

You are invited to join us at the Age Concern Exmouth Open Day

Age Concern Exmouth is hosting an Open Day at The Elizabeth Hall, Exmouth seafront, Thursday 7th April 2011.

Open to the public from 10.30 am until 12.30 and 1.30 until 3.30 pm all are welcome.

We are specifically inviting our Corporate Sponsors along with colleagues from the professions to join us for a sandwich and refreshment lunch between 12.30 - 1.30. If you work in Health and Social care in whatever capacity we'd love you to join us over the lunch period.

The day is being hosted to thank our Corporate Sponsors for their valued financial support and at the same time present an opportunity for our colleagues in Health and Social Care to join us to see and hear about the work we do. Our plans for the future and how we will continue as an independent local charity.

Pop along to meet Staff and Volunteers and take the opportunity to meet members of our Trustee board.

If you are a Corporate Sponsor or Health/Social Care colleague you will have received a personal invitation. If you are coming to lunch please “RSVP” 01395 271242 (36A Rolle Street Exmouth)

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Day Centre provides Dementia Care Respite sessions

Our Day center at Landon House (New North Road) now provides 2 days a week Dementia Care on Tuesdays and Thursdays. This represents a good opportunity for the Carer to get a break by leaving their cared for person with us for the day.

In addition we can also provide access to this service for those who do not take advantage of a regular day at our centre to have a half day ‘ad-hoc’ session. This may be particularly useful when the Carer has an occasional or one-off need to place their cared for person with us.

Contact Sandy Bellingham for further information on 01395 275408

Day Centre and Lunch Clubs

Mondays, Wednesday and Fridays continue at our Day Centre with full days of structured activities. People can self refer to this service or they may be eligible within Devon’s Adult & Community Services for additional help to fund their day. In addition to the usual whole day people coming into Lunch can stay for the morning or afternoon period of their choice. Starting at 10.00am and finishing with lunch or starting with lunch and finishing at 4.00pm. A charge of £12.50 applies and includes lunch. Contact Sandy Bellingham for further information on 01395 275408

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



Age Concern Exmouth will not partner Age UK

As some of you will already know Age Concern Exmouth has decided not to partner Age UK, the newly formed national charity. As of April 1st 2011 we will truly “go it alone” remaining as an independent Age Concern. Other Age Concerns across the UK will also remain as independent local charities.

Our Chief Officer, Board of Trustees, staff and volunteers at AC Exmouth have many reasons for not sharing the vision of Age UK as has been documented in the local Exmouth Journal.

We will continue to do what we believe in and that is to achieve the best we can to support and enrich the lives of older people in our localities.

It was not an easy decision to make. We would, as a local organisation dearly loved to have been part of a nationally recognised organisation (as we always were) but our interpretation of what Age UK were offering in all its prescriptive contracts was not for us.

We saw Age UK’s interpretation of partnership as a loss of our independence. An expensive “price” to pay – a point of course which will be proven one way or the other over time.

From here we can move on and celebrate our true independence and ensure that we meet the needs of people in Exmouth and District as well as across East Devon

The bullet points shown below are the comment and statement of the Chief Executive Officer and The Board of Trustees of Age Concern Exmouth regarding its decision not to partner the national organisation Age UK.

Age Concern Exmouth feel

- By partnering Age UK there would be a loss of autonomy within our locality. Furthermore there are concerns over accountability to a London based organisation which we feel do not understand local needs
- There was a genuine concern regarding the control of our own standards and strategy to meet the response of local needs. We felt that by having to seek permission from a central point would be counter productive to the ability to fulfill local service needs
- There were many unanswered questions and issues around the responsibilities of local trustees to its employees
- The issues of Accountability and Responsibility of the Chairman and Chief Executive of the charity were not clear or satisfied by Age UK
- Age UK is a new organisation, an untested organisation whilst Age Concern Exmouth has 30 years of good solid history in meeting the needs of local older people. It was not understood why Age UK felt we could not continue to do that work without them
- Age Concern Exmouth are not alone in not partnering Age UK, many more Age Concerns across the country (some substantial large organisations) are not partnering Age UK which gave rise to caution about opting in to an unknown quantity
- There were serious issues concerning funding that is provided by the public (donations) not being effectively spent at local level. A lot of expense has to be met by the central charity before reaching local centers and even then the funding would only be by an application grant process. (restrictive in our opinion) We feel this is counter to the public perception that their donations directly reach local centers
- There was nothing that lead AC Exmouth to believe Age UK’s intentions would be service led, moreover we believed it to be commercially driven. It is clear that much of Age UK’s focus would be on collecting data for the sake of statistics. Thus not reflecting the quality of the real work that happens at our local ‘coalface’
- The feedback that Age UK require was felt by AC Exmouth to dilute the energies needed to ensure we can provide local services. This would mean more time and energy would be focused on delivering Age UK’s request to satisfy the agreement they designed in favour of less energy being devoted to local service issues and needs

