



Reg. charity no:

WELCOME TO THE LATEST EDITION OF OUR NEWSLETTER FOR OLDER PEOPLE IN THE BASINGSTOKE AREA. PLEASE SHARE THIS COPY WITH FRIENDS AND FAMILY. MORE COPIES (INCLUDING LARGE PRINT) CAN BE COLLECTED FROM OUR OFFICE OR CAFÉ.

Another year has flown by for Age Concern Hampshire in Basingstoke with all services very busy. Turn to the centre pages for information about what we offer locally. We have also, as usual, included news from other local organisations we feel may be of interest to readers. If you would like to know more about anything in the newsletter, please call Age Concern on 01256 423784 to speak to a member of the team. You can also keep up to date with our events and services by visiting our website - www.ageconcernbasingstoke.org.uk. As always we hope you enjoy the newsletter and look forward to hearing from you if we can help you or someone you know.

Join us for our fun
ANNUAL QUIZ
Saturday
26th March 2011
Church Cottage
Basingstoke
7 for 7.15pm
Price held at £8
Includes fish & chip
supper
Suitable for everyone
Call Bev on
01256 423874 to
book in your team
of up to 7 people.

WINTER ADVICE. ARE YOU PREPARED?

- Contact the Energy Saving Trust on 0800 512012 for advice on energy saving measures to keep down fuel bills.
- Find out if you are eligible for a grant to help with insulation & heating by calling the Warm Front Team on 0800 316 2805.
- Claim all the benefits you are entitled to. Most people born on or before 5th July 1950 are eligible for a winter fuel payment. If you did not qualify last year and do not receive a State Pension you need to apply. Call the Winter Fuel Payments Helpline on 08459 151515 or visit www.direct.gov.uk to download a form.
- Order repeat prescriptions in plenty of time so you don't run out.
- Keep a torch, spare batteries, candles and matches ready.
- Dress warmly with lots of layers, inside the house and out, and try to keep active.
- Keep cupboards stocked and have at least one hot meal a day and regular hot drinks.
- Adjust your thermostat as it gets colder - the ideal temperature is 21°C by day and 18°C at night.
- Draw the curtains at dusk to minimise heat loss, have your heating serviced annually & electric blankets checked, insulate your loft, draught-proof windows & doors.

For further advice see Age Concern's 'Winter wrapped up' leaflet or call Age Concern on 01256 423874.

DON'T FORGET YOUR FLU JAB!

It is important that those people considered to be more at risk of developing flu are immunised.



Are you - over 65? living with a serious medical condition? resident in a care home? or the main carer for someone elderly or disabled? If so it's time to see your doctor.



Assisted by
*Basingstoke
and Deane*



Supported by
Hampshire
County Council

Newsletter produced by Age Concern Hampshire in Basingstoke
The Orchard, White Hart Lane, Basingstoke, RG21 4AF.
Telephone: 01256 423874 (open 9 - 1, answerphone available)
Email: tracey@ageconcernbasingstoke.org.uk
Website: www.ageconcernbasingstoke.org.uk

By the time you read this Basingstoke Library will have reopened as

BASINGSTOKE DISCOVERY CENTRE

While the name is new, you will still find the full range of library services & plenty of new stock + new services including.....



a new lift
bookable Community Room
accessible toilet & full adult changing toilet
Adult Services provision - Sensory clinics etc
new activities & learning opportunities
hot & cold drinks vending
Local Studies/Family History area
& increased opening hours

We look forward to welcoming users old and new!

Monday - Friday 8.30am - 6.30pm
Saturday 8.30am - 4.30pm
Sunday 11am - 5 pm

Hello there. My name is Mark Green and I have just started working for the ALZHEIMER'S SOCIETY as Support Service Manager covering the Basingstoke and District area.

This is an exciting time for the Society as we look to reach more people, provide extra and improved services and ensure we put people with dementia at the centre of everything we do. New initiatives include a Friendship Club providing individually targeted activities for people with dementia, an art group, a new dementia befriending service and in future a gardening club.

These are all in addition to 1:1 support from our dementia support workers, support groups, social events and Singing for the Brain sessions.

If you need our services, are interested in becoming a volunteer or wish to discuss anything, please contact us at the Basingstoke office on 01256 363393.

Over 60's WINTER BREAK @ St Mary's

24th & 25th February 2011

10.15am – 2pm, doors open at 10 o'clock



Activities include games, crafts, lunch & much more.



