

advant-AGE  
find out more  
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New!  
Tax Advice Service  
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New!  
Handyman Service  
page 5

Computers, Coach  
Trips and more  
see page 8

## Same name, new Logo

Our new look logo can be seen at Landon House (New Street) as well as above our Information & Advice Center in Rolle Street.

Age UK own the rights to the old 'brand', hence why we had to change it.

However we have received some complimentary comments regarding the new logo.

We like its crisp clear and meaningful appearance – we hope you do as well.



36A Rolle Street Exmouth

## Penny Beerling a new name in Client Services

Penny Beerling is the person responsible for our Home Support Service. Penny started with us March this year

Penny's background started in Social work. Her experience and skills have seen her in roles of Lead Advisor in the Cornwall Neighborhoods for Change project and as a Carers Advocate in a local Older Carers support group as well as a manager in a learning disability team based in Oxford.

As of May 2011 Penny will be undertaking new duties which include an overarching management of Landon House.

Age Concern Exmouth believe Day Centre Services and Home Support are intrinsically linked – centering around 'support' for Carers as well as support for the cared for person. Both services are further complimented by the Personal Support Brokerage undertaken by Maria Bridle

based at the Rolle Street office.



Penny Beerling

What' your label?  
Take a look at Penny's article on page 9



Sponsoring this newsletter  
on behalf of

**AGE concern**  
Exmouth

**Want to make a donation  
of your own right now?  
Then Text  
ACEX36 £5  
to 70070**

# advant~AGE

*putting you first*

advant~AGE is the new name behind a range of products that can be sourced through Age Concern Exmouth.

Age Concern Exmouth is not part of Age UK, we are an independent, local charity providing services to local older people.

Like many we are now facing severe cuts from all areas.

Even though Age Concern Exmouth receives no Local Authority of Government funding we have still felt the effects of the recession and as a result we need to raise more income to ensure that we provide the same high quality services to local older people.

Like many other independent Age Concerns throughout the country to help our charity raise more funds we have now included the advant~AGE range of products.

You can help us to help others by buying advant~Age products or using any of our other practical, good value services.

The profits help Age Concern Exmouth to provide a wide-range of other services (many of which are free of charge) for local older people.

### **Personal Alarm Monitoring and Keysafes - by Careline UK**

A personal alarm offers reassurance that users can live independently, safe in the knowledge that they can quickly access help 24 hours a day.

### **Stairlifts – by Stannah**

You can select from a range of new and reconditioned Stairlifts. You also have the option to rent a Stairlift. A representative will visit you at home to assess your needs.

### **Funeral Plans – by Golden Charter**

Select from a variety of plans and payment options to suit you and secure the cost at today's prices.

### **Leaving a Legacy in your will**

Your legacy will help us to provide vital services to those you leave behind.

### **Become a Friend or Corporate Sponsor of Age Concern Exmouth**

A small regular monthly donation makes a real difference to the charity, as

does one of our local Corporate Sponsor packages

### **Insurance Products**



Later this year we will be introducing an additional range of Insurance Products that will include

- Motor Insurance
- Motor Breakdown
- Home & Contents

**AGE concern**  
Exmouth

and

**advant~AGE**  
*putting you first*



## Down at the Day Centre....

One of our regular visitors is a budding Poet Lauriat or maybe a budding Jasper Carrot – we've yet to work out which!

Either way it doesn't matter because he (John) has entertained us with the following ode (the unedited version!)

He calls them John's Old Odes and before you read it John gives us an 'explanation' about how he started writing and in that explanation he gives us a clue as to why he writes them. But more importantly we at Age Concern Exmouth understand the benefits John gets when he writes them.

Here in his own words John explains:-

"Following seizures and aphasia I needed to get my mind into gear. Increase my power and find some therapeutic benefits. So I started writing short poems, initially with single or double words, sentences and now stanzas with a theme. Here is an example – I hope you enjoy it!"

