rating' them at the website [www.nhs.uk](http://www.nhs.uk), or write to them at Patient Experience, Postbag N031, Ipswich Hospital, Heath Road, Ipswich, IP4 5PD, or call the patient liaison team on 01473 702 064.

## Parties can be no fun for the hard of hearing

The recent festive season will have been a time of fun and laughter for many, but for someone with hearing loss a party can be the most difficult type of listening environment to cope with.

The constant chitter chatter, excessive background noise, music and loud voices, all make hearing clear speech very challenging. Sadly, it can be easier for a hearing impaired person to decline an invitation to a social event as they know just how difficult and isolating such an occasion can be, *writes hearing expert Karen Finch.*

If you are aware that a family member or a friend is experiencing difficulty with hearing clearly, help them to be included in the celebrations by ensuring you look at them whilst in conversation. Raise your voice only slightly but project it more clearly, excess volume does not

make speech clearer it only distorts the signal. Guide the group to talk one at a time rather than all at once; provide good lighting, seat the hard of hearing person with the background noise behind them or, better still, remove all unnecessary background noise if you can.

If you notice a relative or a friend struggling with their hearing please encourage them to have their hearing tested. The average hearing-impaired adult waits over 5 years beyond the first signs before seeking help!! The longer a hearing loss is left the higher the chances are it will decline further.

The best advice is that everybody over the age of 65 should have their hearing tested at least every two years by a qualified professional, just as we do with our eyesight. With today's digital hearing aid technology, it is no longer necessary to struggle with hearing problems.

**Karen Finch RHAD FSHAA FRSA is an Independent Hearing Aid Audiologist**

## Exercise close to home thanks to Fit Villages

Older people who live in rural areas are being given the opportunity to become more physically active thanks to the Fit Villages initiative run by Suffolk Sport.

Fit Villages gives local communities the chance to run subsidised physical activity such as Pilates or Tai Chi sessions at local facilities like village halls, community centres and recreation grounds, thanks to support from local funding bodies.

The aim of the project is to ensure that living in a rural area is not a barrier to accessing exercise. To date, projects have included chair-based exercise, tai chi, pilates, yoga and Nordic Walking with more than 20 villages already signed up to the scheme.

### Relaxed

By participating, local people are given the chance to exercise in a relaxed, friendly and local environment, thus reducing the need for transport. The benefits for older people include improved circulation, stronger muscles, better balance and a better posture, all helping to reduce the risk of falls. It is also a great opportunity to socialise with other local people with post-activity refreshments included.

For an activity project to go ahead, there needs to be sufficient demand for a particular activity within a village. Initially, projects run once a week for up to eight weeks and participants are asked to pay a



*A Tai Chi class under way at Hoxne as part of the Fit Villages initiative.*

small fee to help cover costs – usually around £3 per session. If the activity proves consistently popular, it is hoped that it would become a regular fixture in the village. Taster sessions can also be arranged.

**For more information about Fit Villages please call 07919 166 593 or email [henry.tapp@suffolksport.com](mailto:henry.tapp@suffolksport.com). You can also check out the website at [www.suffolksport.com/fitvillages](http://www.suffolksport.com/fitvillages)**

## Hearing Problems?



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- ✓ 14 local centres across Suffolk
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**The Hearing Care Centre.** 5 High Street, Ipswich, IP1 3JZ | Local Tel: (01473) 230330  
For more information on hearing loss, hearing aids & The Hearing Care Centre visit [www.hearingcarecentre.co.uk](http://www.hearingcarecentre.co.uk)

**Karen Finch**  
RHAD FSHAA FRSA



# WELL project gets under way at Felixstowe



*Guests listening to a presentation during the WELL project's first event at Felixstowe*

The WELL Project is making speedy progress towards its goal of eight Information Events for older people, held in partnership with the Church of England in Suffolk over a two year period.

WELL project Co-ordinator Susan Gogarty invited a variety of organisations that can be helpful to older people to take part at the first Information Event, held in November at the St John the Baptist Church in Felixstowe. The event adopted the style

of “speed dating”, with representatives of the organisations moving from table to table to explain what their organisation can offer and to hear about people's needs and hopes. At the end of the event, interested parties were encouraged to work together to build and expand community groups, with the help of Age UK Suffolk. Afternoon tea was served and enjoyed by all.

A second such event will be held at the Whitton Community Hall in partnership with Whitton Church in Ipswich on the 1st March and older people will be very welcome to join us. Please contact Susan to book a place.

Susan is working closely with a range of organisations including Helping Hand, Suffolk Action for Communities in Rural England, The Hope Trust, Suffolk County Council Assistive Technology, and Suffolk Family Carers.

A pilot project began at Henley in 2010 in partnership with Revd Peter Thorn who looks after the Gt Blakenham, Claydon, Barham and Henley parishes. A follow up event will be held in July 2012 to consult parishioners on what more can be done in this community and to consult on their Parish Action Plan.

**For more information on the WELL project please, or to book a place at the Whitton event, please contact Susan Gogarty on 01473 353 057 or email to [susan.gogarty@ageuksuffolk.org](mailto:susan.gogarty@ageuksuffolk.org)**

## Tuning in to the Home Service

To many older people the Home Service is fondly remembered as the radio station on the Home Front that was later to become Radio 4. We would like to think that what is known as the Home Service today is held in similar affection.

The Home Service is a home help service operated by Age UK Suffolk which can be a lifeline for older people who find it difficult to manage their own housework. Home Service assistants can visit once or twice a week for a couple of hours to do laundry, ironing, dusting, shopping, dog walking or any other services that would be a help – posting a letter perhaps.

Firm friendships have formed between clients and their long-standing assistants whom they see every week, sometimes over a number of years, as we have reported in past editions.

There is an hourly charge for the Home Service which operates in most Suffolk towns and some of the larger villages. All the Home Service assistants undergo training, are Criminal Record Bureau checked and have provided references.

**If you would like to know more about the Home Service please call 01473 357 070 or email [enquiries@ageuksuffolk.org](mailto:enquiries@ageuksuffolk.org).**

# Shotley Silver Surfers are really clicking!



An 11-year-old pupil at Shotley Primary School has been leading beginners' computer classes for older people – who are full of praise for his help and skill.

Young Tyson Bedwell helped to develop the classes for older people

after a partnership developed between the school and Age UK Suffolk. Tyson is something of a computer whiz-kid – he is currently rebuilding four computers at home and has built a sound studio in his garden. Bill Gates look out!

