

FREE!

# agenda news

The newspaper of Age Concern Kingston upon Thames

Issue 11 • Winter 2011

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## High price of winter

**Despite spiralling fuel prices and Britain last year experiencing one of the coldest winters for over 100 years, the Government has cut the Winter Fuel Payment by £50 to £200 for people aged between 60 and 80, and by £100 to £300 for those aged over 80 for this coming winter.** This is compounded by the crippling effect of inflation – which in September hit a 20 year high at 5.2% – on those with fixed incomes. With predictions of another exceptionally cold and snowy winter, the forecast looks grim for pensioners.

Every year 25,000 – 30,000 people in Britain die earlier than they should – due to the cold – more people per capita than in Scandinavia, most of northern Europe and even in Siberia.

### Poverty

Fuel poverty – defined as the need to spend more than 10% of your income to heat your home adequately – has hit the headlines, with the publication of a report commissioned by the government. The Hills Fuel Poverty Review found that living in cold homes has a range of effects on illness and mental health, but the most dangerous is its contribution to Britain's shockingly high rates of 'excess winter deaths' (EWD). Despite its oft-cited relative affluence, Kingston's EWD rate does not differ significantly from the national average – this means that 76 people in our borough will die unnecessarily this winter.\*

Since 2008, according to the latest figures from Uswitch.com, the cost of

domestic fuel bills has risen by 38 per cent. British Gas raised its prices in August, as have all energy suppliers, with increases of 18% and 16% to gas and electricity. This came just months after they had raised prices by 7%.

At a time when households are struggling with soaring food bills due to high inflation, the price rise will add £192 to the average annual dual fuel bill, taking it from £1,096 to £1,288.

### Inflation

The impact on pensioners will be severe, piling more pressure on severely stretched household budgets and pushing hundreds of thousands more households into fuel poverty. Recently, the insurance firm Standard Life said a 90-year-old man who retired at 60 in 1981 with a flat-rate pension of £10,000 a year, today has the equivalent 'purchasing power' of just £3,207 a year. Fuel inflation hits older people harder than others: on average those over 75 spend over 77% more of their income on fuel compared to the general population. Over half of all fuel poor households had an occupant who was aged 60 or over, while around a quarter had at least one occupant aged over 75.

To make matters worse, many homes in Kingston are in a poor state. Kingston has a high proportion of owner occupiers, many of whom are older people living in houses which are worth a considerable amount of money but which they cannot afford to maintain or keep warm. Like local authority housing, many of these



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### Protect yourself against the cold

- Make sure you're getting the financial support you're entitled to – call Age Concern Kingston's First Contact advice team for more information (page 5).
- Dress appropriately, in layers of thinner clothes rather than one thick layer.
- Stay active, alternate rest and activity, but don't take risks in wet or icy weather.
- Eat well, sip hot drinks regularly throughout the day and stock up on provisions in case you can't get out to the shops.
- Set your heating to the right temperature (18–21°C/64–70°F) in the rooms you use during the day.
- If you don't want to heat your bedroom all the time, make sure it's warm before you go to bed and use the timer to make sure it's warm when you get up.
- If you use an electric blanket, make sure it's safe. The Electrical Safety Council runs a telephone helpline for anyone concerned about electric blankets and other electrical safety issues 0870 040 0561.

homes are old and in need of modernisation, with 67% having been built before 1944, and therefore likely to be inefficient to heat.

In 2009 Kingston received a 'red flag' for not meeting housing needs and poor housing stock condition, meaning that it is an issue of significant concern and action is needed. 8,500

homes – 13% of all single person households in the Borough – are occupied by lone pensioners.

All this means that many of those on low incomes will find this winter particularly harsh – and will be faced with making tough decisions on how best to spend what little they have.

\* Source: Health Profile 2011: Kingston upon Thames Department of Health. © Crown Copyright 2011

NHS Kingston has produced a helpful leaflet called *Warmer Home, Better Health*, available from First Contact (see page 5)

# Let the evidence speak



Shane Brennan speaking at the annual general meeting (AGM)

**Shane Brennan, Age Concern Kingston's Chief Executive, has asked why other local charities are not sharing evidence of their impact in the way that ACK has for the last five years.**

Speaking at the organisation's AGM and launch of its 2011 Impact Report on 20th October, Shane said publicly funded organisations should be asked to demonstrate their effectiveness. 'In our impact reports we list what we said we would do, what we did and what we are going to do – we are holding ourselves to account,' he said.