Please Note: Our name will remain the same, however our logo will change from April 2011.

Personal Support – A new service from Age Concern Exmouth

Personal Support is a way to describe the coming together of a range of activities and services that are available to older people from their local Age Concern. We are anxious not to create labels, but we do have to call it something.

The point that surrounds 'Personal Support' is that it provides varying degrees or levels of support that can be accessed by the service user at a level that suits their individual requirements or their needs at a given point in time. Of course needs do change and we hope that whatever interaction a service user has with us or those making referrals on their behalf into our system will appreciate "nothing is cast in stone" and therefore as needs change they can access our services at an 'appropriate' time.

To give an illustration please read the following 'outline', for more information please contact Maria Bridle on 01395 271242.

In the first instance a service user or their referrer would contact our Information and Advice centre, have a chat about what needs exist and from here determine the next appropriate way forward. It may be at this stage a simple leaflet from our range of over 200 Information leaflets may provide the answer to what is needed.

If the 'first instance' stage is not appropriate or does not meet the need then booking an appointment to pop in and have a chat with one of our staff would be the next step. From here we can better understand the needs and issues that may exist.

For example, many people have a simple requirement to understand if they are receiving all the benefits they are entitled to. If that is the case we can arrange for you to have a benefits check from our offices and at the same time advise of all the other services and activities that are available. At this point the need will probably be described as 'routine' for us (Age Concern Exmouth) because we are used to this type of enquiry and dealing with it all the time.

That said the next 'stage' or 'level' will probably require a far more interactive interaction with an advisor to explore a person's need around the quality of their life. Discussing and understanding "what is it exactly" that person wants to enable them to have a better quality of life. What is the perception? what is the reality? and how can we (Age Concern Exmouth) enable that person to develop a better sense of well being, thus working towards improving their outlook by providing access to the services and activities we provide or to signpost to other services or activities that will provide a solution to a better quality of life for older people.

So, a third stage for people requiring a more in-depth understanding of their individual needs is where we offer a Personal (Individual) 'Brokerage' Service that can assist someone in determining what it is they need to improve the quality of their life. For example it may be to address issues around how they live, what it is they need to improve certain aspects of their life at that moment in time. What do they need or want to ensure they can live their particular life style that ensures a proper senses of 'well-being'. It may be Independent Living for example.

We do this with a home visit. We talk it through. We make an 'assessment' of the needs. We then discuss and provide 'opportunities' (solutions) to help meet those needs. We can when and where appropriate to do so action this on behalf of the service user. However we will not 'disable' that person from interacting, when and where appropriate to do so we 'enable' that individual to find their solutions to their needs. We will provide a written assessment with suggestions. It would be up to the individual to choose whether they want to put all or part of this into action.

If a person is in receipt of a personalised budget whether by Direct Payment or not or they may be funding themselves we can further extend the service to provide a 'brokerage' on their behalf.

Information & Advice

Attendance Allowance

Did you know that to be eligible for Attendance Allowance you DO NOT have to be cared for.

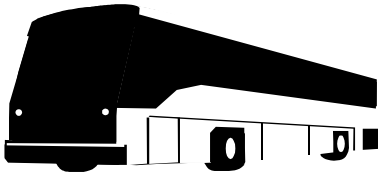
Just telephone Age Concern Exmouth on 01395 271242 and ask us to arrange for you to receive an Attendance Allowance Form and we can arrange for a Volunteer to help complete the form for you.

Alternatively you can ring Care Direct on 0845 1551007 where your enquiry will be referred to the DWP (Dept. of Work & Pensions)

We offer a free service to help you to fill in the form in the comfort of your own home.