Shotley Primary Head teacher Mrs Mel Newman was enthusiastic to start the free classes once a week after school to meet the needs that Age UK Suffolk had found among older people who attend the popular monthly Soup-a-Lunch in Shotley village hall.

Mrs Newman thought that Tyson – then aged 10 – might like to take a lead on developing and delivering the classes and spoke with him and his parents. All went well and Age UK Suffolk signed up 18 older people to attend the classes which have now resumed for a second term. Tyson is supported at the classes by Mrs Newman or other teachers and volunteer Marian Pugh.



*Computer wizard Tyson tackles another problem*



*Tyson Bedwell (left) with members of his computer class at Shotley Primary School*

John Stubbs, 80, had never used a computer before he started at Shotley but now can send emails and search the internet. He has also prepared a budget on a spreadsheet and is working on a programme for his church.

"I think we were all surprised how expert Tyson is. He really knows his stuff," said John.

Tony Lloyd, 84, has also found the classes really useful: "I need to use email because that's the way all my nieces and nephews communicate. I am a member of the Probus club and there are only three of us out of 53 members who have to be telephoned. All the rest get notifications by email," said Tony. He said he will soon be taking delivery of his own laptop now that the classes have given him confidence.

Age UK Suffolk is now hoping to roll out this intergenerational project to other schools in Babergh District with the help of Babergh District Council. Glemsford Community Primary School started classes for older people in November.

**For more information about beginners' computer classes contact Gavin Hodge, Community Links Officer, Age UK Suffolk**

**Tel 01473 298 686 or email to [gavin.hodge@ageuksuffolk.org](mailto:gavin.hodge@ageuksuffolk.org)**

# Blue badge parking fees: Optua survey

Suffolk-based disability charity Optua recently conducted a survey into controversial proposals to charge blue badge holders for parking by Suffolk Coastal District Council. This measure is also being considered by St Edmundsbury District Council and Waveney District Council.

The findings of the survey were overwhelmingly against the proposed charges with 86.7% of respondents opposed to the charges and 13.3% in favour. Here are some comments from respondents:

- “My main concern with implementation of charges, apart from the obvious financial ones, is access to payment/ticket machines for the disabled. If a person has limited mobility how will they manage to walk any extra distance to a ticket machine and then return to their car?”
- “I think with the reductions in welfare payments due to come down the line, charging for disabled parking is yet another nail in the independence of disabled people.”
- “Disabled people are much more limited in their choice about where they park as it has to be close to the place they wish to access.”

Optua operates Community Transport services which help Mid Suffolk people to get out and about in Suffolk and you can use the service to visit friends, get shopping, go to the doctor, or wherever else you need to go. These services are always in need of more volunteer drivers. Please call 01449 614271 to find out more about **volunteering** for Optua's transport services in Mid Suffolk. If you would like to find out more about **using** these services please call 0845 606 6171.

**If you would like to know about Optua services other than transport please contact us on 01473 836 777.**

## “Caring for Elders is an honour and duty”

The Bangladeshi Befriending project, funded by Suffolk County Council, supports some 150 Bangladeshi Elders who are over the age of 50. The project includes a home visiting advocacy and support service helping with issues such as benefits and housing, or something as simple as explaining correspondence and bills.

The project also provides healthy living and leisure activities including exercise, swimming, craft and luncheon groups, trips, and health awareness events, with an aim of providing opportunities for new experiences, revisiting forgotten skills, raising general awareness, socialising and simply having fun.

Age UK Suffolk Services Director Sharron Cozens attended an Older People's Awareness Event organised by the Bangladeshi Befriending project. The aim was to raise awareness of issues facing elderly Black and Minority Ethnic (BME) and especially Bangladeshi people, and also the help available. The event was designed to help understand what Elders needed to improve their quality of life.

Befriending Project Co-ordinator Shayra Begum said: “Our elders are precious to us.



*Members of the Bangladeshi community at an event celebrating Elders*

They have toiled to pave an easier path for children, grandchildren and the generations to follow. It is our duty and an honour to respect our elders, care for them and show them our appreciation as an individual, as family members and as a community.”

Shayra explains that it was in the 1950's that a number of Bangladeshi men came to Suffolk to take up work opportunities in factories such as Cranes, Ransomes, Harris's and Suffolk Lawn Mowers. As time passed, the 2001 Census recorded 250 Bangladeshi family units in Suffolk while today there are some 500 family units in Suffolk.



# Open University's oldest graduate is inspiration for lifelong learning

Emily Chapman is modest about her achievement in becoming the oldest graduate in the Open University in 2010 at the age of 89.

Nonetheless it must have been a proud moment for Emily, her friends, family and tutors when she received her degree from Martin Bean, Vice Chancellor of the Open University at a ceremony in Ely Cathedral last summer.

Now in her 91st year, Emily is just as keen to keep her mind active and has been working to have her degree upgraded to an honours degree. It might have been a different story but for the words of encouragement Emily received from her first tutor nine years ago.

“My first tutor was a lady called Frances McKee who lived in Fyfeshire in Scotland. I was studying the first of four short courses when I phoned her up and told her “I don't think I can do this. “ Frances reply was: “Of course you can. Don't you dare give up!” Those words did the trick and Emily buckled down to the first of nine modules which led to her Bachelor of Arts degree. “Frances came to see me receive my degree at Ely,” said Emily.

Emily feels it is very important for older people to keep their minds active.

“Some people do crosswords or watch Countdown on the TV. I felt I needed a project and it was an Open University historical programme on television that inspired me to have a try,” said Emily.

Her studies over the years ranged from Living in a Changing Society to Understanding Health & Social Care, and Religion Today. Emily said that since she lives on a low income and has a hearing disability her studies have cost her practically nothing. She received a grant at one point which she used to buy her computer. All her essays have been hand-written.

Before Emily joined the Open University her last day of formal education had been in 1937. Her first job was at John Lewis in Oxford Street, London, in a ladies' tailoring workroom. The war changed her employment and she became a counter clerk and telegraphist at a Crown Post office. Marriage, family and the responsibilities it incurred left no time for other pursuits.



*Emily Chapman of Bacton near Stowmarket was the oldest graduate in the Open University last year.*



*An OU webpage picture shows Emily receiving her degree in Ely Cathedral*

Sadly Emily lost her husband 25 years ago, but she has two children, four grandchildren and six great grandchildren and her son visits her regularly to take her shopping and stay in close touch.