### Growing Old, Dis-Gracefully!

*You walk with a stoop –  
dunk bread in your soup  
And your head goes as bald  
as Big Ben  
You pee every hour – with  
so little power - that you'll  
NEVER wear suede shoes  
again, when you're well  
passed Three Score years  
and ten*

*Nails get all scaly – change  
Y fronts twice daily, As  
continence strikes again and  
again!*

*Keep your teeth in a glass –  
you'll love life's farce and  
your Pacemaker's  
maintained by Power Gen  
When you're well passed  
Three Score years and ten*

*Your memory fails – you tell  
the same tales, So it's "Déjà  
vu" all over again.*

*Both eyes have bags – your  
stomach sags, so its "Home  
for the Bewildered" – for men  
I'm not yet done – so lock up  
your daughters.*

*Composed by John – aged  
Seventy Eight and Three  
Quartas!*

We would like to thank John not only for his fabulous 'ode' but for being so candid and sharing with us the reasons why he writes them.

## Also at the Day Centre

- We are open 5 days a week
- Spend the day with us and experience a day of activities. Whole day to half day rates apply
- Ad-hoc Carer Respite service available
- Pop in for lunch

## Day Centre Dementia Care Respite sessions

Landon House (New North Road) provides Dementia Care on Tuesdays and Thursdays.

This provides a good opportunity for Carers to

take a break by leaving their cared for person with us for the day.

This service can also be accessed by those people who require a half day 'ad-hoc' session. This may appeal to those Carers when an occasional or one-off need is required.

## Social Days at the Centre

Mondays, Wednesday and Fridays are full days including structured activities. Anyone can self refer to this service or they may be eligible within Devon's Adult & Community Services for additional help to fund their day.



## Lunches

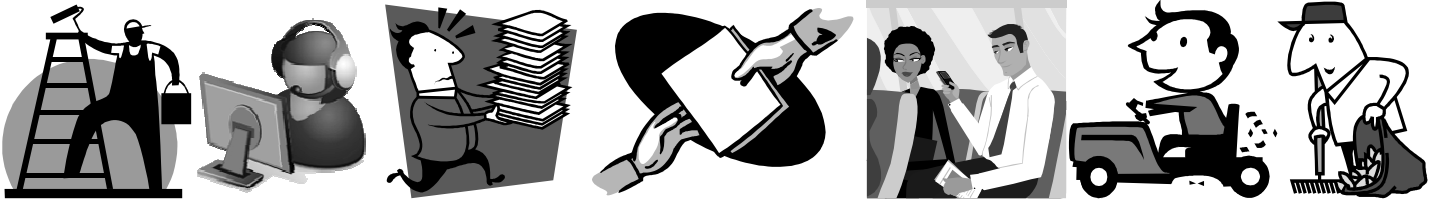
In addition to the usual whole day people coming into Lunch can stay for the morning or afternoon period. Starting at 10.00am and finishing with lunch or starting with lunch and finishing at 4.00pm everyone can take part in a range of activities to suit their needs.

The half-day charge is £12.50 including lunch.

Contact Penny Beerling for further information on 01395 271242

## Becoming a Volunteer

Even if you have never been a Volunteer before, why not consider it now and come and talk to us at Age Concern Exmouth



### Volunteering...

*"We are always looking for Volunteers" ..... yes it's an old cliché .....*

but we at Age Concern Exmouth do need

Volunteers who can bring their particular or specific skills and experiences

For example .....

#### Form Filling Advocate

(Home Visits)

Helping people complete Attendance Allowance forms

#### Enabler – Personal Support

(Home Visitor)

Enable people to take a step forward in rediscovering their confidence

#### Day Centre Team Assistant

(Based at Landon House)

#### Day Centre Activities

Coordinator

(Based at Landon House)

#### Dining Room Assistant

(Based at Landon House)

#### Fundraiser

Help us to attract much need funds and manage our Corporate Sponsorship

#### Marketing

Raise our awareness in the locality

The value of a Volunteer's contribution is not always easily understood: after all people bring skills, experience as well as a wide range of input to our services.