BENEFIT CHANGES FROM APRIL 2011

The Basic State Pension will increase by £4.50 to £102.15.
Pension Credit Standard Minimum Guarantee to £137.35 (single person) and £209.70 (couple).



Age Concern Exmouth
Coach Trips
Luxury 'kneeling' Coaches

We are pleased to announce that we are continuing our Coach Trips for 2011. The first three trips are:-

9.3.11 Cribbs Causeway, Bristol £10.00
5.4.11 Salisbury £12.00
3.5.11 Truro £12.00

For the full list please call into our office at 36A Rolle Street

Information & Advice

2011 will be a difficult year for people who may need care, particularly as services are cut and costs are rising.

A fundamental fact relevant to people and their families who may need care is to find out about what care is available and in what form. Also how it will be paid for. And, what is available from the Local Authorities.

There is vast array of information available and some of it can be confusing.

Age Concern Exmouth can help you through this maze of information and point you in the right direction

Useful Telephone Numbers



Avoid Junk Mail
The Mailing Preference Service
0845 0700702

Avoid Junk Phone Calls
The Telephone Preference Service 0845
0700707

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

We rely on your support

Your Donations, legacies and payroll giving enable Age Concern Exmouth to provide the best support for older people, their families and Carers throughout the Exmouth and district area as well as East Devon in general.

Please Donate on line at
www.ageconcernexmouth.co.uk

Volunteering

An old cliché....“ we are always looking for volunteers”.... That said we do have some specific Volunteer vacancies to fill.

At our Day Centre

- Day Centre (Daycare) Assistants
- Day Centre Lunch Club Assistants
- Day Centre Drivers
- Day Centre Activities coordinators

In general

- Fundraiser
- Coach Trip Couriers
- Meet & Greet / Home Visitor

We have recently started one volunteer off as a 'handyman'. His role will be to help with those small awkward jobs , such as changing a light bulb, fixing the latch on the gate, mending a tap washer etc. Initially we will be taking referrals from our own Home Support Service and our Day Centre staff on behalf of Day centre visitors.

A donation of £5 will be required plus the costs of materials

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

We work with 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@ageconcernexmouth.co.uk

Contact Us

Main Office & Information Centre

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

e mail general enquiries
admin@ageconcernexmouth.co.uk

e mail the Chief Officer
ceo@ageconcernexmouth.co.uk

e mail Information and Advice
info@ageconcernexmouth.co.uk

Day Centre at
Landon House

8 New Street
Exmouth
EX8 1RT

- Sandy Bellingham – Day Centre Manager

Tel: 01395 275408

Why not think about becoming a Volunteer at Age Concern Exmouth



Local Businesses Sponsor the work of Age Concern Exmouth

We are grateful to and want to acknowledge the following organisations who sponsor the work of Age Concern Exmouth. These organisations make significant financial donations on an annual basis. Their funding supports services we provide.

Local Businesses, along with individuals, provide much needed financial support. Contributing as either Associate, Silver or Gold Sponsors.

Whilst Age Concern Exmouth cannot endorse any specific product or service provided by Sponsors we ask for all our service users and supporters at Age Concern Exmouth to consider the support given by local businesses when making their own purchasing choices.

Platinum / Gold

- Manor Lodge and Premier Care Home

Silver

- Headmasters
- Aspects Framing

Bronze sponsors

- Archant (The Exmouth Journal)
- Vine Orchards
- F Arthur Jones & Co
- Reynolds Butchers
- Axis Accountants Ltd
- Imperial Medical Practice
- Haldon House Surgery
- Eaton Terry-Clarke Property
- Devon Signs

Associate Sponsors

- Miramar Care Home
- Exmouth Chiropractic
- Exmouth Community College
- Cranford Nursing Home
- Claremont Medical Partnership
- Capels of Exmouth
- Kings Heating Services
- Rolle Medical Partnership
- Westmancoat Heating Ltd
- Rotary Club Raleigh
- Copyrite
- Exmouth Bed & Pine Centre

Do you think you could Sponsor us?