On the Open University website you will find an interview with Emily about being the oldest graduate in 2010. “People asked me what I will do with my degree. Well I don't think I will look for a job. I will put it on the wall and I hope my degree might inspire my great grand children,” she said.

We hope that Emily's achievement will also inspire other older people to keep their mind's active and perhaps even to follow in Emily's footsteps.

**Gavin Hodge (Editor)**

# Advocacy service is helping the vulnerable

Age UK Suffolk Independent Advocacy Service is supporting people throughout Suffolk with advocacy needs.

The service is aimed at people over the age of 55 who are going through periods of disability or ill health and includes people who are vulnerable to abuse or neglect, those who find it difficult to speak for themselves and those who need to make decisions about their life or care.

Advocates are also able to help people with dementia play a real part in planning for their future. The service can provide support on a number of issues including personal budgets and care assessments.

**What is Advocacy?** Advocacy is a process which involves finding out about a client and what they need, helping the person understand the options available to them and helping them decide on a course of action. An advocate works solely on behalf of the client and shares any information given to them with their client.

The Advocacy Service provides free support which varies according to the level of need of the individual. If the client finds it difficult to make decisions, the advocate always works in that person's best interest according to their preferences.

People can seek help from the Advocacy Service themselves, or may be referred to the service by health professionals, family members or other people, with the person's consent.

**A note to professionals:** Please use our referral form which is available upon request. Advocacy leaflets and our new Guide for Professionals are also available.

Age UK Suffolk is a partner in the Adult Safeguarding Service for Suffolk and like our other services, the Independent Advocacy Service works closely with colleagues from Adult Safeguarding to protect vulnerable older people.

**Age UK Suffolk is also looking for Volunteer Advocates and would value people with professional or relevant experience in this area to join our volunteer team.**

Please contact us on: Tel: 01473 288 047 Fax: 01473 353 214 or  
Email : [advocacy@ageuksuffolk.org](mailto:advocacy@ageuksuffolk.org)

# Helping you recover good mental health

Like all aspects of health, our mental health is sometimes good and sometimes we need a bit of support. If you're in good mental health, you can make the most of your potential and cope better with life – which may change as we become older, such as caring for a loved one or coping with failing health.

You may have heard the statistic that one in four of us will, at some time in our lives, have mental ill health. Mental health problems can range from the worries we all experience as part of everyday life to serious long-term conditions. If you need help, **Suffolk Mind** is a local mental health charity which has a variety of services that can help you recover or maintain good mental health.

The Healthy Mind Counselling Service is a not-for-profit service that offers low cost counselling and has consulting rooms in Ipswich, Felixstowe, Bury, Newmarket and Stowmarket. The service offers personal and confidential support from trained counsellors with the opportunity to talk about relationship problems, family difficulties, personal crises or bereavement. Counselling has been proven to be helpful to people of all ages, particularly in the treatment of anxiety, depression and in improving subjective wellbeing.

Appointments usually last for 50 to 60 minutes. A total of 12 sessions are offered on a weekly basis. The cost is £35 per session, which can be negotiated with the counsellor. Suffolk Mind offers those who are on a state pension, unemployed or a student a reduced rate, at £15 a session.

**For further information, please telephone the administration office on 01449 676 337 or email: [counselling@suffolkmind.org.uk](mailto:counselling@suffolkmind.org.uk).**

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# Spread the warmth!

## Managing your fuel bills this winter

### Introduction

Age UK Suffolk's information Help Centres receive many enquiries about fuel bills and getting help to make your home warmer. In this factsheet we give you some ideas about sources of help on these subjects and we will briefly highlight local, useful information. Contacts for people who can tell you more about each item mentioned are all listed on Page 4.



### Help with insulation, draught proofing or upgrading your heating system

Warm Front is a government-funded scheme that provides grants to make your home warmer and more energy efficient. You may be eligible if you own or privately rent your home and are in receipt of Pension Credit (the Guarantee or the Savings Credit). See Warm Front contact details on page 4.

If you don't receive Pension Credit, now may be the time to check if you are entitled to it! Age UK Suffolk's Benefits Advice Service can offer a free, confidential benefit check to people over retirement age – see their details on Page 4 of this factsheet.

The Warm Front scheme provides a package of insulation and heating improvements, up to the value of £3,500. In areas without a gas supply a maximum grant of £6,000 may be available. It may provide insulation, draught proofing and include installation of central heating (gas, electric or oil).

If you don't qualify for Warm Front, try contacting your local Council. They may have grants available to help you make your home more energy efficient which will save you money on your bills.

You could also contact the company which supplies your gas or electricity. Find their number at the top of a recent bill. As a customer you may be able to get assistance with making your home more energy efficient.

Another useful source of information is the Energy Saving Trust. See page 4.



### Help with paying your fuel bills

#### Winter Fuel Payment

Winter Fuel Payments are paid to pensioner households to help with the cost of fuel. Pensioner households will receive either £200 or £300, depending on circumstances, age of occupants and whether you receive Pension Credit. Payments should be received before Christmas 2011. People born on or before 5 January 1951 may qualify for a payment. If you received a payment last year you should not need to claim. Otherwise, make a claim before March 2012. The Winter Fuel Payments helpline or



Age UK Suffolk's Benefits Advice Service can give more information – see page 4.

### **Cold Weather Payment**

If you are in receipt of Pension Credit, you could qualify for a Cold Weather Payment. These are paid in periods of exceptionally cold weather to help with extra heating costs. If you are eligible, this payment will automatically be paid to you. The amount is £25 per week.

### **Are you claiming all the benefits you are entitled to?**

If you are worried about paying your fuel bills, we would recommend a benefit check from Age UK Suffolk's Benefits Advice Service. We can check, free of charge and in complete confidence, that you are getting all the money benefits you are entitled to. If there are extra benefits you could claim, we can offer a home visit to help with the application forms. Find the details on Page 4.

### **Can you save money by switching to another energy provider?**

The simple answer is you probably can – and it does not take as much effort to change suppliers as you might think!

First of all, you will need to work out how much you are paying for your gas and electricity each year. You can do this by looking at your bills covering the last year.

Then, you will want to compare with other companies' prices. Consumer Focus (the gas and electricity watchdog) can help you find reliable fuel supply companies via their website. This information is also available by telephone from Consumer Direct. The internet is a common way of obtaining this information and Consumer Focus has a tool on its website that enables you to compare gas and electricity prices in your area for all energy suppliers. If you do not have access to the internet, you could ask a good friend or family member who has a computer to look the details up for you. See contact details on Page 4.

