



### Rolle Street Information and Advice Centre exceeds all expectations

The Age Concern Exmouth Information and Advice Centre, based at 36A Rolle Street, has surpassed all expectations since its opening in May 2009.

It was always known such an information point for older people was needed in Exmouth. Information and Advice is the gateway for many older people to make contact with their local Age Concern.

Since opening our Information and Advice Gateway reception, managed by Maria Bridle, has seen a steady growth not only in the number of enquiries received but also the diversity of enquiries we can handle.

An information centre such as this provides a ‘lifeline’ contact with our local older people.

Some of the statistics tell the complete story: on average we are .....

handling 2,877 phone calls each year and seeing 3,010 visitors to Rolle Street, resulting in dealing with 3,727 specific Information and Advice requests.

Our form-filling volunteers have helped over 300 local people claim Attendance Allowance, boosting the local economy by some £686,000 per annum.

The service receives no direct funding. Age Concern Exmouth relies on the goodwill of local people and local business to ensure this service is sustainable.

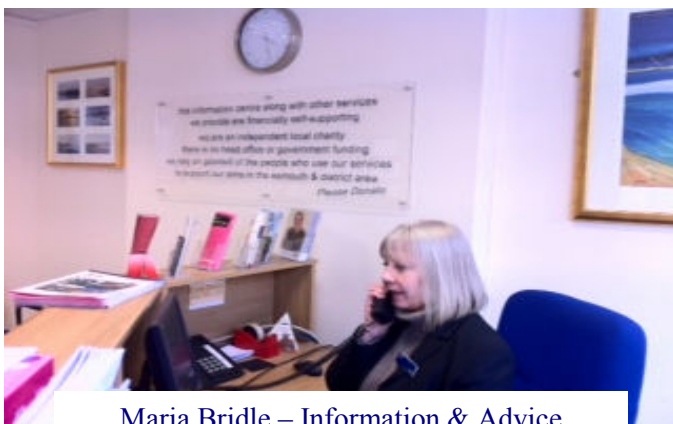


### It's new faces and all change at Landon House as new Day Centre facility gets underway.

Sandy Bellingham heads up the Landon House facility based at 8 New Street.

While Devon Social Services is unable to meet the demand for older people to attend a Day Centre, Age Concern Exmouth bucks the trend and vows to continue with the service as long as there is public demand.

Day Care at Age Concern Exmouth continues to provide much needed Carer respite whilst providing its service users with a full day of structured activities designed to provide social rehabilitation, reminiscence therapy and basic OT needs. **Continued on page 2**



Maria Bridle – Information & Advice

The cost of producing the Age Concern Exmouth Newsletters is sponsored by Bradleys Complete Property Services





Or



## Going it Alone?

Many Age Concerns across the UK are being asked to consider partnering Age UK and thus change their name.

Age Concern Exmouth is currently in that process.

This will mean more than changing our name or having a new logo. We need to look beyond the name change and beyond a new logo.

For us there is a more fundamental message to convey to you. It is about the name, service and goodwill that has been built-up over many years of being your local charity.

On the page opposite we publish a copy of the letter which recently appeared in The Exmouth Journal. The content is self-explanatory, but we'd like you to be aware of what we are doing and why.

Continued from front page....

Sandy oversees increased opening hours at the public centre. Open for activities from 10.00am to 4.00pm Monday to Friday. There is now a choice of meals anytime between 12.00 and 1.00pm. Although we have no activities at the weekends we are still open for the extended lunch period serving a choice of meals.

Sandy can be contacted on 01395 275408

- **Age Concern Exmouth** hosted Arthur Cook author of Exmouth at War for a recent book-signing at the Rolle Street office. Arthur, a volunteer with Age Concern Exmouth was able to pick up much of his research from many of Age Concern Exmouth's service users.
- **Computer awareness classes** continue to attract many new service users. Two busy volunteers (Hazel and Sue) providing the service 4 days a week
- **Toenail Care Services from Landon House** is likely to become a reality early in 2011. Steve Dace and Sandy Bellingham are working on that as we go to press.



