

Your insight into Age UK Calderdale and Kirklees

news LETTER

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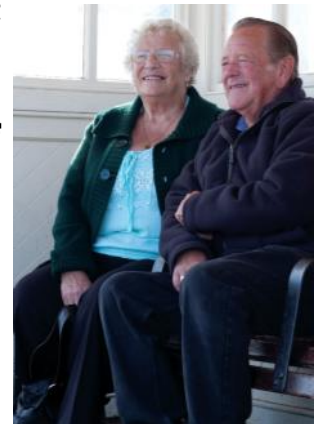
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More than just financial help

Caring for her husband Sam, who lives with lung disease, Joan Smith was unsure about asking for help. "I thought we wouldn't get anything, we have always just managed," she explained. But Joan's uncertainty was put to rest with a visit from Age UK C&K's Information & Advice (I&A) advisor, Deborah. "Deborah put me at ease, she was wonderful."

Struggling with health issues of her own, Joan needed to apply for Attendance Allowance for both herself and Sam. This can be a lengthy and complex process for just one application, let alone two, but the I&A team were able to help. "Without Age UK I would never have filled out a form," says Joan.

The Smiths expressed how grateful they were for the hands-on support that Deborah provided, but it was the on-going help from Age UK throughout the process that meant the most to them. "Coping with the deterioration and loss of independence is very hard and being unable to manage both physically and financially is upsetting" Joan explained. "But Deborah was so supportive."



Later when Sam was diagnosed with prostate cancer, Joan was at her lowest ebb. The Age UK I&A team were able to reassure her about attending a day centre and meeting the staff who could provide varied social activities and a listening ear to alleviate the distress. It was there that Joan made friends and met carer's in similar circumstances, and though they couldn't solve all her problems, Joan found that just being involved and speaking to others was comforting. "When I was absolutely inturmoil about what to do, there was someone there for us again who understood."

"We would like to extend our very sincere thanks to Deborah," says Joan "she has been so kind."

Can we help?

Our Client Liaison Officers are happy to visit you at home to discuss how Age UK C&K can help. They will discuss your needs and set up our services for you if required. They can also put you in touch with other providers to meet your needs.

Call 01422 252040 to book your free home visit.

Call us for a free and confidential chat to see if our I&A Team can help you - Tel 01422 252 040

Advice and Information (I&A) Service

We give advice, information and general help to anyone aged 50+ on everything from welfare benefits, money matters, consumer issues, leisure activities and much more.

We can also refer and signpost older people to other appropriate services offered by Age UK Calderdale & Kirklees and other voluntary and statutory agencies.

We offer legal and financial advice clinics delivered free of charge by local solicitors and financial advisers. Please call to book an appointment.

Our I&A service is available at our offices in Halifax, Huddersfield and north Kirklees.

Halifax:

Monday-Thursday by appointment.

Monday and Wednesday: 10am – 1pm Drop-in

Huddersfield:

Monday-Friday by appointment.

Monday and Friday: 10am-12 midday Drop in

North Kirklees:

Monday-Friday by appointment.

Call to arrange an appointment (Tel: 01422 252 040 or 01484 535 994) or visit a drop-in session. Home visits can be arranged for people who are unable to get into the office.

Volunteering

We are looking for volunteers who can help us offering information, advice and signposting. Training and support is given and travel expenses paid. A DBS check may be required depending on the role. Please contact us for more information.



Project Update: Tackling Isolation in Calderdale

The Community Foundation for Calderdale commissioned four organisations to work on this project. We have been working on a Nearly Neighbours project in Elland and Ovenden to create supportive networks for people who are experiencing loneliness and isolation, some work around transport and a specialist dementia befriending project.



In the last 12 months our workers have met lots of people and worked with different groups to gain knowledge of what's on and build relationships. With the help of Together Housing we have been able to start 2 Sing Along groups with a professional singer in Elland & Ovenden. These groups are very popular and have enabled people to make new friendships, feel part of a community and have an afternoon out of the house.

We have supported the start-up of the Daisy Chain Café in Ovenden. This is a community and Dementia friendly café that started in October and is well attended each month.

We run a Digital Drop-In at Elland and are looking to start a new group in Ovenden, helping older people access the internet and learn computer skills.

We are able to help people who have transport issues; this can range from bus pass enquires to helping to find alternative transport for a lunch club.

Our staff have received specialist training around dementia and recruited and trained 8 volunteers who will be providing a listening ear to people living with dementia in Calderdale.

For more information on any of these services, please contact us on 01422 252 040



Age UK C&K Wills Month : March 2019

Age UK C&K are holding a Will Making Month in March 2019 with the help of local solicitors, to encourage more people to make their will.

Having a will is the best way to ensure that your wishes are carried out after your death but research shows that around two-thirds of people haven't got round to writing a will yet. By doing so, you can ensure there is adequate financial provision for your family and your estate will be divided as you want. If you're not sure what goes into a will, you can download a [Will Planner](#) from our website.