### **Problems with bills**

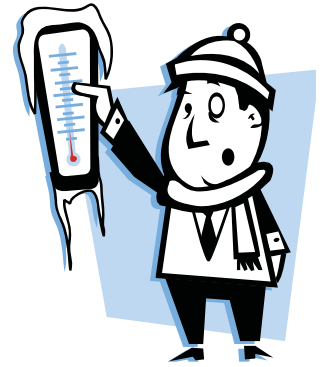
If you receive a bill that seems too high (or even too low!) then it is important to contact your fuel supplier without delay. Customers often bring bills to Age UK Suffolk because they are worried about the amount on them and have had difficulty contacting their supplier over the telephone to speak about this.

Some of the common problems are:-

**“My bills are always estimated”** Estimated bills are often inaccurate and the source of many problems for older customers.

We recommend that when you receive a bill showing estimated readings you always check these against your meter to see if they are accurate. If

you cannot read your meter, why not ask a family member or trusted neighbour or friend to do this for you? Accurate readings can then be phoned through to your supplier (the phone number will be on the bill) and a revised bill can be sent to you. Remember, it can take up to 2 weeks for revised bills to come through in the post.



### **“What is the Priority Service Register and how can it help me?”**

Fuel Supply companies are only required by law to read your meter every 2 years. However, if you register with your fuel supply company's Priority Service Register you can request that your meter is read four times a year. There is no charge to join the Priority Service Register. Just telephone your fuel supplier (the number will be on your bill) and ask to join their register, or contact Consumer Direct (phone number on Page 4). Priority Service Register customers can set up passwords so that only genuine meter readers can access your home; large print or audio tape bills can be arranged too, if required.

### **“I cannot seem to get through to a person at the other end of the phone”**

Being put on hold when you phone a fuel supply company is a common occurrence. This is frustrating, upsetting and can be very time consuming. When contacting your Fuel Supply Company, try phoning before 9 am or after 6 pm, you may find this helps you to get through more quickly. If you become very frustrated give Age UK Suffolk a ring – perhaps we can liaise with them on your behalf and take some of the worry from you (but be aware we may often have to get your signed consent before your Fuel Supply Company will talk to us).

**“My supply company want to put my monthly payments up”** Check to see if recent bills been estimated. This may have led you to believe your payments were covering your usage when they were not. Contact your supplier without delay and explain your situation - the key is to keep in touch with them. If you feel your supplier is not listening, contact Age UK Suffolk. We may be able to help you liaise with the company.

### **“What about Social Tariffs and the Warm Home Discount Scheme?”**

Most energy providers offer social tariffs to consumers who are having difficulty paying their bills. The eligibility criteria are different for different suppliers. All social tariffs should equal the supplier's cheapest deals but some customers may still be able to get a better deal by switching to another supplier (see Page 2) particularly if they are able to change their payment method.

**Note** that Social Tariffs are gradually being phased out as customers are moved to Warm Home Discount Schemes with their suppliers. The Warm Home Discount Scheme was launched in March 2011 and this winter eligible customers will automatically receive a rebate of £120 on their electricity bill. Customers are eligible if they receive the Guarantee Credit part of Pension Credit only (that is, they do not receive any Savings Credit.)



Energy Suppliers are required to provide the same discount to other vulnerable groups of customers but will have discretion over establishing eligibility criteria for these groups. Contact your Energy Supplier to find out which groups of customers qualify, or ask at your local Age UK Suffolk Help Centre (phone numbers are below).

## Useful contacts for this factsheet

**Consumer Direct** Tel: 08454 040 506 A government helpline that provides information and advice to consumers by telephone and online. [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

**Consumer Focus** Consumer champion for gas and electricity. Customers cannot contact Consumer Focus directly but can access information on their website [www.consumerfocus.org.uk](http://www.consumerfocus.org.uk). For telephone advice about an energy company ring Consumer Direct (number above).

**Energy Saving Trust** Free and impartial advice on energy efficiency and information on grants and schemes available in Suffolk. Tel: 0800 512 012; [www.est.org.uk](http://www.est.org.uk)

**Warm Front** Government funded grant scheme managed by Carillion Energy Services Tel: 0800 316 2814 [www.warmfront.co.uk](http://www.warmfront.co.uk)

**Winter Fuel Payments Helpline** Tel: 08459 15 15 15

## Age UK Suffolk Help Centres

<b>Ipswich</b>	<b>01473 257 039</b>
<b>Lowestoft</b>	<b>01502 586 308</b>
<b>Bury St Edmunds</b>	<b>01284 757 750</b>
<b>Benefits Advice Service</b>	<b>01449 674 222</b>

## Useful Reading

Age UK Information Guide – “Winter Wrapped Up” – contains 2 free room thermometers.

Age UK booklet – “Keep the cold out this winter” recipes and reminders to keep you warm.

Age UK Factsheet – Help with heating costs

Range of Consumer Focus Factsheets on You and Your Energy Supplier

Contact Age UK Suffolk Help Centres for free copies any of the above booklets or email: [enquiries@ageuksuffolk.org](mailto:enquiries@ageuksuffolk.org) website: [www.ageuksuffolk.org](http://www.ageuksuffolk.org).



## Report highlights need for “dignity and respect”



*Voice Project Co-ordinator Claire Rose (right) chats with a Voice project panellist*

The Voice project has recently issued its third countywide report, “*Health Services and You*”. Eighty older people across Suffolk, with an average age of 80 years, were interviewed for the survey.

The panel has a lot of experience of health services. Two thirds of those interviewed had seen a medical practitioner in the preceding month; half of them had been in hospital in the last two years, with falls being the most common reason for admission.

Many of their experiences of using the NHS were very good. Where people were unhappy, it was nearly always because they had not been treated with dignity and respect. Their comments included:

- An older patient being told that she had “*had a good innings*”,
- A person saying the nurse “*talked to me as if I had dementia, or was five years old*”.
- Another older lady was *shouted at, which really upset her*.

A range of recommendations from the interviewees were made, but the main one is that:

- **Being treated with dignity and respect is key to the significant improvement of older people's quality of experience of the NHS**

This can be achieved at very little cost.