The Worshipful Mayor of the Royal Borough of Kingston upon Thames, Councillor Patrick Codd, thanked Age Concern Kingston for its great work over its 65-year history. Commenting on the harsh economic climate, he said that Age Concern Kingston provided huge value to the council and was vital for the local older population.

Volunteer Angela Peter told *agenda news*: 'What inspires me about this Age Concern is that it has moved itself on, to create an organisation that is fit for the times we live in now.'

Following the formal proceedings of the AGM, Siobhan Clarke, Managing Director of Your Healthcare CIC, explained to a packed public meeting the benefits of delivering NHS community health services via a local community interest company.

## Stay Well at Home

Need a bit of extra help and advice to stay well at home? Most of us want to go on living in our own homes as we grow older. The new Stay Well at Home service from Age Concern will help you do just that.



### How does it work?

Our friendly and expert Stay Well at Home team will help you choose the services and support that you need:

- check that you're getting the money you're entitled to
- get help around your home and garden
- get back on your feet after a fall or illness
- access transport, eg taxi cards and Dial-a-Ride
- use community health services eg foot clinic, optician, dentist
- find social activities
- cope with changes in your life and plan for the future

### What does it cost?

The service is backed by NHS Kingston and is FREE for over 65s. For more information call **020 8942 8256** or visit [www.ageconcernkingston.org](http://www.ageconcernkingston.org)

### How to contact us:

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14 Nelson Road, New Malden, KT3 5EA  
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**age concern**  
Kingston upon Thames



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## Devastating impact of caring on health

The Princess Royal Trust for Carers has published a report looking at the health effects of being an older carer. The charity says that more than one in eight people aged over 60 are carers.

Based on a survey of 639 carers aged 60-94, the *Always on Call, Always Concerned* report found that 65% of older carers have long term health problems or a disability themselves and seven out of ten say that being a carer has an adverse effect on their mental health.

Of the UK's approximately six million carers, around half are aged over 50 and of these 1.5 million are over the age of 60. The pressures of caring particularly affect older carers in other ways; a major concern for eight out of ten is what will happen to the person they care for in the future. And only half feel safe or confident in lifting the person they care for.

People caring for others often do not see themselves as 'carers' – they are simply doing what they need to do to support a family member. The numbers of older people caring for people with dementia is on the increase.

The Trust is urging local authorities and health services to do more to help and support older carers. In particular it is calling for accessible, comparatively low cost preventative services at local level, which will enable people to choose to be cared for longer at home and ultimately save public money.

## Glittering Prizes



In October Age Concern Kingston took part in one of the most popular events in the charity calendar: the Charity Times Awards.

Chief Executive, Shane Brennan, was shortlisted in the 2011 Outstanding Individual Achievement category, awarded to a person who has demonstrated dedication, professionalism and integrity throughout their career, and who has produced an identifiably profound effect on the sector through their work and/or management.

It's a huge achievement to have reached the final of this prestigious award even though we didn't win on the night. Our congratulations go to the winner, Dr Lorna Wing, founding member of the National Autistic Society, the UK's leading charity for people with autism and their families.

Meanwhile, we have been shortlisted for a Guardian Public Services Award in the Care of Older People category. At the time of going to press the outcome was unknown; we'll update you in the next edition of *agenda news*.



Please send your letters & feedback to *agenda news*  
 Age Concern Kingston upon Thames  
 14 Nelson Road, New Malden, KT3 5EA  
 or send an email to [agenda@ageconcernkingston.org](mailto:agenda@ageconcernkingston.org)

### Arts4Dementia at Raleigh House

We have been very fortunate having recently been nominated by Age Concern Kingston to Arts4Dementia 'Live Music Now' project to have a music student from Kingston University, in this case a violinist, to come to our home to play for us some of her lovely music on her violin.

My husband really enjoyed her visit every Tuesday for 8 weeks, he loves music but to have it played live and one to one was great.

It would be really nice if this project could continue to give other people suffering with memory loss the privilege and enjoyment this brings.

Mrs M

Read about Live Music Now's concert at the Saturday Club on page 6.

### AGM

I was unable to attend the AGM on 20th October. However, I found the Annual Report most interesting and it is reassuring to read of the care given to residents of the borough. It is good to know that reliable help is available.

I am a member of the Bradbury Centre and would recommend it for all it has to offer. The walk to 32B Grange Road is worth the effort!

