



Life Times

age connects cardiff & the vale.

June 2020 Edition

Update on Age Connects Services

Keeping Busy During Lockdown

Peace of Mind - Products

Commemorating VE Day

A Day In The Life

Puzzle and recipe!



Contents & Editorial

Editorial

Welcome to the June edition of **Life Times**.

Our last edition was published in March, since when many of us have been separated from family and friends and have had to adjust to living in lockdown.

In this edition we give an update on our services, catch up with Sid and his top tips for keeping busy, reflect on VE Day with a former member of Bomber Command and meet Angela, our Volunteer Manager.

Oh – and there’s a puzzle and one of Sid’s recipes to enjoy too.

Welcome back!

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Life in Lockdown

We’d really like to hear how life during lockdown has been for you.

What difficulties have you faced? What have you missed most?

Do you feel it’s had a long-term impact?

How do you feel Age Connects Cardiff & the Vale can help most?

Please let us have your comments.

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A Day In The Life Of...

Angela Jones, Volunteer Manager



Hello. I'm Angela and I co-ordinate the Community Support Project. I have been with the charity for approximately 10 years, carrying out a variety of roles. I can honestly say that this role has been the busiest! The Community Support Project was originally set up to support older people in Cardiff with a variety of needs such as practical support including odd jobs, form filling and making telephone calls. We also have a busy befriending scheme, where volunteers visit older isolated people in their own homes to provide companionship.

Our volunteers also help with shopping and transport and take telephone calls from clients with queries such as 'Where can I get my Will done?' to 'Do you know any reliable cleaners?' and 'Do you have any information on Power of Attorney?' With the coronavirus outbreak, the Community Support service has drastically changed. We have had to adapt

to a new way of working and deal with an influx of hundreds of referrals during the pandemic. We are no longer able to enter our clients' homes, which is heartbreaking for someone who is living alone with few visitors. We now offer a Telephone Link Service where clients are telephoned during the week to check they are ok and to engage in a social call with their named volunteer. This is also an opportunity to check if our clients need additional support such as picking up prescriptions or shopping. We are also providing a doorstep shopping service to clients who are shielding at home.

We have assisted hundreds of clients through the support of our volunteers giving so freely of their time and I have been humbled by the dedication of our volunteers, existing and new. The acts of kindness I have witnessed have genuinely brought tears to my eyes, and I truly believe that whilst we live in a very busy, vibrant city, it can sometimes feel impersonal. However, when faced with adversity - the true kindness of our wonderful community has shone through.

From the bottom of my heart - thank you!

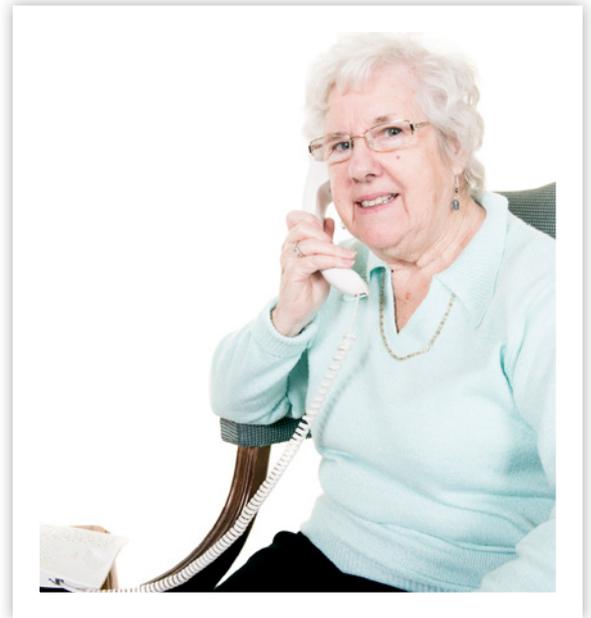
"The wealth of experience our volunteers have is invaluable and they are always ready with an answer - and if they don't know - they will be sure to find out!"

Our Services - An Update

Due to the coronavirus outbreak, how Age Connects Cardiff and the Vale is helping local older people may have changed but it certainly hasn't stopped us.