Age Concern Exmouth is self funding stand-alone local independent charity. We rely on donations received. If as an individual or as a local business you would like to donate or sponsor our services then please contact our Chief Officer

Tel: 01395 271242

Email: ceo@ageconcernexmouth.co.uk

We are making some small changes to how the Corporate Sponsor Scheme operates. These will not affect existing sponsors but the changes will be effective at the anniversary date.

Categories of sponsorship are:

Associate Sponsor £100 per annum

Silver Sponsor from £175 to £350 per annum

Gold Sponsor from £500 to £750 per annum

All our Sponsors

- *receive a Certificate to display in their place of business and entry in this 'Update' newsletter read by over 500 recipients*

A Silver sponsor

- *receives the above plus*
- *a license to use our logo on their stationary (terms and conditions apply)*

A Gold sponsor

- *receives the above plus*
- *their company name displayed in our Rolle Street and New Street premises visited by over 3,000 people per annum (terms and conditions apply)*

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

Gift Aid is applied, and we ask all our individual donors to Gift Aid their contribution.

There is also an individual sponsors scheme.

Age Concern Exmouth Home Support Service

Do you or someone you know, need help at home?

Age Concern Exmouth has a team of Domestic support staff headed up by **Kath Smith**, our **Home Support Manager**.

However the service offers more than just 'Domestic' cleaning.

Managed by Kath, we also provide a Carer Respite 'Sitting Service' This service provides access to ad-hoc availability when you need to leave your cared-for person to have some personal time for yourself.

Our Sitting Service (Carer Respite) is affiliated to 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.

Both services come value-added in the knowledge that you are receiving assistance 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

As well as the principle services above Kath is able to 'link' into our Personal Support service via Information & Advice and as well as our Day Centre to provide a 'de-clutter' service.

De-Clutter can mean many things, but in this instance it is an Age Concern Exmouth voluntary service to help people simply get things together, a quick tidy up of bills or general household paperwork that has been neglected over the years. Someone to provide some support by way of helping a person to 'sort out all that clutter'.

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

Telephone 01395 271242



Please!

Do resist Door Step sales people. If you did not ask them to call then it is likely you won't want what they are selling.

If you have any concerns telephone Consumer Direct, part of the Trading Standards 08454 04 0506

If you have stiff and painful fingers, trying to fasten necklaces and bracelets is almost impossible. It is possible to buy magnetic clasps which latch on to your existing clasps and then are easily joined.

It is possible to buy jewelry which has existing magnetic clasps and if you visit the Amazon website you can find and purchase either of the above.

No computer? Then talk to Maria about our computer taster sessions and how you can get hold of information from Amazon.

Lunch Time at Landon House

Landon House New North Road 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

Tea / Coffee .50p

However for £12.50 you can join at 10.00am for activities and stay for lunch or Start with lunch and stay with us for afternoon activities until 4.00pm
£12.50 includes lunch

Have a chat with Sandy on
01395 275408

Frequently Asked Questions regarding the Default Retirement Age (DRA)

Q. What does removing the Default Retirement Age (DRA) mean?

A. Removing the DRA does not mean that anyone has to continue working if they do not want to, but it gives the employees the chance to stay in work beyond 65 if they are willing and able to do the requirements of their job.

Q. Will employers have to keep over 65's that are underperforming / what if an employee over 65 is underperforming and or is having medical issues?

A. Employees who are 65 and or over should be treated in exactly the same way as other employees; fairly and according to the policies & procedures governing the Charity. Employers should be able to make redundancies, dismiss people on grounds of capability or launch disciplinary proceedings – as long as their decision is not based on someone's age. Employers will need to deal with employees who wish to carry on working but due to health or other reasons are no longer able to perform effectively by using a performance management processes such as, capability procedures which will ensure that employees are dealt with fairly.

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



One to One Computer Taster sessions

Let one of our Volunteers take you through the basics of Computer technology in the comfort and privacy of a one to one session hosted at our Rolle Street premises. The session usually lasts an hour and you can have as many sessions as you like.

We do require a minimum donation of £4 towards the cost of each session to help towards providing computer equipment and Broadband access.

Accelerating the rise in women's State Pension Age

Women's State Pension Age (SPA) is currently rising and is due to equalise with men at 65 and then increase to 66, along with men, between 2024 and 2026. One of the key proposals in the new Pensions Bill is to speed up this increase in women's SPA.