Pamela Fraser

## Feedback

**Age Concern Kingston has been shortlisted for a Guardian Public Services Award for Care of Older People.** Since their inception eight years ago, these highly-prized national awards have set out to showcase innovation and best practice across Whitehall, local government, the NHS and beyond. The 2011 awards are endorsed by Prime Minister David

Cameron who said: 'These awards shine a light on some of the creativity and innovation that we need to transform our public services.' The award application gave us the opportunity to showcase our Fit as a Fiddle programme (featured on page 7 of this edition of *agenda news*). The winners will be announced in *The Guardian* on 23rd November.

Here are some of the many comments we received after the shortlist was published:

Congratulations to Age Concern Kingston for being shortlisted for the Guardian awards. Good luck for the November decision!  
 Edward Davey MP

Well done, really good news.  
 Bruce McDonald, Chief Executive  
 Royal Borough of Kingston upon Thames

Great news! Very best of luck and let me know if I can help.  
 Zac Goldsmith MP

Wow! Well done – and all the team, let's hope you win!  
 Dr Maggie Walker, Churchill Medical Practice

Many congratulations to you! Well deserved I have no doubt.  
 Fiona Shall, NCVO Public Sector Lead

Congratulations – that's great news! I look forward to hearing the announcement in November and hope Age Concern Kingston gets the accolade it deserves.  
 Iona Lidington, Joint Associate Director of Public Health, NHS South West London

# Crisis and care

We face a gloomy end to 2011. With Greece unable to pay its debts, with banks writing off 50% of what they owned and now with Italy on a similar path, the outlook for the wider European economy doesn't look good. Everyone agrees this will impact on the UK but no one is really sure how much.

### Wrestling

Meanwhile, here we are entering the second year of public sector spending reductions. As Dr Naz Jivani points out on p4, overall the NHS is tasked with saving £20 billion by 2015. Local authorities around the country are wrestling to balance the books whilst trying to protect the front line, and many of them are failing to do so. One recent report indicates that local councils are making their biggest savings from social care, with £1.3 billion removed from older people's services in the past year. The Government hoped that reducing public spending would be offset by economic recovery, but recovery seems a long way off and many are saying that the government induced public sector reductions are now exacerbating the situation.

This takes place against a background of an ageing society where the need for support and care is on the increase. It is a challenge for local leaders, senior managers in health and social care, to navigate through this crisis.

### Partnership

Clearly there will need to be changes in how services are provided – the best way to ensure that residents are not denied the support they need is to work in partnership with older people and local service providers. This means doing things differently but ensuring that the resources available are used to deliver the biggest impact: where most value is gained, where clear outcomes are delivered and, critically, the approach needs to be joined-up. It may mean investing more some areas and less in others, but recent amendments to the Health and Social Care Bill make it easier to design integrated services. This will be crucial if we want better local services, which are sustainable in the future.

To minimise the impact of the economic crisis on our community there needs to be a shared approach and there needs to be vision. Change is inevitable, what is needed are well-designed, joined-up services that deliver. The economic woes that may dominate 2012 cannot be an excuse for poor, short-term, superficial fixes – which overall could make matters worse.



Would you like to get more out of life?

**Full of Life** is running FREE weekly groups for people over 65 in the Kingston area. Learn tips and tricks to help you cope with change, lift your spirits and keep your mind active. Identify personal strengths and skills, meet new people, get involved and take control of your life.

### Would you like to help others get more out of life?

**Full of Life** is also looking for volunteers to run local peer discussion groups around a set of supporting materials. The course has been developed specifically for older people, based on Cognitive Behavioural Therapy (CBT) and Positive Psychology methods of 'helping people to help

themselves'. Components of the course will include identifying and challenging negative emotions, developing coping strategies, social problem solving skills, negotiation and relaxation techniques. Volunteers will receive free training, which has been developed in conjunction with Dr Chris Williams, Consultant Psychiatrist to the University of Glasgow.

**Full of Life** is a project run by the Young Foundation in partnership with Age Concern Kingston. For more information on taking part in a group, or volunteering contact Nina Mguni on 020 8821 2844 or [nina.mguni@youngfoundation.org](mailto:nina.mguni@youngfoundation.org)

# Forging the way ahead

*In previous editions of **agenda news** we have reported on the proposed changes to health services locally as a result of the Government's Health and Social Care bill. We spoke to Dr Naz Jivani, one of the leading lights in local NHS reform.*

**What do you think of the health and social care bill?**

I think it's a good thing, but unfortunately it's set against the financial constraints that we face. The difference will be that Primary Care Trusts (PCTs) used to be run by managers with occasional input from clinicians and patients. But now patients and clinicians will forge the way, and the commissioners, with the managers, are there to support and implement those decisions, so it's a completely different way of doing things.