Although we have had to suspend some projects and others have had to change the way they work, rest assured - our staff and volunteers are still focusing their efforts, time and energy on supporting our clients.

Please find an update on our services as we went to print. Further information is available at ageconnectscardiff.org.uk



Volunteer Support Services (Good Neighbours, Community Support)

- Our Volunteer Support Services have been very busy during the pandemic and we now have over 500 volunteers on our books helping clients across Cardiff and the Vale.
- We have received over 3200 telephone calls with many new clients registering to receive help with shopping, prescription picks ups and telephone befriending which are the services we are providing at this time.
- Unfortunately, we have had to stop providing face-to-face befriending due to the lockdown and social distancing guidelines, but we are providing telephone befriending and support instead.
- Help with transport to appointments is also not available due to Government Guidance but once the situation changes, we will look to re-establish this service.
- If you feel you need some help please do get in touch.
Tel: **029 2068 3600** for Cardiff.
Tel: **01446 747654** for the Eastern & Central Vale.
Tel: **01446 795549** for the Western Vale

Nail Cutting Service

- Our toenail cutting service has been closed since the lockdown began and is unlikely to re-open until August at the earliest. We are not taking any bookings at this time and our phone line is closed but once we re-open if you would like your toenails cut please contact **029 2233 1113**

Senior Health Shop

- Our cafe and drop-in centre on Holton Road in Barry is likely to remain closed until August at the earliest with social gatherings restricted and with our customers being predominantly 70+.
- Due to the closure we are anticipating a loss of between £5,000 - £7,500 so we are applying for grants to help cover the loss.
- To find out when we are re-opening or to make a donation, please contact **01446 732385**.

Community & Care Home Advocacy Service

Age Connects advocacy services are normally provided in care homes, hospital wards and care home settings. We are currently operating a reduced service across Cardiff and the Vale. We are keeping in touch with the care homes we usually visit and have accepted some referrals for individual residents, but this is being done remotely.

Community Advocacy in the Vale continues and we have contacted the Cardiff and the Vale Advocacy Gateway to inform them we are able to accept referrals as normal if the support can be provided remotely (by telephone, letter or email).

Since the beginning of the crisis we have redeployed advocacy staff to support the demands on other charity services.

Welfare Rights Service

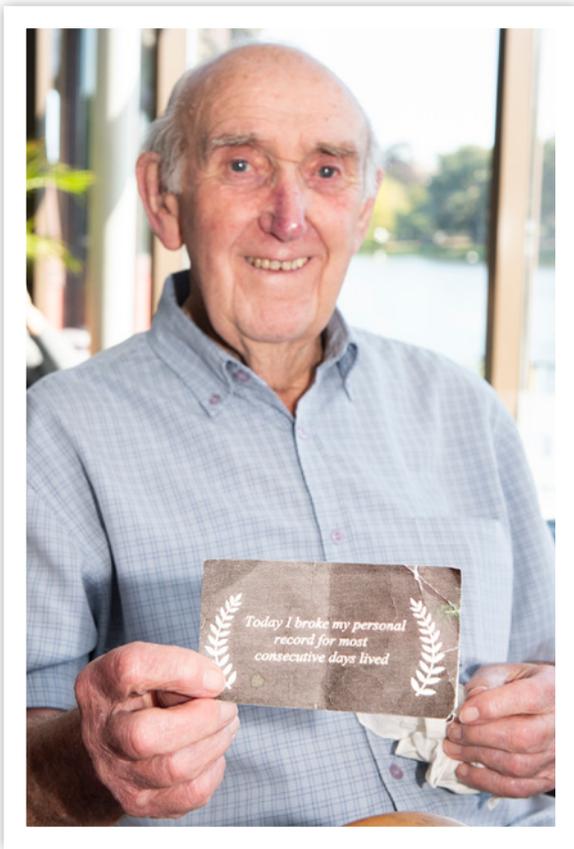
The Vale Welfare Rights Service continues to operate, albeit remotely, without any home visits. Referrals continue to be made via phone from health and social care colleagues and from Age Connects staff.