To book contact Caroline West at St Mary's Church Centre, Goat Lane, Basingstoke. Tel: 01256 464249

COOKING FOR MEN

Jane Wilding, Health Improvement Officer at Basingstoke & Deane, is running a cooking course for men aged over 55 in the New Year. It will be at Fort Hill School, probably on a Tuesday evening for 5 weeks.

If you are interested & can attend all sessions please call Jane on 01256 845574 or email: jane.wilding@basingstoke.gov.uk



Free advice for home owners or private tenants who need help with:

- Benefits
- Funding/advice for repairs & adaptations
- Names of reliable builders
- Chargeable build and design service

Handyperson Service

Low cost minor home repairs for over 60's, disabled or vulnerable. Materials at cost.

Telephone: 01252 771350

North and East Hampshire Home Improvement Agency is a service provided by In Touch, part of The Hyde Group



Basingstoke and Deane

CONTACT THE ELDERLY

Has two local groups that would welcome new volunteers and elderly members. Some elderly people spend every day alone but Contact the Elderly offers relief, exchanging isolation and loneliness for companionship and an afternoon out with friends who care.

One Sunday a month volunteer drivers take members to a volunteer's home for afternoon tea. The same small group go out together and visit a different host each month.

National Volunteer Support Officer Suzan Hyland says "Our members are over 80, live alone and cannot go out without assistance, so regular outings mean so much to them. It's something to look forward to and it's free."

For more information please contact

Suzan Hyland on 0800 716543. Email:

suzan.hyland@contact-the-elderly.org.uk

or visit www.contact-the-elderly.org



Are you fed up with the amount of junk mail coming through your letterbox? To reduce personally addressed unwanted post, register with the

MAILING PREFERENCE SERVICE

DMW House, 70 Margaret Street, London W1W 8SS. Tel: 0207 291 3310

Or visit www.mpsonline.org.uk



And for unwanted phone calls contact the

TELEPHONE PREFERENCE SERVICE

Freepost 29LON20771, London W1E 0ZT. TEL: 0845 703 4599

Or visit www.tpsonline.org.uk



It can take up to 28 days to reduce phone calls and 4 months to reduce post.

If a particular company still bothers you send a letter by recorded delivery requesting they stop contacting you or you will report them to the MPS/ TPS & Information Commissioner.

Information Commissioner - 01625 545 745.

LET'S TALK GAS SAFETY

With the cold weather here, you'll be thinking about keeping warm this winter. It's important to make sure your central heating and all your gas appliances are working safely & correctly. Did you know Gas Safe Register is the only official list of gas engineers legally allowed to do work on your gas boiler, gas cooker & gas fire? This list is there to help protect you from unsafe gas work. You might remember it used to be known as CORGI but it's now called Gas Safe Register. All gas engineers have to be Gas Safe registered by law.

Get your gas appliances checked once a year by a Gas Safe engineer. Annual servicing not only helps keep your heating and hot water working properly, it helps keep you safe.

All Gas Safe registered engineers carry ID to show they are Gas Safe registered. If they don't show you, then ask to see it. You can also call Gas Safe Register free on

0800 408 5500

or visit www.GasSafeRegister.co.uk

and we can tell you if an engineer is on the list & qualified for the work you need them to do.

BASINGSTOKE POLICE want you to enjoy the festive season & offer this simple advice for when you are out & about

Pickpockets love crowded places and busy shops. Currently they are a particular problem in charity shops.

Wear your bag across your body, keep the opening towards you & ensure it is done up.

Never keep anything in your handbag that identifies your home address.

Try not to carry lots of cash & keep separate valuables such as cheque book & bank cards .

Men - use a secure inside pocket rather than rear trouser pockets for money & valuables.

Never leave your bag unattended, e.g. on a shopping trolley, on a restaurant table.

Don't put your bag on the floor in changing cubicles or public toilets, use the door hook.

Remember to put all valuables away and do up your bag before leaving the post office, bank or shop.

See page 7 for dates of Police Beat Surgeries at the Age Concern Café.



Evening WHIST DRIVES run in various locations around Basingstoke. Please call the following numbers for details.

Tadley 01189 813833

Oakley 01256 780709

Cliddesden 01256 817578

Sherfield on Loddon 01256 882453

Hartley Wintney 01264 738610

Or call Janet Davies on 01256 308418

BASINGSTOKE HARD OF HEARING CLUB

Meetings 2 to 4pm on the first Tuesday of the month at St Michael's Church Cottage.