The major challenge is the financial constraints. The NHS is challenged with finding £20 billion in savings over the next four years; locally for south west London this is predicted at around £300-£400 million. So we need to find new ways of doing things differently; not just doing the same things in the community that used to be done in hospital, but completely differently – for example, bringing health and social care together, bringing a holistic approach to disease management and also prevention. It gives us an opportunity to mould the type of health and social care we want to have that best supports the local population.

**Do you share any of the concerns of those who want to resist or stop the health bill in its tracks?**

Much has already been done – to stop this process now is a no brainer, it would waste so much money to go back to what we had before, which would be to the detriment of the patient. I am pragmatic, but I understand the ethos behind this change and I feel having control locally is better than being dictated to nationally.

**How will it impact on Kingston upon Thames?**

Locally we are ahead of the game because we have a tradition of working together in partnership over many years; for example we already have many joint posts covering health and social care. Other areas around the country may well struggle initially in making those relationships.

**People are concerned that the bill will mean the closure of hospitals, what do you say to this?**

With the Better Services Better Value programme in south west London we have been looking at the best ways forward for different patient groups, working *with* those patient groups. For example, would you want to go to a unit that is highly specialised in the area you need or would you like to go to a unit that's a bit nearer to you but doesn't have that specialist experience with your condition? I think, also, when we talk about the different NHS trusts around south west London, how are they going to be supported with the staff available? For example, there is going to be a drop in recruitment of consultants and registrars in the coming years – so we need to find a way of still ensuring high quality services, but working with patients and the local hospital to work out a way we can do this.

**Are Kingston GPs up for this change?**

Previously GPs may well have been reluctant, but we have asked all GPs whether they want to be part of this or not and only one practice said they didn't. So there's a lot of buy-in, but there's still a lot we need to do.

**Can you explain what Clinical Commissioning is and the role of the Health and Wellbeing Board?**

Clinical Commissioning works with the Health and Wellbeing Board to provide the optimum services for Kingston's population. The Clinical Commissioning group will look at Commissioning Intentions and drivers based on the health profile of the community, for example, they would look at the health inequalities from one area of Kingston compared to another, get behind the detail and the reasons for this, and then put in place a program to tackle this and increase the population's health and wellbeing. They then look at this with the Health and Wellbeing Board in the context of the community's social aspects – for example which areas are going to be overlapped, which areas are going to be shared and which areas will need to remain quite distinctive – and then develop a consensus about the areas we can look at holistically.

**Do you feel in this period of financial constraint the non-medical and preventative approach may suffer?**

No. The preventative agenda is paramount and can't be ignored, prevention is very important.

**What will services be like this time next year?**

You'll find the patient will have a seamless service experience; that primary and secondary care will be working really well together. For example, providing much better Long Term Conditions support in the community, which will need GP and community providers to work better together, with the support of our local hospital.



Dr Naz Jivani is chair of NHS Kingston Professional Executive Committee, serves on the Kingston Commissioning Initiative Board and is Co-Chair for the Clinical and Management Leadership Committee. He is one of the leaders of Kingston's consortium pathfinder bid, which was approved last year. He is now working with other GPs, NHS Kingston and Kingston Council to take forward the shadow GP consortium.

## Lasting Powers of Attorney

Most people are aware that when you write a will it sets out what you want to happen to your property and possessions after your death. But what happens if you become physically or mentally unable to deal with your affairs when you are alive?

An accident or illness can happen at any point in your life, but as you get older it becomes more important to consider what would happen if you became unable to make decisions about your property or health and welfare. Who would deal with your finances? Who would organise any support that you need?

The easiest way is to grant someone you trust to act for you with a Lasting Power of Attorney (LPA). You can choose anyone to act for you, and appoint one or more Attorneys. They must be aged over 18, not bankrupt and have the capacity to act as an Attorney who will be able to make decisions on your behalf. A LPA can help you plan how your health, wellbeing and finances will be looked after when you are not able to manage them.

Many people make two LPAs – one to cover Property and Affairs – which allows your attorney(s) to make decisions on such things as paying bills, dealing with the bank, collecting benefits and selling your home, and the other to cover Personal Welfare, which



allows them to make decisions on things such as treatment, care, medication, and where you live.