The appropriate benefits forms can be requested from the DWP and sent direct to the client's home. The Adviser will then complete each application over the phone with the client or relative (if living in the same household). Alternatively a supply of forms is held by the Adviser who can complete the form with the client over the phone before it is sent to the client for signing.

In both cases the completed form must be signed by the client before it is posted back to the DWP. For more information call **02920 683 682**

Please note that all of the above information on Age Connects services, was correct at the time of going to print in June 2020.

Keeping Busy During Lockdown



It's been a difficult few months for all of us but particularly for older members of our communities, many of whom already experienced loneliness and isolation but have had even less contact with family and friends under lockdown. So what have you all been up to?

We caught up with 95 year-old Sid to find out how he kept busy and motivated during lockdown.

Sid says...

- Listen to the advice given and accept that you have to follow the guidance if you want to stay safe
- Try and maintain a daily routine
- Don't do anything silly to risk your health

So what has Sid been up to?

'Of course, I kept up with my daily chores such as washing and ironing and did lots of baking (see one of Sid's recipes opposite) and gardening. I'm lucky enough to have a lovely garden and enjoyed spending time nurturing my rose archway and renovating my garden ornaments. I also spent time looking through my photo albums, sorting and re-filing the photos. I have a wonderful family and they always come first. At a time when we couldn't be together in person, looking back through my photo albums was a way of feeling close to them by re-capturing wonderful memories.'

As a Roman Catholic, Sid's faith is very important to him. As his regular church services were cancelled, Sid attended the virtual services available online and this became a key part of his day. Sid kept a diary during lockdown – to remind him of birthdays or anniversaries and to capture his thoughts and reflections and tried to send handwritten cards or letters rather than texts 'When you can't speak face-to-face, handwritten letters are a very personal way of keeping in touch. And it's a lovely surprise for someone to receive - it really shows them that you're thinking of them.'



Sid's Five Minute Chocolate Mug Cake

'The most dangerous cake recipe in the world!'

Ingredients:

- 4 tablespoons flour
- 4 tablespoons sugar
- 2 tablespoons cocoa
- 1 egg
- 3 tablespoons milk
- 3 tablespoons oil
- 3 tablespoons chocolate chips (optional)
- 1 small splash of vanilla extract
- 1 large coffee mug (3/4 pint approximately)

Instructions

Add dry ingredients to mug and mix well. Add the egg and mix thoroughly. Pour in the milk and oil and mix well. Add the chocolate chips (if using) and vanilla extract and mix again.

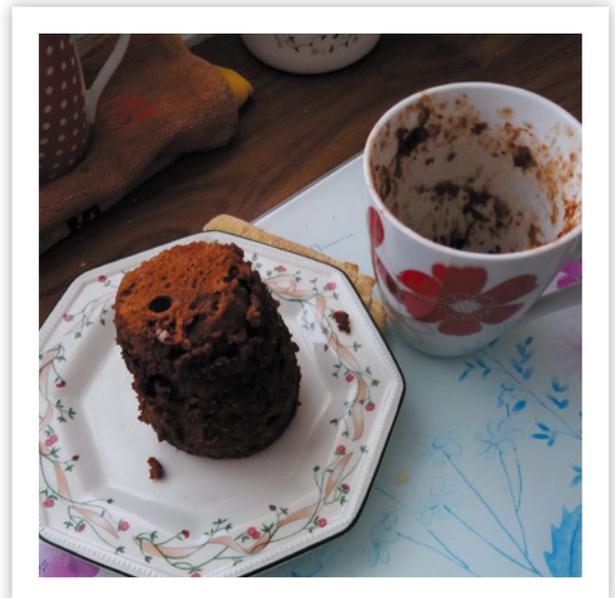
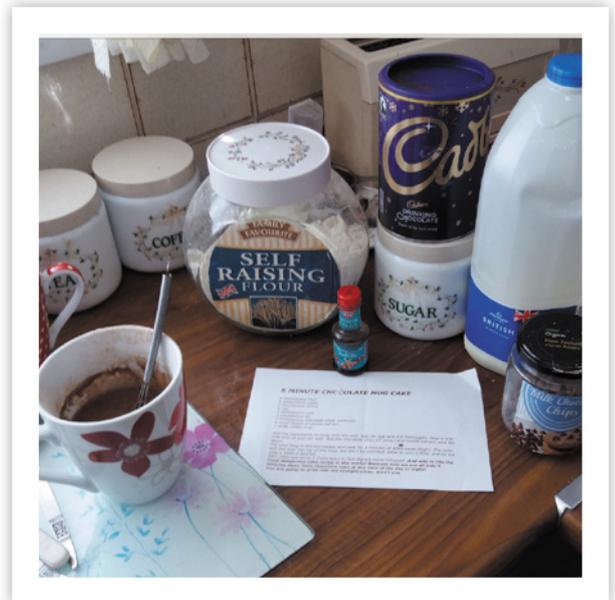
Put your mug in the microwave and cook for three minutes at 1000 watts (high). The cake will rise over the top of the mug, but don't be alarmed! Allow to cool a little, and turn out onto a plate if desired.