Why not come & make new friends, join us for a cup of tea and a chat. We have different speakers each month & lots of information if you need advice.

To find out more call Max on 01256 817259

LADIES 91 CLUB

meets at St Andrew's Church

Western Way, Basingstoke

Meets every Tuesday 2pm - 4pm

New members welcome.

Please call Mrs Millar on 01256 468529 if you are interested.

EVERGREEN EXERCISE

is going strong following it's move to
Tuesdays, 11am at Church Cottage

Why not come & join us?

Get fitter & improve your mobility.

All over 50's welcome. £3.50 a week.

(Don't let the picture put you off!)



Our ACTIVITY CENTRES will be losing their mini bus driver Bob in May (Lawrie left earlier this year) & urgently need an replacement.

If you are 65 or under and would be happy to undertake a Midas test and take our groups out (usually fairly locally) several times a year then we would love to hear from you.

The role is very rewarding and drivers are busy in May, July, September & December. The usual references and CRB check apply. Please contact Bev on 01256 423874 for a chat and more information.



We are also considering a new chair based exercise class for older people, probably in the same venue.

If this would suit you better, please call Tracey at Age Concern on 01256 423874 to add your name to the list.

If there is sufficient interest we would like to go ahead with this early next year, so do let us know if it is something you would like.

In the bleak mid-winter.....

We are sure that no-one will forget the snow that unexpectedly descended on Basingstoke and surrounds last December and January. Like everyone, we weren't prepared, but we were able to work from home and have plans in place to do the same this year should the need arise.

However, we need some help! Do you have a very valuable four-wheel drive car? If so would you be happy to be called in an emergency to do a little shopping or collect a prescription? Please contact us on 01256 423874 and leave your details.

Hopefully, the snow won't be as bad this year but it is best to be prepared. We would also urge everyone to keep cupboards stocked and don't forget to knock on an elderly neighbour's door and ask if they need anything when you go to the shops. Thank you very much.

Travel Insurance where age is not an issue

No upper age limit

Cover for your medical conditions*

Annual Multi-trip or Single Trip cover

Age Concern Travel Insurance is provided by Fortis Insurance Limited.

To discuss your travel insurance visit us at:

Age Concern Hampshire (Basingstoke)
The Orchard,
White Hart Lane
Basingstoke, RG21 4AF
open: Mon-Fri 9am-1pm

Or call us on:

AGE **01256 423 874**
Concern Fortis's UK call centre: 0845 602 9174
(lines open 9am - 5pm Monday to Friday, 9am - 5pm Saturday)
or visit www.ageconcern.org.uk/travel

The Age Concern detailed above is a registered charity. Age UK is the new force combining Age Concern and Help the Aged. We will be known by our new name from Spring 2010. The Age UK family includes Age Scotland, Age Cymru and Age NI. * Subject to medical screening, correct premium being paid and acceptance by underwriters.

T1 748162MAY10-T 1748162MAR10



You may have seen the many TV & local press adverts about the merger of Age Concern England and Help the Aged to form this new charity.

Local Age Concern Groups have been invited to adopt the new branding. Our Trustees are currently considering the proposal and have until 31 March 2011 to make up their minds.

The message currently coming from Age UK is somewhat misleading. Only the national offices have merged and just a few regional offices.

We are still Age Concern Hampshire!

The TV advert asking for a £3/month donation intimates that this funds local services but we are autonomous and do not receive any funding from Age UK for the services we provide.

If you would like to help us locally, please sign up as a Friend of Age Concern in Basingstoke - just £12 a year for a single person or £20 for a couple. That way you can be sure your money will be supporting local services.



A row of bottles on my shelf
 Caused me to analyse myself.
 One yellow pill I have to pop
 Goes to my heart so it won't stop.
 A little white one that I take
 Goes to my hands so they won't shake.
 The blue ones that I use a lot
 Tell me I'm happy when I'm not.
 The purple pill goes to my brain
 And tells me that I have no pain.
 The capsules tell me not to wheeze
 Or cough or choke or even sneeze.
 The red ones, smallest of them all
 Go to my blood so I won't fall.
 The orange ones, very big and bright
 Prevent my leg cramps in the night.
 Such an array of brilliant pills
 Helping to cure all kinds of ills.
 But what I'd really like to know....
 Is what tells each one where to go!