There are separate forms for each of these, which you can obtain from the Office of the Public Guardian (see below). The LPA must be registered before it can be used. There is a charge for this but you may be entitled to a fee

exemption or reduction depending on your circumstances.

You may wish to seek legal advice before proceeding as a LPA is a powerful and important legal document.

For further information speak to a First Contact adviser or you contact the Office of Public Guardian direct on **0300 456 0300**.

## Keeping warm this winter

### What help and support is available?

If you have reached the minimum Pension Credit age, you can get between £100 and £300 to help pay for keeping warm this winter, depending on your situation.

### Winter Fuel Payment

This is an annual payment to help people aged 60 and over to pay for their heating. To qualify for this winter, you will need to be born on or before 5 January 1951. You only need to claim once; after this, you will automatically receive it each year as long as your circumstances do not change. For more information or to make a claim, call the Winter Fuel helpline on **0845 9151515**.

### Cold Weather Payment

You may be able to get an additional £25 a week when the temperature has been, or is expected to be, 0°C or below for seven consecutive days in your area. You will be paid automatically if you are receiving Pension Credit.

### Warm Front grants

Warm Front offers grants to make homes warmer and more energy efficient. It includes a package of insulation and heating improvements up to the value of £3,500 (£6,000 for oil-fired central heating). You must own or privately rent your home and be receiving Pension Credit.

### Help from energy suppliers

If you have a low income, your energy supplier may offer products such as cavity walls or insulation at a discounted rate or free of charge. If you spend more than 10% of your income on bills, you might be eligible for a social tariff. Every energy supplier is different so you need to check the eligibility criteria.

If you would like to talk to an advisor about these schemes and whether you qualify, call us on the number at the top of the page. You never know what you might be missing!

## Bargain wills to help Age Concern

SheridanLaw LLP is an established law firm based in Kingston upon Thames. Both SheridanLaw and Age Concern recognise that older people in the local area may benefit both from receiving professional and impartial legal advice and representation from a local law firm that has specialist expertise and experience in working with older clients, and from additional funds being raised for Age Concern.

We have entered into an arrangement whereby whenever Age Concern introduces a client to SheridanLaw, the firm will make a donation of part of its fees to Age Concern Kingston upon Thames.

The following areas of work are covered by the agreement: wills, Lasting Powers of Attorney, probate, trusts and all

other matters (excluding wills funded by legal aid or a 'no win no fee agreement' and litigation funded by legal aid or a 'no win no fee agreement', eg personal injury, clinical negligence and disputes about wills). Clients of Age Concern Kingston will also enjoy discounted rates for drawing up basic wills.

For more information, call us on the number at the top of the page or contact SheridanLaw on **020 8541 1181** [www.sheridanlaw.co.uk](http://www.sheridanlaw.co.uk). First Contact can also provide a list of other solicitors in the area who are, like SheridanLaw, members of Solicitors for the Elderly.

**SheridanLaw**  
Solicitors

## Raleigh House

**Raleigh House** provides a warm and friendly environment for those over 60 who are seeking friendship and daily activity.

You can choose to attend for a full day, including a hot lunch, or half a day. Transport is available to and from the centre for those who need it, every day except Wednesday, or we can help you access alternative transport.

The centre is spacious, with a large lounge and dining room, an arts and crafts room, a coffee lounge and a pleasant courtyard garden and terrace. One-to-one computer lessons are also available for members and non-members.



Opening times: Monday – Friday: 10.00am – 4.00pm

**Raleigh House, 14 Nelson Road, New Malden KT3 5EA**

Telephone: **020 8949 4244** Email: [dcadmin@ageconcernkingston.org](mailto:dcadmin@ageconcernkingston.org)

Centre Manager: **Cathy Weight**

### Holistic therapies

Available at Raleigh House on Tuesdays and Fridays including: Massage; Aromatherapy; Reiki; Indian Head Massage; Reflexology £18.00 per hour, £10.00 per ½ hour

Available to people aged 50 plus  
For an appointment please call  
**020 8949 4244**

(A range of therapies is also available at The Bradbury Centre. Please telephone for more information.)