The new Bill proposes that men's and women's SPA will now be equalised at 65 in November 2018 and that the pension age for both men and women will then increase to 66 by April 2020 - six years earlier than planned by the previous Government.

- 2.6 million women will have to wait longer than expected to qualify for their State Pensions.
- Around 330,000 women in Britain born between December 1953 and October 1954 will have their State Pension Age increased by 18 months or longer.
- Women born between 6 March and 5 April 1954 will see their State Pension Age increase by two years.
- The poorest will be hit the hardest by shortening the retirements of those living in areas where life expectancy is low.

Age Concern Exmouth campaigns for no increase in the State Pension Age beyond 65 before 2020. To support this campaign we need as many case studies as possible. If anyone in our area would be affected by these proposed changes – whether they are service users, volunteers or staff, please contact our Information & Advice Centre and we will feed this into the national campaign that will reach members of Parliament.

A sneak preview.....

Below is a 'sneak' preview of our new logo, the next issue of Update will carry a full colour version. Whilst we are able to retain the name 'Age Concern' we are unable due to restrictions imposed by licensing from Age UK to use our current logo.

So, it will out with this one

The current logo consists of the word "AGE" in a bold, sans-serif font above the word "Concern" in a smaller, cursive script font.

And in with this one

The new logo features the word "AGE" in a large, bold, sans-serif font with a horizontal line striking through it. To its right, the word "concern" is written in a lowercase, rounded, sans-serif font. Below "concern", the word "Exmouth" is written in a smaller, lowercase, sans-serif font.

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 support and hands-on (voluntary) help to carry out our work.



And to finish

a recipe from John our very own Day Centre Chef.

What else do we do

From Rolle Street

- NHS Hearing Aid Batteries, don't forget to bring your NHS (Brown) book

From Landon House

- Day Centre Activities

From Rolle Street

- Have a Volunteer help you apply for Attendance Allowance

From Landon House

- Men's Day Care on a Tuesday ... a day trip out and about

From Rolle Street

- Book yourself a Coach Trip

From Landon House

- Get yourself a good lunch...and stay to enjoy some activities

From Rolle Street

- Pick up an Information Leaflet

Bread & Butter Pudding

This will serve 4 to 6 people

The ingredients:

3oz Butter
6 Slices Bread
50g Mixed Dried fruit
3 Large Eggs
300ml Milk
150ml Double Cream
55g Castor Sugar
Pinch of Nutmeg

How to cook:

1. Use small amount of butter to grease a 8 -10inch baking dish and use the remainder to butter the bread. Cut bread into quarters and arrange $\frac{1}{2}$ overlapping in the dish
2. Scatter half of the dried fruit over the bread and repeat with other half of bread and fruit
3. In a jug, whisk the eggs, milk cream and sugar. Pour over the bread and fruit and leave for 10 minutes to soak up the egg mixture
4. Sprinkle with Nutmeg and cook for 30 – 40 minutes at 180C / 350F now ... enjoy your work eat it!

If you are unable to work full-time because you are caring for someone with a disability or health problem, you might be able to claim Carer's Allowance. If you are under pension age, you will also get National Insurance credits each week towards your pension.

Carers Allowance Can I claim it?

- You need to be caring for someone who is receiving the higher or middle rate care component of Disability Living Allowance or any rate of Attendance Allowance. This person could be a family member (like your spouse or a parent) or a friend.
- You must spend at least 35 hours a week caring for that person. It doesn't matter if you don't live with them.
- You must not be in full-time education.
- You must earn no more than £100 a week (after the deduction of allowable expenses such as Income Tax).

It may not be paid if you are receiving a State Pension or certain other benefits - however, it may be a good idea to apply anyway because you could get extra help with Pension Credit and/or Council Tax/Housing Benefit instead.