But if we did measure it in financial terms then our wage bill would rise to the tune of £80,000 per annum! Not a lot of people know that - or should we say 'realise' that.

So, many thanks go to our current volunteers – why not join us by making a contribution of your skills and experience to some worthwhile job opportunities.

### Some Useful 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.

#### CRIME STOPPERS

**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**

#### FLOOD LINE

**0845 988 1188**

CARE DIRECT Health & Social Care for Adults:

**0845 1551 007**

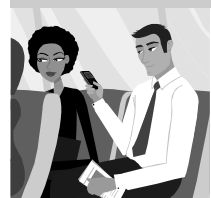
CONSUMER DIRECT (Trading Standards)

**08454 04 0506**

EXMOUTH TOWN HALL

**01395 276167**

## Snippets



### HandyMan Services



A new Handy Man service has been recently introduced. We have (at this moment in time ) one volunteer who will provide a 'handyman' service.

Initially this service will only be available to clients already known to us through our Home Support scheme and people coming to our Day Centre.

This post is designed to help with those small jobs , such as changing a light bulb, fixing the latch on the gate, mending a tap washer etc.

The referrals for this service will come form our Home Support and Day Centre staff.

We do not charge for this service, however we do ask

for a minimum donation of £10 to cover the costs of

administration of the scheme – however some people may wish to donate more.

The cost of any parts used is the responsibility of the client, however our Volunteer will be able to source and purchase the parts on your behalf.

There is a small piece of 'paperwork' to complete and our staff will be happy to assist in that completion.

Please contact Maria Bridle or Penny Beerling on 01395 271242

### Car Boots

If you want be a buyer or a seller at a car boot sale you may like to know what is available in your area.

Without the local paper this can be difficult.

The website [www.carboot.com](http://www.carboot.com) will give you details of sales in your area.

Don't have a computer? Like to know how to use a computer? Then contact Age

Concern Exmouth and arrange yourself a computer awareness session!

### Freedom of Information Act

Everyone has the right to request information held by public sector organisations under the Freedom of Information (FOI) Act.

The FOI give you the right to ask any public body for all the information they have on any subject you choose. Unless there is a good reason not to the is information must be provided within 20 working days. You can also ask for any personal information they hold on you.

If you want to find out more write (or e email) the public body, include your name, an address and where you can be contacted and a description of the information you want. To help you get what you want give the public body as much detail as possible.

### Exmouth Town Band

Plenty of local Exmouth concerts coming up. For more information [www.exmouthtownconcertband.org.uk](http://www.exmouthtownconcertband.org.uk) or purchase tickets on line at [www.ledtickets.co.uk](http://www.ledtickets.co.uk) All Exmouth Pavilion Concerts on sale at £7.50

## Local Exmouth Businesses continue to support the work of Age Concern Exmouth

We wish to acknowledge the following organisations who sponsor the work of Age Concern Exmouth. Corporate Sponsors make significant financial donations on an annual basis. This funding helps support the services we provide. Local Business as well as individuals, provide much needed financial support. Whilst Age Concern Exmouth does not endorse specific products or services we ask 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
- F Arthur Jones & Co
- Vine Orchards
- Axis Accountants Ltd
- Haldon House Surgery
- Imperial Medical Surgery

### Bronze sponsors

- Eaton Terry-Clarke Property
- Exmouth Journal / Archant Ltd
- Devon Signs

### Associate Sponsors

- Miramar Care Home
- Cranford Nursing Home

- Claremont Medical Partnership
- Exmouth Stationary & Copy Shop
- Down & Son
- Exmouth Bed & Pine Centre
- Capels of Exmouth
- Copyrite
- Kings Heating Services
- Rolle Medical Partnership
- Westmancoat Heating Ltd
- Rotary Club of Exmouth Raleigh
- Exmouth Chiropractic Clinic

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 form £175 to £350 per annum**

**Gold Sponsor form £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)*

## Sponsor Age Concern Exmouth

Any business or individual can sponsor Age Concern Exmouth.