Sandy Bellingham, the new Day Centre Manager at Landon House

## Christmas Lunches at Landon House

Open to the public. Book now.

Tuesday 21<sup>st</sup> December.

Starter, main and sweet with complimentary wine

£8.50

Tel 01395 275408



Edited content:

As Chairman of the Board of Trustees of Age Concern Exmouth I would like the people of Exmouth and District to know how and why partnering a national organisation may not be in the best interests of this local charity. A final decision is yet to be made and we have until March 2011 to do so.

Age Concern England (a national charity) merged with Help The Aged (a national and international charity), the result being one new national and international charity called Age UK. Age UK is a member of the (current – but awaiting review outcome) Federation of Age Concerns, consisting of circa 320 Age Concerns across the UK, some of which have agreed in principle to partner the national organisation whilst awaiting their final partnership agreement.

All Age Concerns in the UK are local, independent charities in their own right. Exmouth is no exception. We receive no government funding nor have we received any operational funding from Age Concern England or its newborn Age UK.

The Board and Chief Executive at Exmouth have over the past 12 months taken due diligence as to whether it is right for Age Concern Exmouth to enter into a partnership agreement with Age UK. This approach has consisted of attending various road shows hosted by Age UK to promote the partnership, engaging in various consultations with Age UK and appointing sub-groups within our own board to carry out benefit and risk assessments of the proposals.

It would be interesting to hear from local people via your letters page, or directly to our Chief Executive Officer (Steve Dace) at our Rolle Street office, should they wish to comment.

For us, the issues revolve around our desire to ensure local means local. Partnering a national organisation to the extent Age UK seeks, i.e. lengthy agreements, prescriptive services and activities and ensuring we ‘stay within the Age UK brand’, conjures up a loss of individuality and control in providing local services for local people. It could be interpreted that we end up as a franchise to a national partner without the ability to truly represent local services and activities.

We have concerns around the funding issues. The power of marketing persuasion for big national charities to engage the public into parting with their hard-earned cash could, we fear, be lost in the ether of multi-layer management support systems, thus diluting what would eventually come back to our local area. As a local charity, all the monies raised in Exmouth stay in Exmouth for the benefit of local services and activities. An example of this is how we fund our very busy Information & Advice service in Exmouth servicing over 400 enquiries a month. We currently feel we cannot be managed via a central agreement of how we should run our services directed by a London based super-charity for the simple reason that so much is always relied upon by knowing local knowledge of how things should and need to work.

Our Board can see no beneficial advantage to the charity or the people of Exmouth in partnering Age UK, particularly in light of the fact that our local charity has been very successful over the past 30 years for people in Exmouth and area.

Our question throughout the process of decision is:

“what is it that Age UK thinks we cannot do without its influence that we have not already done successfully for the past 30 years?”

We would like everyone to understand this is not about resisting change; this is about surrendering an independence that currently does “what it says on the tin” for our locality.

We are not alone; there are a considerable number of Age Concerns across the UK making their decisions right now, some of which will welcome the idea of partnering a national organisation and others like us who value true independence.

I would finally like to say thank you to the people of Exmouth for their support both in kind and financially.

Yours sincerely  
Martin Tuckett  
Chairman Board of Trustees  
Age Concern Exmouth  
Reg. Charity No.231077

## Information & Advice

Throughout 2010 we held a variety of campaigns:

### More Money in Your Pocket

#### Down but Not Out

(Addressing older people's depression)

### Winter Warmth Campaign

We held our own workshop at Landon House in August

### "Demystifying Attendance Allowance"

We are planning more Workshops of Campaigns and Advice sessions in 2011.

### Flu

The Flu virus can catch anyone and the result is several days of symptoms such as high fever, extreme tiredness, dry cough, sore throat, headaches, muscle aches etc., the flu season usually begins around November and continues until early spring.

The flu vaccination is available for people over 65 or for people with long term health problems.

For all of us however there are actions we can take to minimize the risk of catching the flu virus.