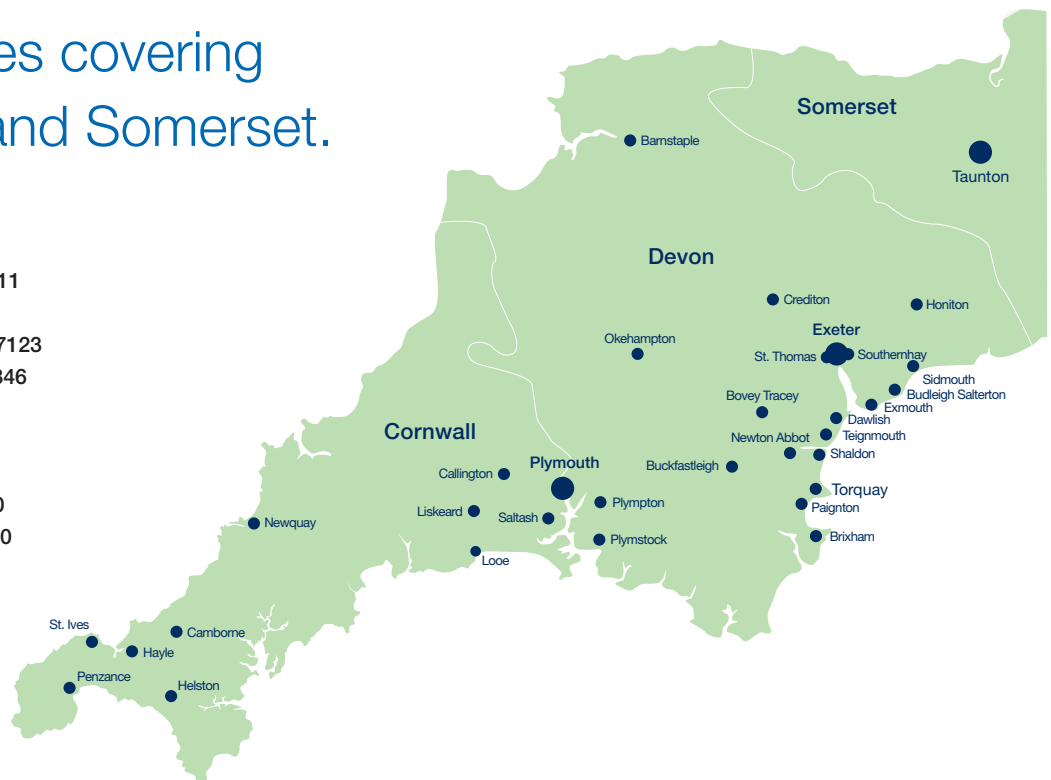
*Pleased to be sponsoring
Exmouth Age Concern*

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Commercial • Independent Financial Advisers • Mortgages

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Devon, Cornwall and Somerset.

Auctions Department - 01395 223336
Chartered Surveyors (Cornwall) - 01209 712111
Chartered Surveyors (Devon) - 01392 425891
Commercial Department (Leisure) - 01626 777123
Commercial Department (Retail) - 01392 432346
Conveyancing - 0870 191 3088
Property Rentals - Call your local office
Home Insurance - 01395 224800
Independent Financial Advice - 01395 222370
Independent Mortgage Advice - 01395 222370
Land & New Homes - 01395 223336
International Property - 01395 227700



Bovey Tracey Office - 01626 834900
Brixham Office - 01803 882715
Buckfastleigh Office - 01364 642642
Budleigh Salterton Office - 01395 442201
Callington Office - 01579 382999
Camborne Office - 01209 712121
CREDITON Office - 01363 775556
Dawlish Office - 01626 863087
Exeter City Centre Office - 01392 493300
Exeter St Thomas Office - 01392 270720
Exeter Southernhay Office - 01392 272111

Exmouth Office - 01395 222300
Hayle Office - 01736 756363
Helston Office - 01326 564321
Honiton Office - 01404 46555
Liskeard Office - 01579 346700
Looe Office - 01503 264888
Plymouth Mutley Office - 01752 251251
Plymouth Mannamoad Office - 01752 260400
Newquay Office - 01637 850500
Newton Abbot Office - 01626 333636
Okehampton Office - 01837 52543

Paignton Office - 01803 557155
Penzance Office - 01736 360605
Plympton Office - 01752 344444
Plymstock Office - 01752 482481
Saltash Office - 01752 845488
Shaldon Office - 01626 873757
Sidmouth Office - 01395 578444
St Ives Office - 01736 793300
Taunton Office - 01823 351351
Teignmouth Office - 01626 777123
Torquay Office - 01803 311622



www.bradleys.tv