Anyone can make a donation at any time or if you may wish to leave a legacy,.

Whichever you choose contact Steve Dace our Chief Officer who can visit it you to discuss your how you want to donate or leave a legacy.



In fact you can make an instant donation of £5 right now by texting ACEX36 £5 to 70070

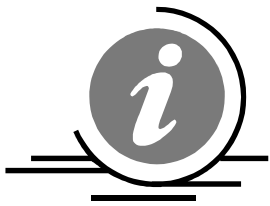
## Leave a Legacy

We rely on your support

We rely on Donations, legacies and payroll giving to 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](http://www.ageconcernexmouth.co.uk)

## Information & Advice at Age Concern Exmouth



### BUS PASS

**DON'T FORGET** You cannot get on the bus until after 9.30am with your buss pass!!

### HEATING GRANTS

**WARM FRONT-** now have additional money for grants towards your heating needs. To be eligible for a grant of up to £3,000 you must be in receipt of Pension Credit (Guaranteed credit or Savings Credit). To contact Warm Front, please ring 0800 316 2814 or on-line, [www.warmfornt.co.uk](http://www.warmfornt.co.uk).

### ROWLANDS PHARMACY EXMOUTH

**DID YOU KNOW-** Rowlands Pharmacy Imperial Road, Exmouth are offering a FREE Blood Pressure Measuring Service. Please telephone to 01395 272079 to make an appointment.

### WINTER FUEL

**PAYMENT BLOW FOR PENSIONERS** The yearly tax-free payment to help people pay for their heating in the winter was worth £250 for the over 60's and £400 for the over 80's. However that payment will revert to £200

and £300 for the two age groups in the winter of 2011/2012. "Winter fuel payments will continue to be paid. However, the temporary increase will not be paid this winter," a spokesman for the Department for Work and Pensions(DWP) said. But Dot Gibson, general secretary of the National Pensioners' Convention, said: "It is a shabby way to treat Britain's older generation. If we really are all in this together, why is he going to take £100 off the winter fuel allowance for the oldest members of society at a time when fuel bills are rising and winter deaths amongst older people are a national scandal?" "here! here!" say Age Concern Exmouth

### LOFT AND CAVITY WALL INSULATION:

CosyDevon are offering all homeowners and private tenants a chance to see if they are eligible for FREE loft and cavity wall insulation.

If you are over 70 you maybe eligible for FREE loft and cavity wall insulation.

In receipt of qualifying income related benefits you maybe eligible for FREE loft and cavity wall insulation.

To apply for a free, no obligation survey, or to ask any questions call 0800 512012.



## TAXING TIMES

Not sure about the tax you are paying?

Received a letter form HMRC?

Want some help in sorting out your personal tax details?

Age 50+

then book yourself in for a one to one tax query session with one of our qualified volunteers.

Our Tax Advisor is here every Friday between 1.00 and 4.00pm.

Appointment only service.

Book a slot now, telephone 01395 271242



Want to know more about any of our Information & Advice services?

Contact Maria Bridle (Information & Advice ) on 01395 271242 or e mail Maria at [info@ageconcernexmouth.co.uk](mailto:info@ageconcernexmouth.co.uk)

## Age Concern Exmouth Coach Trips Luxury 'kneeling' Coaches



Wednesday 8 June  
Dartmouth  
£10

Thursday 7 July  
Looe & Polperro  
£12

Tuesday 9 August  
Lynton & Lynmouth £12

Wednesday 7 September  
Fowey £12

Thursday 6 October  
Barnstaple £10

Tuesday 8 November  
Bath £12

Wednesday 7 December  
Clarks Shopping Village  
£10

## 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 administering the service and providing computer equipment along with Broadband access.