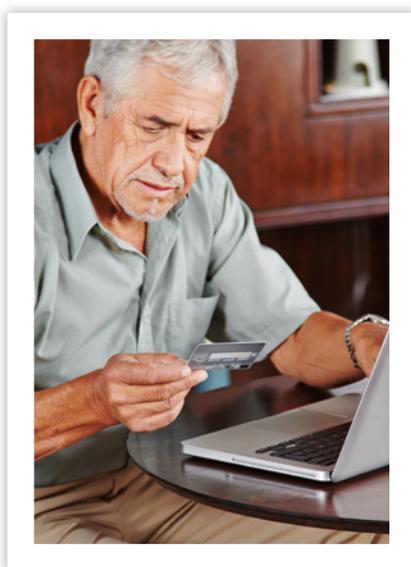
EAT! (This can serve 2 if you want to feel slightly more virtuous).

And why is this the most dangerous cake recipe in the world?

Because now we are all only 5 minutes away from chocolate cake at any time of the day or night!

You are going to make this straight away, aren't you?





Self-isolation and social distancing have been described as 'crucial' by PM Boris Johnson in order to contain the coronavirus outbreak. For those in high-risk groups, including those over 70, these safety measures will remain an important consideration for the rest of the year.

One of the essential activities we normally do outside is shopping. Thanks to existing technology, most can shop from home with a mobile device and internet connection. Sadly, heartless scammers are targeting those new to the digital world to steal personal information, such as credit card details. One of the most common online frauds is phishing.

What is phishing?

Phishing is a cyber attack that uses disguised email to trick the recipient into believing that the message is something they want or need (a request from their bank or a receipt from a well-known retailer) so that recipients provide valuable information to scammers.

While we have re-discovered the benefits of technology we must stay alert online to protect ourselves.

Only buy from reputable online retailers

Do background checks on the company before making a purchase. Ask friends and family if they have heard of the business. A reputable online retailer will have a secure website and easy ways of contacting you, should there be any problem with your order.

Never reveal your password

If you receive an email or text asking you to reset your account password, don't click on the link unless you have requested it yourself.

Don't share your account with someone else

Sharing an email or online shopping account increases the risk of the account being compromised as you will have more devices connected to the account, making it easier for hackers to get in.

Pay using a credit card

Paying by credit card will give you added protection on purchases between £100 and £30,000 (section 75, Consumer Credit Act). This gives the card provider equal responsibility with the seller for faulty, unsatisfactory or undelivered items.

Our friendly team is here to help advise on improving mobility and wellbeing. Snowdrop Independent Living has a brand new online shop bringing products and expert advice to your door!

All Snowdrop Independent Living Showrooms are open !

Tel: 0333 200 1337 or visit www.snowdropindependentliving.co.uk

Peace of Mind - Products

During these uncertain times and as we focus on staying safe and healthy, we are sadly often reminded of the need to plan for the future and consider our will, pre-paid funeral plan and advice on equity release. Despite restrictions on face-to-face meetings, it's still possible to put these place - through reputable companies and no obligation advice.