Daphne Savage, Chief Executive of Age UK Suffolk, said “This main recommendation is not new, but the important point is that it comes from a group of older people living across Suffolk today, in 2011. This tells me that improvements in the simple, yet vital, caring aspects of the NHS are not yet uniformly delivered. The request is clear: our older people are asking for care and respect every

time they use health services of all kinds. This is what the Nursing & Midwifery Council promises in its leaflet for patients. Until older people are treated with the dignity and respect that they deserve, they will not be receiving the proper level of care from the NHS.”

Mrs Savage continued, “I hope that the publication of this report “*Health Services and You*”, coming from Suffolk's own older residents, will enable NHS hospitals and other health services to report back to our older population the progress they have made on quality and dignity in care and, also, to reassure older people of their absolute commitment to continue to deliver it. Every time.”

**Full copies of the report are available from the Age UK Suffolk website, [www.ageuksuffolk.org](http://www.ageuksuffolk.org) or by phoning 01473 359 911 and requesting a copy of the “Health Services and You” report.**

**If you are interested in becoming a member of the Voice panel please contact Claire Rose on 01284 757 784. We interview people in their homes two or three times per year and are particularly looking to recruit people in Mid Suffolk and Suffolk Coastal districts.**

## DIGNITY

*We all deserve dignity and respect  
People have feelings and are not just objects*

*We all sometimes need a guiding hand  
Life has complications and is not always planned*

*As we get older we become muddled and slow  
We need a gentle SMILE and a warm HELLO*

*We all have names, not LOVE, HONEY or DEAR  
We want to feel valued and not live in fear*

*There should be choices, please let us choose  
Give us a choice and ask us our views*

*In my life I have the privilege to work with the old  
Everyone's different, not from the same mould*

*We all deserve dignity and respect  
Manners cost nothing, please don't neglect*

**By Lorraine Bulbeck, Care Assistant at  
Crabbe Street Day Care Centre**

# Local Foods Suffolk project takes shape

Suffolk ACRE, the rural communities council for Suffolk, has launched a new foods project called Local Foods Suffolk.

Funded by Suffolk County Council, Healthy Ambitions Suffolk and the Big Lottery fund the project aims to help local communities set up and run local food clubs by offering support, guidance, advice and training.

Three Community Development Officers have been appointed for the project; Kirsty Wilmot covers Mid Suffolk, Babergh and Ipswich, Mik Bedson works in the Waveney and Suffolk Coastal districts, whilst Tim Freathy works in St Edmundsbury and Forest Heath. They can support groups wishing to improve and extend existing projects or create new ones. Besides giving their time they can also part-fund some projects to help

with small start-up costs.

The team are keen to hear from anyone who would like to start a lunch club or growing group, or any other idea that will bring people together through local food. They have already started working with allotment societies and community groups to help them start up new orchards and herb gardens, and some more quirky projects like pig-keeping clubs! Indeed, any project involving the growing, sharing, eating or selling of local food can be supported.

Crucially, the project aims to increase access to local food within Suffolk, so if you're interested in starting a lunch club, or perhaps sourcing more local food for an existing lunch or dinner club, Suffolk ACRE can help. The project team is also keen to help lunch clubs find seasonal produce locally.

**For more information – get in touch with your Local Foods Project team member.**

**Kirsty Wilmot – 07775 661 970 (Mid Suffolk Babergh and Ipswich)**

**Tim Freathy – 07816 828 016 (St Edmundsbury and Forest Heath)**

**Mik Bedson – 07540 620 404 (Waveney and Suffolk Coastal)**

**General enquiries can also be emailed to: [localfoods@suffolkacre.org.uk](mailto:localfoods@suffolkacre.org.uk).**

## NHS Dental service provides help for the housebound



The Tooth Booth is an NHS dental practice based in Needham Market which provides a home-visit service to

Suffolk residents. If you are permanently or temporarily housebound you could have dental treatment in the comfort of your own home.

The Tooth Booth has dentists who can provide NHS dental treatment in residential homes, nursing homes and within the homes of people who cannot reach a dental surgery for treatment. The Tooth Booth can provide a variety of services including urgent care and routine care.

Domiciliary Service Manager, Rebecca White, said, "We have been commissioned by NHS Suffolk to provide a Domiciliary Dental Service across the whole of Suffolk. We wish to raise awareness of this service for residents who may not be aware they are able to access NHS

dental treatment at home. People who are not housebound can still access our NHS dental services by visiting our Needham Market practice which has full disabled access and free car parking."

All clinical staff at the practice have successfully completed enhanced Criminal Records Bureau Checks, guaranteeing a safe service.

### How much does it cost?

NHS charges for dental treatment apply to the care provided.

**Band 1 - £17** - This covers a check up, simple cleaning, oral cancer screening, preventative and dietary advice

**Band 2 - £47** - This includes everything in Band 1 plus any fillings, extractions and some denture adjustments

**Band 3 - £204** - This includes Band 1 and Band 2 treatments and the cost of making new dentures

**For further information please contact The Tooth Booth on 01449 722 760. The Tooth Booth is based at: Quinton's Court, 2 Station Yard, Needham Market, Ipswich, Suffolk, Ip6 8AY. Email to: [needhammarket@hotmail.co.uk](mailto:needhammarket@hotmail.co.uk)**

**Practice Opening Hours: Mon-Thurs: 8.30am -8.00pm; Fri: 8.30am-6.00pm; Sat: 8.30am-1.00pm**



## Lunch club celebrates 25 years of food and fun



*Beryl Grant (left) and Zoe Newson cut the WRVS silver jubilee cake at East Bergholt Luncheon Club*

Women's Royal Voluntary Service (WRVS) volunteers and their regular guests celebrated the 25th anniversary of the East Bergholt Luncheon Club with some fine food and entertainment.

Beryl Grant, one of the founder volunteers, joined former East Bergholt High School pupil Zoe Newson to cut a magnificent celebration cake to mark the event.

Today this thriving club is run by Ann Tankard and her team of WRVS helpers following a long tradition of WRVS support for the club. The meal included a tasty main course of Beef Bourguignon followed by a delicious mouse with amaretti biscuits.

Entertainment was provided by television and theatre actress Maggie Lulham, who lives at Manningtree, supported by local couple Ted and Carol Wheatley. Their programme of poems, songs and readings went down every bit as well as the meal.

Gavin Hodge, Community Links Officer for Age UK Suffolk, gave a short talk about the services available to older people in the county.

### Requiem for an Old-Fashioned Belted Raincoat

A turning point in history  
Oft shrouded deep in mystery  
Was reached one day – too dreadful to recall.  
City was astounded  
Rumours rife abounded  
Whatever was the purpose of it all?