## From 36A Rolle Street

The following services require you to book  
Except the Exmouth Journal Journalist

### Mondays

- Computer Awareness
- Exmouth Journal Journalist

### Tuesdays

- Information & Advice Surgery (by appointment)
- Computer Awareness

### Wednesdays

- Insurance Products Surgery
- Information & Advice Surgery (by appointment)

### Thursdays

- Computer Awareness

### Fridays

- Tax Advice surgery (by appointment)
- Exmouth Journal Journalist

## Also from 36A Rolle Street

Open 5 days a week  
10.00am – 4.00pm

- Coach Trip booking
- 'Drop-In' Information leaflet service
- NHS hearing Aid batteries

Would you like to make an instant donation of £5 right now? Well you can, just text

ACEX36 £5 to 70070

## Recycling Collection – income for Age Concern Exmouth

Recycle and turn your unwanted items into a donation for us!

We need your unwanted Jewellery, Gold, Costume silver etc , Old foreign Coins / Notes and mobile phones. Pick up an envelope form our office and pop it into our recycling box

## From Landon House

Look out for some changes coming up at Landon House. Open 5 days a week , lunch served at 12.30 daily, just £5 for a two course with a beverage.

Activities are being introduced, but we'd also like to hear what you want.

Or are you an activities co-ordinator who would like to volunteer to host some day time activities for us?

Contact Penny Beerling on  
01395 721242

## Who cares about labels?

No-one wants to be labeled, told by others what you are.

Do you think of yourself as the 'elderly', an 'oldie', the more 'mature' or a 'pensioner'? No doubt there is more.

It is what others say of those of us in society, who have reached the later years on this mortal soil.

What does it all mean?

What label you are given by others is probably not how you see yourself. You might be 80, but very fit and able, an 'older' member of the whole society we live in.

You might be offended by the idea of being 'elderly', implying that you are in need of others to look after you. After all you are very much in control of your life, making decisions in the same way you have always done; perhaps that's changed a little – maybe your son or daughter are now persuading you to worry less and they're taking over some of the decisions in your life.

It's good they care.

Yet, you're not sure you want to give over making up your own mind.

At Age Concern, Exmouth we want to focus on giving

you that control. The label we adopt is that you are at the centre of what we can offer.

We don't talk of 'the elderly' or 'the pensioner'; we don't see you as typical sort of person grouped by others; we see you as a person in your own right.

There is a lot of talk of 'Equal Opportunities' and 'Political Correctness', and some of it appears to be nonsense, but it is about treating you as a "person", an individual in your own right. A person who happens to be living a long time; who has a unique story; has particular needs, likes, dislikes and desires, but no more than any other person of younger ages. A person who should be the centre of any decision made by or for them.

The label should be "Me".

As a new staff member of Age Concern, Exmouth, it is my experience that you are seen as the person at the heart of our thinking.

I have come from a particular background that makes me aware of how society can treat older people.

Here, at Age Concern, your needs are paramount in our responses, and as the 'new recruit' to this team, you can be assured that I will do my utmost to challenge any attempt to label you as

anything other than the 'most important person' we are focusing on.

That means we prioritise your position in thinking of what we can do for you, but is balanced against what we can do with the resources we have to hand.

If you ever think that I, in my role with Age Concern Exmouth, am failing in that promise of considering your needs as the highest priority, then please feel free to contact me. I like to talk.

I would be interested should you have to accept a label, what would you want to be called?

I'm Penny Beerling, Age Concern Exmouth and I'd like to hear from you. You can contact me on 01395 271242

## AND .....

Penny can also talk to you about providing you with support in your home which can include domestic cleaning, shopping, de-clutter etc as well as how Age Concern Exmouth can advise you on a wide range of well-being and support services including benefits checks, outings, day center activities, tax advice, computer awareness and her colleague Maria can arrange a home visit to discuss your specific personal support and individual needs.