Will writing

If you don't have a will in place or want to make changes to an existing will then take advantage of the free will writing and will review services offered by **McClures Solicitors**. McClures also offer a Lasting Power of Attorney for £199.

Just call Freephone **0800 852 1999** Quoting ref **Age Connects Cardiff and the Vale**.

Pre-paid funeral plans

A pre-paid funeral plan from **Golden Charter** can save your family worry and expense, and help make things easier for your loved ones at a difficult time. When the time comes, just one phone call to your funeral director is all that's needed to activate your plan. Everything will then be taken care of and carried out according to your wishes, relieving your family of additional stress and financial worry.

To find out more simply call Age Connects Cardiff and the Vale on **02920 683 604**.

Judith from Taff's Well explains why she felt it a sensible option to invest in a pre-paid funeral plan: 'My husband passed away suddenly five years ago and I had to make the necessary funeral arrangements at what was a very upsetting time. He didn't have a funeral plan in place and we only had a vague idea of his wishes. With this in mind, it was my priority to make my own funeral less stressful and cost free for my family. Also, it means I get the funeral I want and not one my family think I'd want. With everything now in place, it will be one less thing for my family to worry about when the time comes.'

Equity release

If you're considering freeing up some equity in your home to help pay for items you need or to help out family members during these difficult times, equity release specialists **Responsible** can offer advice over the telephone.

To find out more call Age Connects Cardiff and the Vale on **02920 683 604**

Visit www.ageconnectscardiff.org.uk
or call **02920 683 604**



75 years on – Commemorating VE Day



Victory in Europe (VE) Day on 8th May 1945 saw Britain and its Allies formally accept Nazi Germany's unconditional surrender after almost six years of war. For John Meller, a member of Bomber Command, Victory in Europe was something that 'none of us had dared to dream ... It had seemed like an impossible fight'.

On 8th May 2020, 75 years later, John, like many others, was due to commemorate VE Day in person with family, friends and former servicemen and women. Sadly, that wasn't to be as the coronavirus outbreak restricted commemorations to within our own homes.

John Meller (95) and his wife Barbara (92) live close to daughter Caroline near Cowbridge in the Vale of Glamorgan. His wartime memoirs **The Boy With Only One Shoe** were published to tie in with the 75th anniversary of VE Day.

We caught up with John by telephone to share his wartime reflections and hear how he and Barbara now love later life.

Where did you see service in World War 2?

I joined the RAF at 18 and served as aircrew in Bomber Command throughout the war. In Bomber Command there was a terrifying 46% combat attrition rate and a Lancaster bomber (where I was wireless operator) was one of the most dangerous places to be.

Why do you feel it's important to commemorate VE Day?

55,573 young men died in Bomber Command alone - they weren't conscripted but volunteered. When VE Day was announced I felt such a mixture of feelings and I still do. I was elated - but I also felt a huge sadness for all my friends and colleagues who would never know that moment. Remembrance is vital - we must never forget the generation that turned the tide and held on to Britain's freedom.



Why did you decide to publish your memoirs at this time?

We wanted my granddaughter to know about this important period in our history and her grandad's involvement in it. Few remain who can bear witness to this time and my family was determined that I should share my memoirs for future generations.

How did you meet your wife?

I first met Barbara under a weeping willow tree beside the River Lark when she was just 17 years old and I was 20. It was love at first sight. We've been together for 75 years and married for 71 years.

And the secret of your long and happy marriage?

Love and attraction but most of all friendship, trust and loyalty.

How do you spend your days and keep active?

We always travelled a great deal – well into our 70s - and kept active with ballroom dancing, bowls and gardening. Unfortunately, heart problems and resulting swelling in my feet now make it difficult to walk and I certainly can't dance anymore. I enjoy sitting in my favourite chair looking out over my daughter and son-in-law's smallholding and watching our granddaughter riding her horses. We enjoy watching the birds in the garden, looking after our three lovely cats, doing crosswords and reading a variety of books.

Do you have any top tips for older people in our communities?