- Wash hands frequently for at least 20 seconds
- Keep surfaces clean including door handles, toilet handles taps etc

Help your body boost its ability to fight flu by eating appropriately, getting some exercise and plenty of sleep.

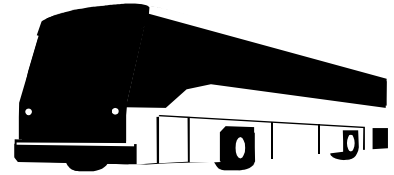
### Keep Safe

As the cold weather comes in and we need to heat our homes, eat more cooked food, warm our beds, and put the lights on more, we expose ourselves more to the risk of having a Fire in the home.

There is however one general message that is important to remember. If there is a fire: Get out – Stay Out – and call 999

For a Fire Home Safety Visit telephone 0800 7311 822 or E mail [firekills@dsfire.gov.uk](mailto:firekills@dsfire.gov.uk) or visit the website [www.dsfire.gov.uk](http://www.dsfire.gov.uk)

Pop into 36A Rolle Street to pick up a leaflet



### COACH TRIPS

We will be organising our calendar for 2011 shortly so .... Look out for further information in our next Newsletter or in the meantime pop into our office.

## Useful Telephone Numbers



**CRIME HAPPENING NOW: 999**

**POLICE ENQUIRY CENTRE:  
08452 777444**

For non urgent police enquiries or to report a crime that has already occurred.

**CRIMESTOPPERS:  
0800 555111**

To report crime INFORMATION. You may remain anonymous if you wish.

**GAS EMERGENCY TRANSCO:  
0800 111 999 / 01392 382800**

**SOUTH WEST WATER:  
0800 169 1144**

**SWEB:  
0800 365 900 / 0345 651 651**

**FLOODLINE:  
0845 988 1188**

**CARE DIRECT Health & Social Care  
for Adults:  
0845 1551 007**

**CONSUMER DIRECT: (Trading Standards)  
08454 04 0506**

**EXMOUTH TOWN HALL:  
01395 276167**

## The Local Businesses that Sponsor our work

The following organisations sponsor the work of Age Concern Exmouth. These organisations make a significant financial donation on an annual basis. This funding supports the services we provide.

Local Businesses, along with individuals, provide much needed financial support by contributing £100 as an Associate, £250 as Bronze or Silver sponsor and £750 as a Gold or Platinum sponsor.

Whilst we do not endorse any specific product or service provided by our sponsors we would ask all service users and friends of Age Concern Exmouth to consider the support given by local businesses when making their purchasing choices.

Aspect Frames  
Axis Accountants Ltd  
Bradleys  
Carnival House  
Cranford Nursing  
Claremont Medical Practice  
Capels of Exmouth  
Copyrite  
Devon signs  
Exmouth Bed & Pine  
Eaton Terry Clarke  
Exmouth Rotary Club  
Exmouth Community College  
Exmouth Chiropractic  
The Exmouth Journal  
Haldon House Surgery  
Headmasters  
Imperial Medical Practice  
F Arthur Jones  
King Heating  
Miramar Care Home  
MIG Security  
Rolle Medical  
Rotary Club Raleigh  
Premier Lodge Care Home  
Reynolds Butchers Ltd  
Vine Orchards  
Westmancoat Heating

### Thinking of Sponsoring us?

Age Concern Exmouth is self funding stand-alone local independent charity.

We rely on donations received from many sources.

If you as an individual or as a local business would like to donate or sponsor our services then please contact our Chief Officer

Tel: 01395 271242

Email: [ceo@ageconcernexmouth.co.uk](mailto:ceo@ageconcernexmouth.co.uk)

Gift Aid is applied when and where appropriate, and we ask all our donors to Gift Aid their contribution.

We would like also to thank those individuals and organisations that have contributed via one-off donations.

We also run an individual sponsorship scheme for our service users, families and friends and general supporters.

## Volunteering

Many of the services provided by Age Concern Exmouth would not be successful without the valuable contribution of individual people – our volunteers.