Despite evaluation  
And political agitation  
And plans for cash restrictions and restraint  
A reluctant L.G.O.  
Was forced at last to go  
And pension off his raiment old and quaint.

The clamour thus created  
Of prime importance rated  
By connoisseurs of ancient bric-a-brac.  
When Christies was invaded  
And bank accounts were raided  
To make a bid for Stanley's belted mac.

Though now at last he's suited  
He is still oft reputed  
To shed a tear at such a cruel fate.  
His parting with it rankles  
That grubby down to ankles  
Old fashioned belted raincoat was his mate.

**Slim Somerville (circa 1970)**

The Community Links team at Age UK Suffolk is always pleased to help lunch clubs and social clubs and maintains a large database of clubs so that older people can find out what is available nearby. They can also advise on starting up new lunch clubs, social clubs or gentle exercise classes.



*Ann Tankard heads up the busy team of WRVS volunteers at East Bergholt*

**For more information please contact: Gavin Hodge Community Links Officer (Mid and East Suffolk) on 01473 298 686**

**Diana Patrick Community Links Officer (Bury St Eds and West Suffolk) on 01284 757 744 (Tues or Weds)**

**“A chat and a change of scenery make all the difference to me”**



*Mr Solesbury and Mrs Clement with befriender Glyn Molton (centre)*

Here at the Volunteer Centre in Newmarket we are delighted to be working with Age UK Suffolk to offer a new befriending service that operates in the Forest Heath and St Edmundsbury area, **writes Terri Hardy.**

Befrienders are volunteers who offer friendship and support, and form a positive one-to-one relationship with older people who are in need of company. This helps our clients to continue living independently, gives them a greater sense of wellbeing and combats loneliness too. We always try to match a befriender to a client who has similar knowledge, interests, or personality.

All befrienders attend a training programme and are then introduced to a client with a view to establishing regular visits and forming a bond with the client. A befriender offers one-to-one support and the client and befriender between them decide what activities they would like to do – for example just chatting at the client's home, meeting at a coffee shop, or going for a walk.

Referrals for people who might like to be befriended are received by us from agencies across Forest Heath and West Suffolk including Age UK Suffolk, family doctors, Occupational Health Workers and the Community Mental Health Team. Families can also refer a relative to us.

Befriending is a **free** service which can last for a few months or for years. It is totally up to the client and befriender and depends on how the relationship develops.

One of our clients, 89-year-old Mr S says: “we just sit and have a chat, it's a change of scenery,

and it's somebody to talk to. I live alone and have been a widower for 14 years. Personal contact and a little chat make all the difference to me.”

**If you would like further information about the service or would like to volunteer to become a befriender in Forest Heath or St Edmundsbury, please contact Terri Hardy, Volunteer Co-ordinator on 01638 608 048. Alternatively you could email to or write to me at The Volunteer Centre, The Old Courts, 147 All Saints Road, Newmarket, Suffolk, CB8 8HH**

**ELSEWHERE IN SUFFOLK Age UK Suffolk's Befriending Co-ordinators are:**

**Ipswich.....Suzanne Stevens....01473 284 254**

**Lowestoft.....Sharon Garcia.....01502 539 280**

**Sudbury/Stowmarket:**

**Carol Baker .....01787 373 491**

**Telephone Befriending:**

**Jo Collins .....01473 353 057**

**The Thump on the Floor**

The letterbox rattles  
There's a thump on the floor  
Leaflets and leaflets and then some more  
For pizzas and pies  
And hot spicy curry  
Readymade meals for folks in a hurry.

Leaflets and brochures for windows and doors  
Am I selling my house?  
Do I need nice new floors?  
Do I want to get slimming and lose some weight?  
For a figure like Venus  
I've left it too late

And what about charity bags?  
Day after day.  
I'm keen on recycling but I have to say  
I haven't got that many clothes to spare  
If they are still wearable  
I still wear.

So week after week I fill my blue bin  
It's collected and gone and I think that's that  
I know by next week there'll be a lot more  
Ah yes, I've just heard a fresh thump on the floor.

**Thelma Procter**

# Putting your best foot forward

Having a fall is definitely to be avoided. A fall can cause injuries and a loss of confidence that can be hard to regain, especially if you are in later life.

But happily, there are steps you can take that can help prevent falls, leading to a longer, healthier and happier life.

Staying as fit as you can is one of the best ways to keep safe and you can do this by taking gentle exercise in one form or another, eating healthily and making sure that you drink enough to avoid dehydration.

## Keep on the move

Enjoyable activities like walking, gardening, dancing, swimming or gentle exercise such as Tai Chi or chair-based exercise can all improve your strength, posture and balance. Ask around to find out what is going on in your area. Your local library could help you find gentle exercise sessions through Suffolk Infolink [www.gov.uk/infolink](http://www.gov.uk/infolink)

## Food and drink

Try to make sure that you eat enough to keep strong. Choose healthy foods rich in vitamin D such as eggs, cheese, and leafy green vegetables to strengthen your bones. Avoid missing meals as this could lead to dizziness and weakness. Avoiding dehydration is just as important and you should try to drink plenty of liquid including some water.

## Eyes Right!

Eyesight has a big part to play in helping you to maintain balance. An annual NHS eye test is free to over-60s. Be sure to wear your correct specs for the job they do – avoid walking around in reading glasses. Always take extra care on stairs and steps especially in an unfamiliar building. Good lighting, especially for your stairs, is to be recommended. Keep a night light by your bed.

## Have you heard?

Your ears also have a key role to play in balance when moving around. Consult your doctor if you are concerned about your sense of balance.

**If you feel at risk of falls why not get a care centre pendant alarm? Pressing the button brings help when you need it most. For more information ring either number below.**

**Suffolk PCT has two Falls Prevention experts:**

**For East Suffolk contact: Anita Walkinshaw Falls Prevention Co-ordinator, Suffolk Community Healthcare, Allington House, 427 Woodbridge Road, Ipswich, IP4 4ER Tel 01473 275 250 or email to [anita.walkinshaw@suffolkpct.nhs.uk](mailto:anita.walkinshaw@suffolkpct.nhs.uk)**

**For West Suffolk contact: Ann Hunt, Falls Prevention Co-ordinator, Disability Resource Centre, Papworth House, 4 Bunting Road, Bury St Edmunds, IP32 7BX. Tel 01284 748 824 or email to [ann.hunt@suffolkpct.nhs.uk](mailto:ann.hunt@suffolkpct.nhs.uk)**



## The medicine cabinet

Your doctor should tell you about possible side effects of medicines that you are taking. If you are on four or more different medications, the chances are that your risk of falling increases. Be sure to show a pharmacist your prescription list before choosing an over-the-counter remedy.