Thanks to Margaret, Kempshott Activity Centre



For those who are bereaved

Words of comfort are readily spoken
 to one whose heart has just been broken
 by the death of a loved one
 The words do bring comfort
 but they do not heal the hurt
 so deep inside.
 Only prayer and the passing of time
 will ease the heart and soothe the mind.
 As you reflect on the times you two shared.
 The laughter, the joy. The sadness and tears
 you shed together.
 Memories that come flooding back,
 as you recall them night and day
 such precious times that no-one else
 can ever take away.
 As the memories bring comfort instead of
 pain it is there, you will learn to live again.
 And realise, though death does have a sting.
 Love conquers all.

Dorothy, Basingstoke.

A Friendly reminder

I've lost a small sock and I'm not very sure
 Did it catch in the Hoover as happened
 before?
 On my way to the line did it fall in the bin?
 I'm losing things lately, my mind's in a spin.
 There's a letter I wrote to my daughter in
 Spain,
 My diary tells me her name is Elaine.
 I'm certain I posted it, just can't recall
 If it's gathering dust by the 'phone in the hall?
 Could it be that I'm trying to fill up my days
 With so many jobs that my mind's in a haze?
 My memory's faded; it could be because
 I'm wearing it out that it's not what it was!
 My friends now remind me of things I forget,
 Their companionship stops me from getting
 upset,
 We rely on each other to keep up to date
 And having a laugh keeps us all feeling great.

Tony Howe, Café customer

Would you like to contribute to the next Age Concern newsletter? We welcome letters, poems, recipes etc from readers as well as suggestions for articles. We would love to hear from you.
 Call Tracey on 01256 423874 or email:
tracey@ageconcernbasingstoke.org.uk

Lets talk about CLIMATE CHANGE and YOU

Are you concerned about climate change?
 Do you feel at risk from threats? Do you feel represented in the climate change debate?
 I am a student undertaking my final year project at the University of Portsmouth. The main aim is to add the views of older people to the climate change debate.
 If any of these issues interest you, would you spare some time to take part in a relaxed, informal discussion about Climate Change?
 I am spending time at the Age Concern Café talking to customers. Please call to find out when I am in next (or email your thoughts).
 Refreshments will be available and all I ask is for permission to record our talk. Some topics for discussion are outlined but everything is flexible as it is what you think and feel about climate change that matters most.
 Opinions or thoughts expressed will remain confidential and I will share my project with you on completion.
 Please contact me for more information.
 Rosy: 07921 658453
 Email: rosy.staines@port.ac.uk

Help tomorrow take shape

2011 CENSUS - Coming to a letterbox near you!



On 27th March 2011 all residential households in the UK will take part in a census. Since 1801 a day has been chosen every 10 years for this purpose (except 1941 during the war). The census provides an excellent source of information about the population enabling central and local government, health authorities and many other organisations to identify need for housing, education, health and transport services for years to come.

Did you know supermarkets use census statistics to work out the kind of foods to sell to keep communities stocked up with their favourites? Water companies use census data to plan pipes for clean & waste water – to make sure there's enough for everyone. Fire brigades and the police use census data to help communities, putting fire alarms & crime prevention measures in specific areas. The benefits are far reaching. The census statistics also feed into the allocation of funding for local authorities and play a major part in identifying need for local services, so it is crucial the population estimate is as accurate as possible.

When the envelope comes through your door you will easily recognise it by the purple 2011 Census logo. Take care of it. If you would like to complete the questionnaire online, an individual internet code is on the front.

Don't worry about the census - there will be lots of help available (including large print format, language guidance booklets, Text Relay, census field staff, online help and call centres).

More information about the 2011 Census can be found at: www.census.gov.uk

BASINGSTOKE CARERS MEETINGS

Do you look after or support an ill or elderly relative, friend or neighbour in Basingstoke?

Would you like to meet others who may understand how you feel?

Then why not come along to one of our Cafés to meet your Carer Support Worker, have a drink & a chat.

SOUTH HAM CAFÉ

2nd Friday of each month 12.30 - 2.30pm
Includes lunch at £3 per head.

St Peters Church Hall, Pinkerton Road

BASINGSTOKE CAFÉ

3rd Thursday, 10.30am -12.30pm
Carnival Hall, Council Road, Basingstoke

OAKLEY CAFÉ



4th Tuesday, 2.30 - 4pm
Oakley Methodist Church



WHITCHURCH & OVERTON CAFÉ

4th Wednesday, 12 - 2pm
The Cottage, 13 Winchester Street,
Whitchurch. Includes lunch £3 per head.

