



**Vetted by  
Trading Standards**

A list of traders vetted by City of York Council Trading Standards and the Police for the use of older and vulnerable people of York is available free from any of our shops or by phoning us at Walmgate for a copy. It is also on the net at the City of York Council's website [www.york.gov.uk](http://www.york.gov.uk)

The Directory has proved very popular and continues to grow. We have a wide list of trades including builders, joiners, gardeners, plumbers, decorators, handypersons, electricians and roofers.

## St Crux



Our recent St Crux day raised £770, which was not as much as the previous one in April. However, in view of the awful weather on the day, proved to be more than we expected. Our thanks to all the Volunteers who provided their usual high degree of enthusiasm whether manning the stalls or providing refreshments.

**Our next St Crux days will be in May and September next year.**

## Volunteers Needed

We always need volunteers to help with all our services.

Our **Day Club** volunteers help with refreshments and chatting to our members.

Our **Shop** volunteers help with tasks such as pricing, labelling and rotation of stock.

**"In Safe Hands"** volunteers give regular carers a chance of a break.

### Day Clubs

Looking for a very special person or two special people, to help at Cherry Tree House.

Building relationships with our clients and their families, getting to know their little ways, bringing them an extra little bit of conversation, a period of games and quizzes, a cuppa and a good hot lunch are just a few of the things we do in our PCT sponsored club.

Volunteers and staff are part of a team and we work together to give our clients a safe and enjoyable day out and their carers the opportunity for a day to themselves.

Volunteering with our clients with dementia can be demanding but very rewarding.

**If you are interested in finding out more about the Cherry Tree House clubs please contact me through our Walmgate Office (627995). Carol Knight**

**Befriending** volunteers visit an older person in their homes for a chat or help with small practical tasks.

**NetNeighbours** volunteers shop on the internet for their client.

**Hospital Services** volunteers help older people on discharge from hospital with tasks such as shopping, paying bills and collecting prescriptions.

**If you would like to offer your time to any of these services please ring 621020 for an application form.**

### 'In Safe Hands'

#### Live In Carers

needed in the York area to stay with older people for 2 or more days while their carer has a break.

Payment of £ 40 per 24 hour period plus travel expenses paid

This is casual work which cannot be guaranteed – as work is dependent on requests for the service.

**Further details from Liz Tune, 'In Safe Hands' Manager on Tel: 01904 621020/627995 or e-mail [lizt@ageconcernyork.org.uk](mailto:lizt@ageconcernyork.org.uk) References and CRB clearance required for this post.**

# AGE Concern

# YORK

## NEWSLETTER

**AUTUMN 2009**



Reg. Charity No. 1118346

Reg. Company No 6006449

A Company limited by guarantee. Incorporated at Companies House, Crown Way, Cardiff C14 3UZ

**W**hat ever happened to the BBQ Summer we were told to expect by the weather forecasting experts? I think we will revert back to sticking a piece of seaweed near the back door as the weather forecaster. As the television advert on Channel 5 says 'let's not talk about the weather, let's talk about!' With Christmas fast approaching why not have a look at the range of Age Concern Christmas cards at present on display in our shops.



The date is getting close when the Board of Trustees will have to decide whether Age Concern York should become a partner in the new charity formed by the merging of Age Concern England and Help the Aged. A name for the new charity is likely to be decided shortly. Some years ago I was given a management instant decision maker. A coin marked 'yes' on one side and 'no' on the other. It might come in useful.

Our First Call 50+ service 'launched in the Spring' is proving a big success. The scheme covering information from financial benefits through to the help at home etc, is but a phone call away. Just ring 634061 for confidential advice.

By the time you read this paper we will have staged our Annual General Meeting in the York Council for Voluntary Service building and have been able to report to our members that we have enjoyed a good year from all angles. The enlargement of the number of Board members, agreed last year, has proved a success. The balance sheet and statement of accounts made pleasing reading. Thanks must be recorded to the staff for their hard work and also to our team of dedicated volunteers without whom we would not exist.

Now I have reached the foot of my column let me inform you of a new service we hope to start up shortly. The City Council have asked us, and paid for the setting up and implementation, of a toe nail cutting service. The Council recognises this is a big area of need. I hope to be able to report its launch in the next Newsletter.

**Lastly can I thank all our volunteers and remind them that our volunteer party will be held at City Mills on 9 December between 11:00 and 2:00.**

**Jeff Mortimer  
Chairman**

Call us on 621020 / 627995

Helping the older people of York for nearly forty years

## Holiday News

All good things must come to an end which means our holidays for this year are almost over!

We started the season with a seven day holiday to Llandudno in May, followed by the first of our Bridlington holidays, and of course Blackpool in June.