## Tripping along

Check your home for anything that could trip you up such as trailing wires, loose rugs or bags of shopping. Is there a handrail by the stairs, the toilet or anywhere else you may need one? Always take care when pets are around. Wear shoes that fit properly with low heels, and avoid wearing worn out, loose slippers. Do you need foot care? Ask your doctor if you are unsure.

## Standing orders

Avoid rushing when you stand up from a chair. Try shuffling forwards on your bottom until you are sitting at the front of the seat, lean forwards slightly with feet slightly apart and push up using the arms of the chair.

## Walking – with a little help

A walking stick needs to be the right height for **you**. Make sure that the rubber tip is in good condition and if not, replace it. A three-wheeled “delta” walker with handlebars, brakes and a useful pouch can be a real help around the house and can be folded for transport by car. If you think you may need help choosing a walking aid ask your doctor for a physio assessment.

# Independence advice could make life worth living again

There can come a time when circumstances combine to make life very difficult indeed, for an individual or for a couple. It might be due to a bereavement, or to failing health, or some other circumstance. Whatever the cause or causes, this is when the Age UK Suffolk Independence Advisors service can really make a difference.

An advisor will visit for a chat about the difficulties being experienced and then work with you to bring help to bear. Here is an example:

Mr and Mrs M are a married couple, both in their 80's, living in their own home in Suffolk and they have good support from their family who live nearby. But Mr M has arthritis leading to mobility problems and also has incontinence issues; the only bathroom or toilet is on the first floor. Although Mrs M cares lovingly for her husband she has mobility problems herself and finds it very difficult to climb the stairs. Both Mr and Mrs M were at risk of falling on the stairs.

A visit by an independence advisor was requested as Mr & Mrs M had applied to SCC's Customer First and been waiting more than two years to hear about the possibility of having their garage converted into a ensuite bedroom. They were

finding it increasingly difficult to manage.

During her visit, the advisor carried out an informal assessment of need and gave information and advice to help Mr and Mrs M manage more easily on a daily basis. She also contacted Customer First and was advised that they were getting near the top of the list and should hear from them within 3 months. An OT assessment was finally carried out, and it was recommended that a stair lift should be installed and paid for with a grant.

A few months later the advisor received a distressed call from Mrs M saying she had been told that grant funding had run out and they could not have their stair lift. The advisor successfully challenged the council's decision on the couple's behalf and the council agreed to continue with the grant application. As a result the stairlift was finally installed.

Throughout, the advisor had supported Mr and Mrs M following confusing phone calls and paperwork that they struggled to understand. The couple have been able to remain in their own home, living more independently, and able to access essential bathroom and toilet facilities.

**Contact Age UK Suffolk's Independence Advisors on: Tel: 01473 288048**



## Opening Doors project extended

In the Winter 2010 edition of Talkabout Suffolk, we featured an article about Age UK Suffolk's new project called Opening Doors, a research project aimed at finding out about the views and experiences of older lesbian, gay, bisexual and transgender (LGB&T) people in Suffolk.

Project Co-ordinator Lois Peachey has been:

- Promoting awareness of the Opening Doors project
- Finding out about similar research in other parts of the country and nationally
- Meeting and listening to older LGB&T people in Suffolk
- Speaking to local older people's services, such as respite care and housing providers as well all of the services provided by Age UK Suffolk.

We are pleased to report that the project has been extended by a further six months and, at the time of writing, the project had reached sufficient people to provide useful data for a report. Lois will be preparing and delivering the report to services across Suffolk in order to assist them in understanding and considering the needs of older LGB&T people. We will publish a summary of the report in the next edition of Talkabout Suffolk.

**If you would like to speak to Lois about the project, please contact her either by phone on 01473 353 055 (direct line) or 07841 460 375, by e-mail [lois.peachey@ageuksuffolk.org](mailto:lois.peachey@ageuksuffolk.org) or by post to Lois Peachey, Age UK Suffolk, 14 Hillview Business Park, Ipswich, IP6 0AJ.**

## Chemondiston children entertain

Children from year 6 at Chelmondiston CEVC Primary School performed a variety of songs – from hymns to sea shanties – to entertain members of the Chelmondiston Over 60s club, as part of linking in with the local community. Mrs Yvonne Catchpole, Chairperson of the Over 60s said: “We were delighted to be entertained by the children from the Village School. It is so good for our members and such a joy to meet up with the children on these occasions. Our sincere thanks to the children.” Jodie, who was one of the pupils who sang, enthused, “It went really well. We know most of the people and it is lovely to see them round the village and have a chat. We all enjoyed doing it!”



## Do you need help around the house?

At Age UK Suffolk's Domestic Information help desk we deal with all sorts of enquiries for help with various tasks. Usually these are about household chores such as shopping, cleaning, laundry or personal care, but could even include feeding or exercising household pets. You might need help for yourself, or maybe you have ageing parents, other family members or friends who could do with a little support.

Here's an example: Mrs J phoned us because her father, who is hard-of hearing, needs some help around the house and would also like to be accompanied when he does his shopping. She thought a mature, sympathetic person with lots of experience would be ideal. We were able to find a helper to accompany the gentleman shopping and to help him around the house. This type of service usually costs between £10 and £13 per hour,

depending on the location.

Our database contains details of all kind of providers of services – companies, small businesses, private individuals who like working with clients in their senior years. We take references so that only those who are, caring and capable are included in the lists we supply. If your needs are specific, often, we can suggest that special person who is likely to 'fit the bill'. If a caller lives in a community that has a Good Neighbour Scheme or Volunteer Centre this may lead to free help for some tasks, especially those only required on a temporary basis.

If you have a Domestic Information enquiry why not give us a ring on **01473 353 261**. We cannot guarantee to meet every single need, but we'll certainly have a jolly good try!

## Quiz winner Linda takes the prize

Congratulations go to Linda Armitage of Ipswich who was the outright winner of Age UK Suffolk's Autumn Quiz. Linda was the only contestant to score full marks with all 50 questions answered correctly.

Quizmaster Andrew Donovan says that more contestants would have tied with Linda but for one particular question – number 47, which asked “Name the framework for oil drilling?” The answer Andrew was looking for was “derrick” not “rig”.