## Contact Us

Main Office  
Information & Advice  
Centre are based at

36A Rolle Street Exmouth  
EX8 2SH

Also based at Rolle street  
are

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

Tel: 01395 271242

e mail general enquiries  
admin@ageconcernexmouth  
h.co.uk

e mail the Chief Officer  
ceo@ageconcernexmouth.c  
o.uk

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

Day Centre at  
Landon House

9 New North Road  
Exmouth  
EX8 1RT

- Penny Beerling – Day  
Centre Manager

Tel: 01395 275408

**AGEconcern**  
Exmouth

We promote the well-  
being of older people in  
the 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

## Take – a – Break Scheme

Our Carer Respite Sitting  
Service is affiliated to  
The Carers Take – A –Break  
scheme (so you can  
exchange your vouchers  
with us)

..... and finally

“It is better to be thought a  
fool than open one’s mouth  
and remove all doubt” –  
Mark Twain

“ Do you know the  
difference between  
education and experience?  
Education is when you read  
the small print; experience  
is what you get when you  
don’t” – Pete Seeger

## For those who take life too seriously



On the other hand, you have  
different fingers.

42.7 percent of all statistics  
are made up on the spot.

99 percent of lawyers give  
the rest a bad name.

You have the right to remain  
silent. Anything you say will  
be misquoted, then used  
against you.





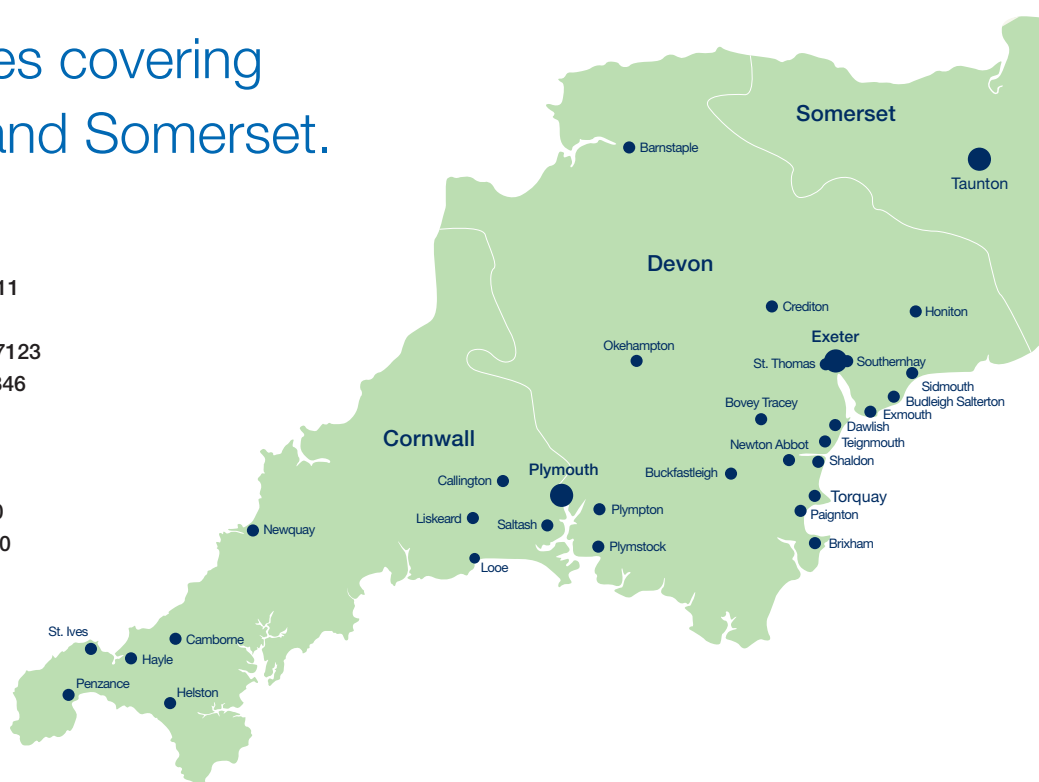
*Pleased to be sponsoring  
Exmouth Age Concern*

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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 Mannamead 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](http://www.bradleys.tv)