Barbara has always made sure we eat well and take our vitamins. We have always tried our best to keep active and even now Barbara reminds me to step outside and enjoy the fresh air and just have a short walk to keep my system moving.

Is there one piece of advice you would give your younger self?

Dance and be happy whenever you want to and whenever you can.

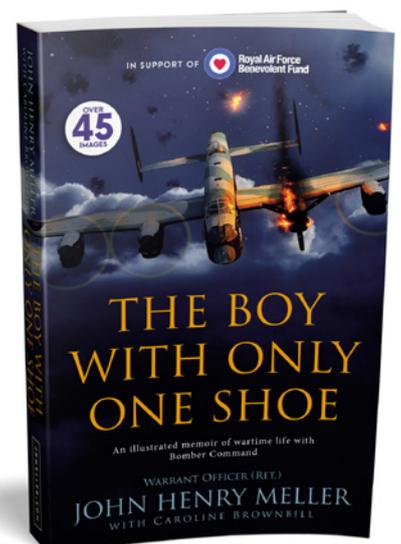
We asked daughter Caroline what is inspirational about her parents.

Everything! They have been incredible parents, always seeing the best in my brother and I, encouraging us to follow our dreams, but most of all to be happy.

John's wartime memoirs **The Boy With Only One Shoe** were published on 7th May 2020.

A proportion of the proceeds go to the RAF Benevolent Fund.

More information at: www.jhmeller.com



Message In A Bottle



This very simple storage device is recognised by the emergency services and community nurses alike.

Containing a small sticker which is placed on the inside frame of your front door and then a second sticker to highlight the fridge, this bottle can save precious time in an emergency.

It is stored in your fridge and can be used to store your important information, such as prescription details, how to contact family/friends, Do Not Attempt Cardiopulmonary Resuscitation form, Advance Care Plan or Advance Decision to Refuse Treatment. If you have too much information to be stored within the bottle you can use it to give directions to where this information is held.

It is available free of charge in some areas from GP surgeries and some pharmacies. Ask your local health staff for information. Supplies can also be found with the Rotary Club or Lions Club within your local areas.

Visit NHS Wales Website on Advance and Future Care Planning:

www.wales.nhs.uk/researchandresources/publications/nhswalesadvancefuturecareplans



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Call 029 2167 2244 or visit
SunriseCardiff.co.uk for more details.

Sunrise of Cardiff
127 Cyncoed Road,
Cyncoed, Cardiff CF23 6AF



Tech Review

Easy to use smartphone for the older user.

Having easy and portable access to the internet can make life easier, safer and happier. A smartphone for older users is a great way to connect to family, friends and the world around. Packed with handy features like a magnifier for when you forget your glasses, an assistance button to send out an SOS message in an emergency, hearing aid compatibility and many more.

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– Stanley T.
Client

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or call 02920 569483

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Puzzles

Sudoku

Sudoku is easy to play and the rules are simple.

Fill in the blanks so that each row, each column, and each of the nine 3x3 grids contain one instance of each of the numbers 1 through 9.

For the answer to this puzzle, please email marketing@ageconnectscardiff.org.uk or call 029 2068 3604

		6		2				
	8		9			6		5
		4			8	7		
							9	
	6	7	8		9			
				4		2		
3	7							
	5				3		1	9
				5				2

Riddle

What travels around the world but always stays in a corner?*

* Answer: A Stamp



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Things We Did During Lockdown

It's been a difficult few months for all of us but together with our wonderful existing and many new volunteers, Age Connects continued to support our valued clients across Cardiff and the Vale of Glamorgan.

We listened and advised

Over an eight week period during lockdown we took more than 3200 calls for information, advice, social contact and reassurance.

We called

We weren't able to visit in person but we called the 1,000 clients on our database, many weekly, to provide much-needed reassurance.

We shopped and delivered

We arranged over 360 new shops and prescription collections.

We baked

To raise much-needed funds, friends, family and supporters baked and donated to support those who needed us more than ever.

We delivered some sunshine

One of supporters dropped doorstep daffodils to older members of her community.