### All the fun of the fair!

Saturday 3rd September saw crowds pouring into Raleigh House day centre to enjoy an afternoon at our summer fair. With face painting and outdoor games there was plenty to entertain the kids, whilst the grown-ups combed the plant and jewellery stalls and enjoyed tea and home-made cake. Children and adults alike enjoyed petting the animals from the Kingston Animal Farm and Rescue Centre. Thanks to generous donations from local businesses, there was a tempting array of prizes for the raffle. With support from volunteers and staff on their day off, the event was a great success, raising a fantastic £1,600 for your local charity. Thanks to everyone who supported us, especially: Royal Ghurkha New Malden, Tudor Williams New Malden, Kingsdale Retirement Management Group and Tesco Shannon Corner.

## The Bradbury

**The Bradbury** offers a wide range of affordable social, keep-fit (including gentle exercise to music), health-related and learning activities for the over 50s in a friendly, lively and welcoming environment. We are just 10 minutes' walk from Kingston town centre. Our café serves drinks, snacks, lunches (including roast lunch every Wednesday) and homemade cakes and we have a pleasant patio garden.



**The Bradbury, 37b Grange Road, Kingston KT1 2RA**

Telephone: **020 8549 1230** Email: [bradbury@ageconcernkingston.org](mailto:bradbury@ageconcernkingston.org)

Centre Coordinator: **Lucy Webster**

### Bradbury outings and events

Lunch and Panto (Mother Goose) – 13th December

Christmas lights trip to London – 14th December.

Contact Lucy on **020 8549 1230** or email [bradbury@ageconcernkingston.org](mailto:bradbury@ageconcernkingston.org).

### The Bradbury Internet Café

Bring in your laptop for help from our friendly volunteers and enjoy a cup of tea or coffee at the same time. 1st Tuesday of the month, 2 – 4pm, £2 per person including tea/coffee. Next date: 6th December.



Proud members of the creative writing group at The Bradbury showing off copies of *Wild Geese*, an anthology of their work. The book was published thanks to a collaboration with students Candace Rardon and Mike Loveday from Kingston University's Humanities Department. Copies of the book are available direct from [www.lulu.com](http://www.lulu.com).

### Saturday Club

Members of the Saturday Club were entertained in September by violin, voice and piano as a finale to the Live Music Now project which took place in Kingston over the summer. We reported in issue 9 of *agenda news* that we had partnered Arts4Dementia, Live Music Now and Kingston University to bring live music into the homes of six families living with dementia.

The Saturday Club concert meant that many more people could share in this innovative project. The beneficial effects of music on people with dementia has been well documented by researchers, and was evident during the concert. The musicians joined the club members for a dance afterwards. You can read a letter from one of the project's participants on page 2.

## Shake, rattle and hum!

Age Concern Kingston is delighted to be a partner in a major music project which has been launched in Kingston to bring the Borough's communities together through music. Members of the Raleigh and Bradbury centres have been treated to free taster workshops from Kingston Sound Communities, sampling everything from singing and song writing to vocal and carnival music.