In Llandudno we enjoyed our stay at one of our favourite hotels, The Marlborough, plus some great days out touring the beautiful scenery and coastline of Snowdonia.

In Bridlington our guests enjoyed a relaxing holiday at The Bay Ridge, walks along the Prom and Harbour and visits to the many 'seaside shops' in this busy little resort.

We had some beautiful weather at Blackpool, where again we enjoyed our days out, visiting some new places and again enjoying both coast and countryside plus great entertainment at the 'shows' which of course Blackpool is famous for, and not forgetting the hotel for its cabaret nights!

We returned to Blackpool for the illuminations and again another 'fun' holiday in September, and also to Bridlington for a late holiday at The Expanse with its beautiful sea front location and on both occasions we were fortunate to enjoy late summer sunshine!

We have one more holiday left for this year, a Christmas Crackers weekend in Llandudno in December which as usual promises to be great fun!! We can still get twin rooms for this pre Christmas holiday, please get in touch with me if you would like further details.

**If you know of anyone who would like our holiday information for NEXT year to be sent to them in February, please contact us with their details.**

Age Concern York holidays are always accompanied by a staff member or representative and are open to people aged 60 years and above.

## Swimming

**From 2<sup>nd</sup> November the swimming sessions at Archbishop Holgate's School which Age Concern York runs in conjunction with the City of York Council will change to Mondays and Wednesdays from 8:45am to 9:45am.**

**The cost per session is still £1.50.**



## SIMPLE NAIL CUTTING SERVICE

We are really pleased to tell you about our new "Simple Nail Cutting Service" which will be starting within the next two months. The City of York Council and the North Yorkshire and York Primary Care Trust have asked us to start up the service, as they recognise that there is potentially a huge demand, as has been discussed recently in the local press. We have just appointed staff to start the service.

Emphasis is on the word **simple**. We are not permitted to cut anyone's nails if they have diabetes or other complicating medical issues. Our aim is to provide help for people who have been waiting over long for a service from the NHS and choose not to or cannot go to a private chiropodist or podiatrist. We will also offer to clip people's finger nails too, in case they are having difficulty with them as well.

There will be a charge for this service

We now need names of people who would like to use the service. We are compiling lists of names for people who could be seen in a community centre or those who need a home visit. Home visits will be more expensive than the centre based service. **Call us to find out more.**

## Community Befriending and Support Service

The Community Befriending and Support Service has gone through a lot of change in the last 6 months.

Vi Butler retired in March and the Community Support Worker Service finally came to an end at the end of June.

Despite all these changes we still have over 110 Befriending matches and nearly 100 older people receiving support through our CHECK visiting service. In real terms that equates to over 5500 visits each year by volunteer Befrienders and CHECK Visitors!

These fantastic achievements are due to the hard work and commitment of our dedicated team of volunteers and the back-up of the Befriending Team.

In addition to these invaluable services we were able to secure a small amount of funding from HBOS through Age Concern England to provide a Befriending Outreach Service enabling some of our older clients to access activities outside the home with the support of an Outreach Worker. This service complements both the Befriending Service and the CHECK Visiting Service and we are looking for alternative funding to continue to offer this service in the longer term.

We are delighted to announce the arrival of latest addition to the Befriending Team – Charlie Swan was born on 9<sup>th</sup> October. Congratulations to Kelly and her husband Chris.



Finally, a huge Thank You to all our Befrienders and CHECK Visitors for all the time and energy they devote to visiting and supporting the older people we provide services to through the Community Befriending & Support Service.

## Net Neighbours

The Netneighbours scheme was set up about 5 years ago, to enable older people to access shopping from supermarkets. It has been a huge success and continues to grow.

In response to 'clients' needs, we have recently started a pilot project for 6 months to extend this service to include shopping for those who currently experience difficulties accessing the usual internet service due to eyesight or hearing problems, for example.

The service is in its early days, and has experienced a few hiccoughs, but already clients are enjoying the service, and someone popping in on a regular basis.

**If you know of anyone who may benefit from this service, please ring the Netneighbours tel no 726191 for more information.**

## In Safe Hands

It has been a busy Summer and we are grateful to our volunteers for their continuing hard work, as without them, we would be unable to provide the service giving carers a break.

We are making plans for a social event in 2010 for people who use our service, volunteers and staff. We are still exploring possible venues and we hope to be able to give you more information in the New Year.

Liz has settled in well and has enjoyed meeting many of the volunteers at training events.

We have had some well attended training sessions this quarter, including a very useful session on the Challenges of working with people with Dementia.

We will be repeating the session next year, if anyone missed it. Ideas for speakers and topics are always welcome.