Even our four-legged volunteers brought smiles!



give local **age connects cardiff & the vale.**

CAN YOU HELP US BAKE IT BETTER?

Our local charity has always worked hard to make the lives of vulnerable older people better. Now we are receiving hundreds of calls every day from concerned older people and their families and we are working just as hard to carry out shopping and prescription collections. We need donations to keep up with demand.

How can you help? Simply Bake, Donate and Nominate!

Step 1: Choose your bake of choice
Step 2: Bake it!
Step 3: Share a picture of your baking creation and recipe on your facebook page and tag us
(Tap the @ key followed by Age Connects Cardiff and the Vale and we should pop up for you to tag)
Step 4: Make a £5 donation towards our charity work
Step 5: Nominate 5 of your friends to do the same

Let's get baking, sharing our recipes with each other and support local older people who need us now more than ever!

A photograph showing a person's hands mixing ingredients in a bowl. There are jars and a bowl of flour on the counter.

Dawn Bowen
4 May at 12:03 · 🧑🏻‍🦱

1. BAKE
2. Take a picture of it
3. Donate £5
4. Nominate 5 people
5. Post on Facebook tagging Age Connects Cardiff & the Vale and your recipe!

I nominate [Rachael Evans](#) [Jennifer Evans](#) [Simran Dorka](#) [Oliver Bowen](#) [Sarah Bowen](#)

the 2.6 challenge **age connects cardiff & the vale.**

STAY HOME AND BAKE FOR CHARITY

As part of the 2.6 Challenge, Age Connects Cardiff and the Vale is asking you to roll up your sleeves, get baking and support vulnerable and isolated older people living in our communities.

Our charity is receiving hundreds of calls every day from concerned older people and their families and we are working hard to carry out shopping and prescription collections. We need donations to keep up with demand.

Step 1: Choose your bake of choice
Step 2: Bake!
Step 3: Share a picture of your baking creation and recipe on our facebook page
Step 4: Make a £5 donation towards our charity work
Step 5: Nominate 5 of your friends to do the same

Serry and White Chocolate Cake
To be Baked: Flour
or Butter
or Caster Sugar
Large Eggs
Spoonful of Vanilla Flavour
bit of Glace Cherries (optional)
Nectarium
2 large Bars of White Chocolate
Nectarium
Beat eggs, sugar and butter together until creamy, add sieved flour and vanilla essence.
Stap cherries and leave about 8 to use for decoration.
Add the cherries to the mixture and whisk or stir vigorously.
Pop in a thick greased cake tin.
Bake at the for approx. 25 minutes.
To decorate melt 100g of chocolate and pour over cake, add cherries cut in half to finish.

A photograph of a round cake with white frosting and several red cherries on top. The cake is on a wire rack.



How we can help you

- Advocacy Service: **02920 683 683**
- Community Volunteer Support Programme: **02920 683 600**
- Nail Cutting Service: **02922 331 113**
- Products (Funeral Plans, Equity Release, Stairlifts etc): **02920 683 604**
- Senior Health Shop, Barry: **01446 732 385**
- Vale Good Neighbour Scheme:
Western Vale: **01446 795 549**
Central Vale: **01446 747 654**
- Vale Shopping Service: **07507 416875**
- Vale Welfare Rights (Benefits): **02920 683 682**
- Volunteering: **02922 400 030**



How we can help each other

In order to continue our work, we are dependant upon the generous donations received from the public and corporate bodies. This can be through one-off and regular donations, gifts in a will, organising your own fundraising activity or attending (either in person or virtually) one of the events that we run throughout the year.

However, you can also help us in your everyday life, as well as those of your family and friends. We work with many reputable local and national companies and organisations that support our work.

If you need to buy insurance, prepare a will or Lasting Power of Attorney, purchase a stairlift or a pre-paid funeral plan, Age Connects Cardiff and the Vale can advise you on trustworthy providers who may be of interest to you or people that you know. What's more, if you decide to go ahead, then our charity will receive a much-needed donation at no extra cost to you. Why wouldn't you?

To find out more, please contact Karen on **02920 683 604**
or visit: www.ageconnectscardiff.org.uk