Volunteering opportunities are based on specific roles where we endeavour to match your skills and experience to an appropriate post.

Currently we have vacancies in our:

- Day Centre Activities
- Day Care Service
- Form-Filling Service
- Fund Raising
- Home visits

For more information on our current volunteering opportunities contact the office on:

Tel  
01395 271242

email  
admin@ageconcernexmouth.co.uk

## What we do at Exmouth



We promote the well-being of older people in Exmouth and District area  
Helping to make later life a fulfilling and enjoyable experience

Our 4 underlying principles

- Ageism is unacceptable
- All people have the right to make decisions about their lives
- People less able to help themselves should be offered support
- Diversity is valued in all that we do

Would you like to contribute to this newsletter?

If so please contact our Chief Officer:

Steve Dace

Tel  
01395 271242

e mail  
ceo@ageconcernemouh.co.uk

## Contact Us

Main Office

36A Rolle Street Exmouth  
EX8 2SH

- Chief Officer – Steve Dace
- Information & Advice – Maria Bridle
- Home Support Service – Kath Smith
- General Admin – Hilary Neal

Tel: 01395 271242

General e mails to  
admin@ageconcernexmouth.co.uk

Chief Officer e mails to  
ceo@ageconcernexmouth.co.uk

Information and Advice e mails to  
info@ageconcernexmouyht.co.uk

Landon House  
Day Centre at

8 New Street  
Exmouth  
EX8 1RT

- Sandy Bellingham – Day Centre Manager

Tel: 01395 275408

Website  
www.ageconcernexmouth.co.uk

**Access to Insurance and other related products** for older people will be re-introduced at Age Concern Exmouth from March 2011.

This will provide an opportunity for older people in the Exmouth area to access some competitively priced insurance products including home and contents, motor vehicle etc.  
Age Concern Exmouth will directly benefit by way of covenanted commissions

## Home Support Do you or someone you know need help at home?

Promoting the well-being of all older people in the Exmouth and District area, and helping to make later life a fulfilling and enjoyable experience, Age Concern Exmouth has a team of Domestic support staff headed up by **Kath Smith**, our **Home Support Manager**

Home support provides both a Domestic Service and a Sitting Service (Carer Respite). We are affiliated with The Carers Take – A –Break scheme (so you can exchange your vouchers with us).

The Domestic team takes care of all those not-so-easy to jobs of dusting, vacuuming, cleaning, washing, ironing, shopping and many more of the 'chores' in life.

The Sitting Service provides much needed Carer respite in your own home. We will sit with your cared-for-person whilst you take a well-earned break.

Both services come value-added in the knowledge that you are hiring from the well-respected Age Concern Exmouth charity. Our Home Support Assistants (Sitters or Domestic) provide a link between you and us, putting you in touch with Information & Advice, News, Lunch Clubs, Coach Trips and much much more.

All our Assistants are CRB checked and references taken.

Contact Kath Smith for a no obligation chat regarding what it is you need for a better quality of life on Exmouth 271242

## Age Concern Exmouth Home Support service

### Often has Paid Work Available

- Do you understand the many needs that some older people have with regard to staying independent?
- Are you able to interpret those needs to ensure people can live in their own homes for as long as they chose?
- Can you use a
  - **Vacuum cleaner?**
  - **Dust?**
  - **Wash and Iron?**
- You need to be **reliable, dependable, fit and healthy** and, above all, flexible and of smart appearance. We may be able to offer you domestic cleaning work on a regular basis

For more details Contact  
**Kath Smith**  
**Home Support Manager**  
**01395 271242**

We also need Volunteers to help some of our service users to **de-clutter** their surroundings.

## Lunch Time at Landon House

Landon House 8 New Street provides a warm and inviting welcome to lunch

- Open to the public 7 days a week
- No booking required
- Lunch served between 12.00noon to 1.00pm
- Menu choice

2 Course Lunch    £4.40

Main Course only   £3.60

Sweet only            .80p

Tea / Coffee         .50p

Complimentary free glass of wine with each meal

(One glass per person)

Activities every day

(Some charges will apply to activities)

Telephone Scams seem to be more and more common these days. Here are the basic precautions:

Always say "No" and hang up if:

- The company rang you out of the blue
- You are asked to part with money in advance
- You are asked to give your bank account details

Remember, if you did not expect to receive the call or you do not know the person at the other end, then it is likely to be a scam.