For more information, please contact:

Wendy Gannon at **CARERS TOGETHER**

Tel 01256 353290 Mobile 07921 700497

Email: wendy.gannon@carerstogether.org.uk

TOWN CENTRE POLICE MOBILE BEAT SURGERIES

Meet local officers informally over a cuppa to discuss any crime & safety concerns.

AGE CONCERN CAFÉ

Church Cottage, Basingstoke

10.30 - 1, Wednesdays

19th Jan, 23rd Feb, 23rd March

Everyone welcome but no parking on site.

HEARING AID MAINTENANCE CLINIC

Bring NHS hearing aids to the Age Concern Café at Church Cottage for a check, re-tubing & new batteries on the first Wednesday of the month

10.30am to 12.30pm

5th Jan, 2nd Feb, 2nd March

* Our YOGA CLASSES at Church Cottage in *
* Basingstoke are very popular but we may be *
* able to fit you in. *
* *
* Thursdays 2.30pm, Fridays 10.30am *
* Please call Tracey on 01256 423874 *
* if you are interested. *
* Ladies & gentlemen welcome. *



DIARY DATES

Wed 8th Dec	Christmas cards sale, Sainsburys, The Malls
Wed 8th & 15th Dec	Café Christmas entertainment
Wed 22nd & 29th Dec	Café closed
Fri 24th Dec	Office closes today at 1pm
Tues 4th Jan	Office re-opens, 9am
Wed 5th Jan	Café re-opens, 10.30am, Church Cottage
Sat 26th March	Quiz evening, Church Cottage
Sat 30th July	Summertime Special, The Haymarket

For further information on events please call 01256 423874.



AGE Hampshire in
Concern Basingstoke

The Orchard,
White Hart Lane,
Basingstoke
RG21 4AF

Tel: 01256 423874

Open: 9am to 1pm
(or by appointment)

Please call for
information about
our local services:

- Activity Centres
- Annual Holiday
- Cafe at Church Cottage (Wednesdays 10.30-1)
- Computer Learning Centres
- Exercise & Yoga
- Foot Clinics
- Funeral Plans
- Home, Motor & Travel Insurance*
- Information & Advice
- Motor Breakdown*
- Pendant Alarms (Aidcall)
- Tea & Company at the Cafe
- Volunteering opportunities

**Home, Car & Travel Insurance provided by Fortis Insurance Ltd (soon to be known as Ageas Insurance).*

Motor Breakdown provided by Europ Assistance Holdings Limited

See front page for website & email.

USEFUL 'PHONE NUMBERS

Adult Services (Social Services)
0845 603 5630
Basingstoke & Deane Borough
Council 01256 844844
Carers Together 01256 353290
Community Furniture Project
01256 320700
Consumer Direct 0845 404 0506
Dial a Ride 01256 462101
NHS Direct 0845 4647
Pension Credit Application Line
0800 99 1234
Police 0845 045 4545
Shopmobility 01256 476066
Winter Fuel Payments Helpline
08459 151515

Gardening
for the
over 50s **Club**

Mondays 1:30-3:30 pm
Four Lanes Room
Viables Craft Centre

Grant aided with
small membership fee
to cover refreshments.

phone the Office
473634
if interested

CHANGES TO NATIONAL HEALTH SERVICE

but Independent Complaints Advocacy Service remains in place



As you may have seen in the news significant changes are planned to the way NHS services will be delivered which will hopefully make things better for patients and carers. However good services are though there are always occasions when things go wrong and it is important that people feel able to raise concerns, get explanations and it is by doing so that services improve.

ICAS provides support and information for anyone who has concerns about their NHS care, or that of a relative. We provide an advocate to guide you through the complaints procedure. They will not tell you what to do but will provide enough information for you to make the right choice for yourself. They may write letters, arrange a meeting and help you prepare for it, attend a meeting with you and generally provide support.

In spite of the proposed changes to the NHS, the ICAS advocacy service will remain in place until at least March 2012 and is open to anyone needing support. The service is free, independent of the NHS and confidential. The Basingstoke office covering Surrey, Hampshire and the Isle of Wight and can be contacted on 01256 463758.

Next issue - March 2011
Available from the Cafe
and Age Concern office.

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