To make your will, all you have to do is contact a participating solicitor and make an appointment between *1st and 31st March 2019*.

For more information and to find out which solicitors are taking part, please contact us on 01422 252040 / 01484 535994.

- Please say you are calling about 'Age UK Calderdale and Kirklees Wills Month'.
- All we ask is that you make a suggested donation of £75 per person or £120 per couple.
- This offer is open to anyone aged 50+, covers straight forward wills and does not include home visits. More complicated wills may incur extra charges, so please check with the solicitor first.



New foot care service in Kirklees

Coming soon...

We will be delivering a high quality, professional nail cutting service which includes advice on how to improve general foot hygiene.



This service will be available initially at Age UK's Sundale House in Bradley, Huddersfield and will be extended to other venues across Kirklees.

The cost will be £15 per session with an additional one-off cost on your first session for equipment.

For more information about this service call us on 01484 535 994.

Free energy saving help

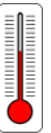
Let us help you reduce your energy bills whilst enabling you to stay warm and well at home by offering:

- Practical advice about keeping warm and well and advice about smarter use of energy
- Installation of free energy saving products in your home such as draught excluders, radiator panels, timers and cold alarms.



To book your free home energy visit, please contact us on 01422 252040 / 01484 535994

Age UK advice to keep warm in winter : The ideal temperature for a living room is 21°C (70°F) and for a bedroom (keep windows shut!) is 18°C (64°F).



Age Co is the new name for Age UK products and services



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5 Star Travel Insurance

- ✓ No upper age limit
- ✓ Cover for medical conditions wherever possible*
- ✓ Free cover for children under 18**



Visit your nearest Age UK office

Age UK Calderdale & Kirklees Trading Limited (Huddersfield)
12 New Street, Huddersfield, West Yorkshire HD1 2AR
Open: Mon - Weds 10am to 4pm and Fri 10am to 4pm
4-6 The Square, Woolshops, Halifax HX1 1RJ
Opening Hours Mon-Fri 10am to 4pm



0800 032 9895*



ageco.co.uk/travelinsurance

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*Subject to medical screening and acceptance by the underwriters. Medical exclusions may apply and acceptance is not guaranteed.

**Free cover for children is subject to them being covered under the same policy as an insured adult and subject to underwriting acceptance and policy terms and conditions.

*If you call the 0800 number and your nearest office is not available, your call will be answered by Age UK Enterprises or Ageas Retail Limited. Calls may be recorded for monitoring and training purposes.

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Donations to Age UK's charitable work from Age Co sales are expected to reach £3 million each year

Staff Profile : Beverley Connor

Beverley started at the charity in 2004 (then Age Concern) as a Welfare Benefits Officer, providing a bespoke Information & Advice (I&A) service in Halifax. Over the years her role has adapted and her place of work has changed but Beverley is still providing the same great I & A service.

Much of her work is Benefit related, but she has dealt with lots of diverse enquiries supporting older people, their carers, families and professional teams across the district.

Beverley enjoys her job and is proud of the work she does making a difference, she said "my aim is to untangle clients concerns and join up the dots, to enable them to feel more prepared and supported. I try to empower older people to feel confident and involved in every decision that affects them"

She shares the values of the organisation that allows her to treat each client as an individual and build trusting and positive relationships. "We often have to talk to clients about personal things but it's not uncommon for people to comeback, sometimes even years later and ask for you by name, "That means a lot" said Beverley.

In her spare time Beverley would like to travel and explore more and spend time with her dogs -she loves all animals. She is also interested in nutrition as she's a bit of a fussy eater. She said, "its wheat free if you want to buy me a cake!".



What did you think?



We would like to hear your feedback, stories and any comments you have.

Please circle your star, tear off and send to either ...

12 New Street

Huddersfield HD1 2AR

01484 535994

Choices Centre

4-6 Woolshops

Halifax HX1 1RJ

01422 252040

Local Services

Companionship Centres Friendly groups to meet for fun, activities, outings and freshly cooked midday meal .

Information and Advice Free advice and information available from our staff by appointment. Plus short appointments with local solicitors and financial advisers.

Befriending Volunteers offer a friendly face and a listening ear for those at risk of isolation, either in person or over the telephone.

Home from hospital Transport and support at home after leaving hospital.

Handyperson service Any small jobs in and around the home. May be free in Kirklees.

Insurance services Call for more information.

Shopmobility Short term hire of mobility scooters in Halifax, Huddersfield and Dewsbury.

Mobility and living aids Mobility scooters, walking aids, stair lifts and more at competitive prices.

Domestic services Friendly well trained staff take care of cleaning, household tasks, shopping and assisted visits. We can also provide a Deep Clean Service.

Trusted traders directory A directory of local traders checked by Age UK Calderdale & Kirklees.

www.aubdcalderdaleandkirklees.co.uk