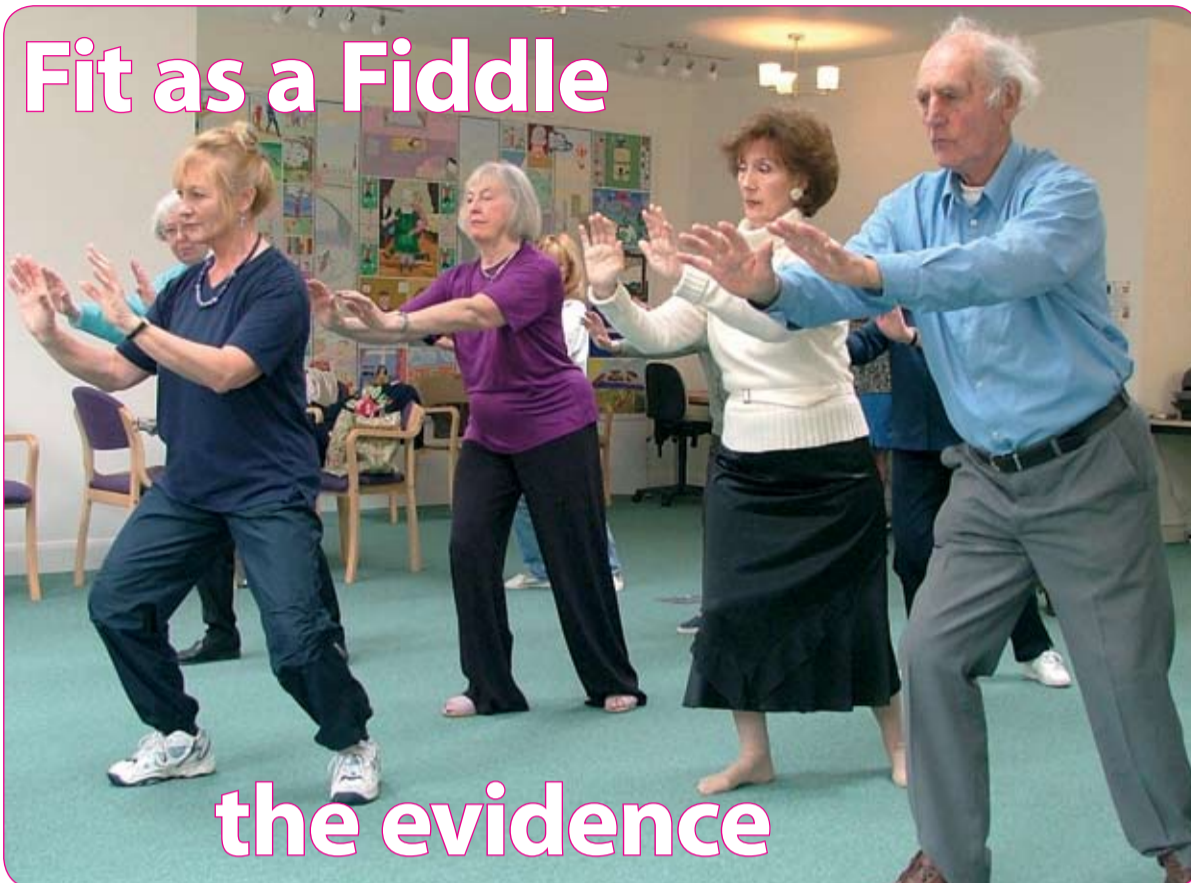
Bradbury member Erica Wright (87) can't wait for Kingston Sound Communities to come back to Bradbury. 'It was absolutely fantastic,' she said, 'The workshop leader asked us all our names and then made up a song using them all. Then we got to try out all sorts of percussion instruments. I felt so uplifted afterwards.' Members were

fascinated to try out iPads to simulate piano music.

Professional musicians Kim Perkins and Phil Mullen are running the workshops in partnership with Kingston Adult Education (KAE). The project has been made possible thanks to a £50,000 grant from the Skills Funding Agency as part of a new Adult and Community Learning Fund.

Over 2,500 organisations applied to the fund and the Kingston Sound Communities project was one of only 49 successful applicants. Kim and Phil are experienced music leaders who have worked with The London Philharmonic Orchestra and the Academy of St Martins in the Fields. Phil has also delivered training for the national singing programme, Sing Up.

## Fit as a Fiddle



the evidence

**'I came from an age when my mother had to make do from anything, like tripe, everything cooked in a saucepan...'** She only had about three bob a week to feed us all, what an age! What knowledge I gained. I sat down and thought: "My god, my mother almost killed me!", said Doreen Rowley, reflecting on what she'd learned from taking part in a Fit as a Fiddle (FAAF) course held in the Berrylands area of Surbiton.

Doreen (80) is one of 166 people who lost weight and learned about healthy lifestyles as a result of one of the free courses run by Age Concern Kingston last year. Other participants told researchers how FAAF exercise programmes had helped them reduce falls and visits to their GP: 'I don't fall over so much ... I feel much more confident that I'm not going to fall. It's really tremendous what it's done for our balance.'

### Savings

Age Concern Kingston has been running exercise and healthy lifestyle courses in the Borough since 2007, under the FAAF banner since April last year. Our own internal evidence of the beneficial outcomes of this work has now been confirmed by a leading European research and consultancy company. Ecorys were commissioned by the administrator of the programme's Big Lottery funding to evaluate Kingston's FAAF programme.

The researchers used a Cabinet Office endorsed framework and methodology known as Social Return on Investment (a form of cost benefit analysis) to evaluate the social value of the programme. This looked at, for example, the potential savings to the NHS for treatment of fall related accidents, if the programme reduced falls. Their report concluded that the approximate social return on investment generated by FAAF is approximately £3.50 for every £1 invested.

### Award

FAAF provides keep fit classes and activities that older people may not have tried before, such as Nordic walking and Aquacise. Project Coordinator Grace Shorthouse said: 'We find that participants enjoy doing exercises with people who are in a similar physical condition. One lady with arthritis told us that she had been to another class but had felt embarrassed as she could not keep up with the young mums who were leaping about around her, whilst she had to crawl to the radiator to pick herself up off the floor.'