Our thanks go to all quizzers who “had a go” and boosted Age UK Suffolk's funds in the process. Linda will receive the £25 prize.



# The Art of Play - creatively connecting different generations in the community through memory and play



A project called The Art of Play brings school pupils and local people together to work creatively with their memories of play. This offers an exciting way of building new links within communities and leaving a legacy of people with new experiences, skills and confidence to continue working together in the future.

The broad theme of 'play' can cover opportunities to share experiences of home, school or work life.

The first project is under way – working with

students from Ipswich Academy and adults recruited through Gainsborough Library. Following reminiscence sessions, everyone will work together with animation artist Emma Curtis to bring their memories to life. The final work will be shown at a public event in the spring – contact Suffolk Artlink nearer the time for details.

Two further Art of Play projects will take place over the next year. Artlink plans on basing them in Lowestoft and Bury St Edmunds.

### **Pack Up and Tour is a sell out!**

Suffolk Artlink's new project to get people being creative together has been a real success, with all of the sessions booked up by groups across the county. Pack Up and Tour offers groups: a series of artist-led sessions in an artform of their choice; a trip out; then, some support in how to continue creative sessions in the future.

Groups taking part in the project are spread far and wide – from Felixstowe to Lowestoft and Sudbury to Framlingham.

Suffolk Artlink continues to fundraise for the project to address the growing waiting list of groups who want to take part and get creative.

**For more information about these or other Suffolk Artlink projects contact:**

**Suffolk Artlink: 01986 873 955 / [enquiries@suffolkartlink.org.uk](mailto:enquiries@suffolkartlink.org.uk)**

**Art of Play: Candida Wingate, [candidawingate@btinternet.com](mailto:candidawingate@btinternet.com)**

**Pack Up and Tour: Bridie Bedingfield, [bridie@suffolkartlink.org.uk](mailto:bridie@suffolkartlink.org.uk)**

## Help for people with sight loss

Action For Blind People is an expert national organisation who are able to work locally with people with sight loss. We work along side RNIB and have been awarded Big lottery funding to support people with sight loss.

We are able to visit blind and partially sighted people in their homes to support them in identifying and claiming their entitlements. We are able to support people with benefits, housing needs and accessing both print and computers. Our service is free and completely led by you!

You can contact us about yourself or to get more information about our services for somebody you know.

And, you may even find us holding an event in your local library if you would like to come along for a chat. You can find out which libraries we will be visiting by checking our website or calling the office. We look forward to seeing you there.

**You can contact us by phone on: 01603 455 767 or via our Website at: [www.actionforblindpeople.org](http://www.actionforblindpeople.org)**



# RUNWOOD HOMES

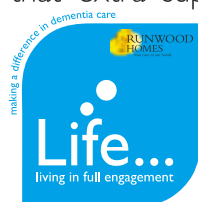
## *Your care in our hands*

We are a sound family business with care at its heart. Running a successful business is important to us but people matter most.

Our passion is for innovative, high quality care with well-motivated staff teams responsive to the needs of older people.

Our Ethos is that Care Homes are for living in and can be a 'hive of activity' or a 'sea of tranquillity' depending on the needs of those in our care.

We provide residential care for those who need that extra support each day and we offer a



specialised care for those living with dementia through our LIFE programme (Living in Full Engagement).

LIFE is a philosophy with an innovative, creative and positive approach to this complex illness.

Your relative or friend may or may not be, living with dementia, have a range of physical illnesses, or just need help and support with everyday tasks.

So if you are looking for a place for a loved one where they are at the heart of our world then please call for more information.

In Suffolk we have Waterfield House, a new care home providing 24 hour care for the older people of Hadleigh and beyond.

*We would be honoured if you would take the step to put your care into our hands.*

**0800 412 5660**

[www.runwoodhomes.co.uk](http://www.runwoodhomes.co.uk)





# Feedback welcomed at Trusted Trader scheme

Suffolk Trusted Trader is a directory of local services and tradespeople that have been checked by Suffolk County Council Trading Standards and have made a commitment to treat their customers fairly.

We all know how stressful it can be to find the right provider for various services – from plumbers to carers – so Suffolk Trusted Trader was developed from a list started by Age Concern Suffolk to give Suffolk residents some peace of mind.

Home Instead Senior Care has recently become one of the first care companies to be listed in the Suffolk Trusted Trader directory. We asked proprietor Chris Lye why this was important to him:

“If you are letting someone into your own home to provide care and support for yourself or a loved one, you want to be sure they are trustworthy,” said Chris. “The scheme helps us to demonstrate that we are an organisation that can be trusted and is helping to create awareness of our services in Eastern Suffolk,” said Chris.

Trusted Trader is a free service to the user and Chris likes the way the scheme encourages customer feedback, provided through an independent organisation, with its findings recorded on the Trusted Trader website: [www.Suffolk.gov.uk/trustedtrader](http://www.Suffolk.gov.uk/trustedtrader), or to see the list of traders go to: <http://www.referenceline.com/tradingstandards/suffolk/>

Members of the public can telephone Suffolk Trusted Trader (Tel 01473 264 859) to find trusted tradespeople and organisations in their area. The helpline can provide ratings, such as how professional and caring that organisation is, and whether it is good value for money.

Chris said: “The feedback really helps us to understand what our clients think and feel about our service. This in turn helps us to ensure we maintain or improve our care services. It also demonstrates to our staff how valued they are by our clients, which is excellent for team morale.”



*Chris Lye, proprietor of Home Instead, with client Mrs Elizabeth Beattie*

## Time for You – a lifeline for family carers

Time For You is an initiative providing a lifeline to family carers in the Ipswich area – people who are providing unpaid care for a relative, friend or neighbour.

Time For You aims to help family carers find time for themselves with a range of experiences and activities. It also provides shared activities for carer and cared-for to attend, recognising the importance of spending quality time together to re-establish a relationship. Examples of activities we organise include spa days, and relaxation sessions, arts activities, outings and carer and cared-for forums.

Time For You is a project within the national charity United Response. We are based at Claydon and our aim is to expand to cover the whole of Suffolk.

**Please contact us for further information on Tel 01473 836 160 or email: [timeforyou@unitedresponse.org.uk](mailto:timeforyou@unitedresponse.org.uk) or visit the website at: [www.unitedresponse.org.uk/timeforyou](http://www.unitedresponse.org.uk/timeforyou).**

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