Do not be afraid to hang up!

You can avoid nuisance phone calls and Junk mail by contacting

The Mailing Preference Service on 0845 0700702 and / or  
The Telephone Preference service on 0845 0700707

In all cases (Mail or Phone)

- Do not disclose your bank details
- Do not make or attempt to dial a phone number starting with 09
- Do not respond to a Post Office Box Number or the address is abroad
- DO NOT SEND ANY MONEY!

There are many Information and Advice leaflets and Information Guides available free of charge from our Rolle Street Information and Advice Office.

You can pop in between 10.00am and 4.00pm Monday to Friday to pick one up.

Alternatively you can use the link on our website to download many of the free of charge Fact sheets and Information guides provided by Age UK (formerly Age Concern England)

Visit us at  
[www.ageconcernexmouth.co.uk](http://www.ageconcernexmouth.co.uk)

## Pet Owner?

A lot of older people will not take a dog because they worry about what will happen to it if they have to go into hospital or a home.

The Dogs Trust will provide a home for any dogs that are left.

You only have to complete a canine care card to ensure your pet will be well looked after.

The Dogs Trust

Tel 020 7837 0006

## **New Service planned for 2011**

**Unnamed** as yet but based around supporting people we will be providing a unique personal support service at Age Concern Exmouth.

Based on a 'menu' system the service user can interact at their chosen level, dipping in or out as and when their circumstance suits.

Choosing what they want from their local Age Concern the service is based on enabling people to be better motivated and more enthused about the quality of their lives as and when they want.

It relies on the service user taking an active part in what we have to offer.

The service is based on Age Concern Exmouth providing a 'Brokerage' service for older people's needs. A service user can discuss with one of our trained staff (via an assessment session - in our centre or in their own home) the needs, the wants, the wishes that they have in order to achieve a better quality of life. This is based on what they want when they want it.

The initial meeting (the needs assessment session) will result in a simple support plan tailored to that person. This then becomes the basis of an action plan for the individual to choose to use or not. The person can choose to do nothing, then that will be their choice. However, if they choose to use the plan, Age Concern Exmouth will put in place a series of support initiatives to help them achieve a better quality of life.

A brief example of our proposals is that we are keen for the person to take up a 'memory book': this can be done with the assistance of a Volunteer who will be able to help and guide the service user to record memories in their own words – this is therapeutic and is an ideal way of reminiscing and perhaps helping that person to regain their confidence.

From this point on our Volunteers will assist and encourage people to carry out some additional interaction. For example, go on a Coach Trip, attend our Town Centre Lunch Club, begin to meet others, etc.

It may be the person gets involved in other Volunteer-led activities such as going on a simple shopping trip. They may want to join others (when it suits, or when it is the right time to do so) perhaps for a Board Game or simply to sit in our lounge with others to watch some TV or listen to a Radio debate – no matter what it is, our personal support service will enable people to help themselves by providing the right level of individual support.

The plan outcome will include other areas such as access to benefits claims, attendance allowance claims, toenail care, manicures, hair care, home support domestic services, and much more.

We will be announcing more in our March 2011 Update Newsletter.

However we piloting the service now, so if you think this would suit someone you know, then please contact us in the first instance for a brief chat.

**Who are we** ..... Age Concern Exmouth is a stand-alone, independent, local charity. We receive no funding from government or a head office. We rely on the support and generosity of individual people, local businesses and Volunteers to provide us with financial and hands-on support to carry out our work.

With this newsletter we enclose a brochure giving a brief insight to our services. No charity funds were spent, as the production of the brochure was paid for by the advertising contributors.



*Pleased to be sponsoring  
Exmouth Age Concern*