Since May 2011, FAAF is aiming to improve people's mental, as well as physical, well-being. Age Concern Kingston is looking for ways to continue this valuable work, which has been shortlisted for the 2011 Guardian Public Services Awards, when the funding runs out next April.

## DIARY DATES

### Age Concern training and events

#### Raleigh Saturday Club

A service for people living with dementia and their families and carers. Second Saturday of the month, 11.00am – 2.00pm at Raleigh House.

Next dates: 10th December, 14th January, 11th February 2012  
£3 per person including refreshments and a light lunch (served at 12.00 noon).

Contact Raleigh House on **020 8942 8256/020 8949 4244** or email **admin@ageconcernkingston.org** if you would like to attend and for more information.

#### Mobility Club

For people using mobility scooters or wheelchairs  
Second Wednesday of the month, 3.00pm – 4.30pm at Raleigh House.

Contact Cathy on **020 8942 8256/020 8949 4244** or email **cathy@ageconcernkingston.org** if you would like to attend and for more information.

#### Lunch clubs

In partnership with RBK in Chessington and New Malden.

#### The Fountain Court Lunch Club

Tuesdays  
(12.00pm – 2.00pm)  
Fountain Court, New Malden

#### The Charles Lesser Lunch Club

Wednesdays  
(12.00pm – 2.00pm)  
Charles Lesser House,  
Chessington

For more information call **020 8942 8256**.

#### Raleigh House Christmas Opening

The Raleigh House Centre will be open on bank holiday Tuesday 27th December.

Contact Cathy on **020 8942 8256/020 8949 4244** or email **cathy@ageconcernkingston.org** if you would like to attend and for more information.

#### Christmas Party and Music Quiz for ACK Volunteers

Thursday at 8th December, 6.00 pm at Raleigh House.

## What's on in Kingston

#### Kingston Pensioners' Forum

Second Monday of the month at Richard Mayo Hall, United Reformed Church, Eden Street, Kingston. For more info call the Secretary on **020 8241 9913**.

#### U3A Kingston

First Monday of the month, 1.30pm at the Richard Mayo Hall. For more information see the website **www.kingstonu3a.org.uk** or call **020 8399 0163**.

**Free 6 week healthy lifestyle courses starting in January 2012**  
**Nordic Walking • Aquacise • Body Balance • Singing**



Contact: **Grace Shorthouse** Tel: **020 8942 8256**  
Email: **grace@ageconcernkingston.org**



## Do you or anyone you know, need help with any of the following?

- Cleaning
- Laundry and ironing
- Shopping, collecting prescriptions and posting letters
- Cooking and other household tasks
- Regular social outings

# Help really is at hand!

As we grow older, managing the everyday practicalities and tasks of a home in later years can be both difficult and daunting and can also be a worry for our family and friends.

**Help@Home** provides support with a range of practical tasks in and around the home, as well as social support and a direct link to all of Age Concern Kingston's other services, such as our In Touch telephone befriending scheme and Handyman service. All staff members are trained, fully insured and CRB checked and can make sure that you get the right help if your circumstances change.

### How does the Help@Home service work?

We will arrange an initial home assessment at a convenient time for you, and then match you with an experienced Home Helper. You will also receive an information pack about our full range of services.

### How much does the Help@Home service cost?

There is a straightforward hourly charge of £14 (plus any expenses such as petrol for shopping trips).

To find out more contact us at Age Concern Kingston on **020 8942 8256**.



## Little jobs need doing? Get them fixed for winter

Our **Handyperson** service can carry out small repairs, maintenance and adaptations which you might find difficult to do yourself, such as fitting a grab rail or curtain rail, changing a light bulb, hanging a shelf or fitting window locks and door chains.

We aim to ensure that our customers remain safe and secure within their homes. We can carry out tasks that help prevent falls and improve home safety.

The service is open to anyone over 55 years old and any adult with a disability who lives in the Borough of Kingston. It costs £20 for up to two hours, with materials charged at cost.

Plus! We can provide one to one computer tuition and help with setting up laptops, tuning in digiboxes, DVD recorders and players.

For more information or to book an appointment call Heather on **020 8942 8256** or email: [heather@ageconcernkingston.org](mailto:heather@ageconcernkingston.org).

