



Yes, this is the Spring issue of PAC-Chat! Easter has already passed and May is just around the corner – so if anyone knows where the time goes, I'd be pleased to hear from them! As usual, there's a lot going on here at Plymouth Age Concern which we hope you will find of interest. Perhaps, when you've finished reading this newsletter, you would be kind enough to pass it on to family, friends or neighbours so that they, too, will know a little of what we do.

*Chris Newham, Editor*

## **STARTING POINT INFORMATION ROADSHOW!**

Our Starting Point team are on the road!

Throughout the year, they will be taking an information bus to different venues across the City to offer information and advice to people over 50 who have concerns, need help, or want to take control of their lives in some way.

Why not come along and say 'hello' when we're in your area - and find out how we might be able to help you to improve your life?

**Thursday 22<sup>nd</sup> April at Morrisons, Plymstock (11am-2pm)**

**Wednesday 12<sup>th</sup> May at Morrisons, Plymstock (11am-2pm)**

**Thursday 13<sup>th</sup> May in Derriford Hospital main foyer (8am-4pm)**

**Tuesday 22<sup>nd</sup> June at Morrisons, Outland Road (11am-2pm)**

**Wednesday 7<sup>th</sup> July at Seven Stars, Tamerton Foliot (11am-2pm)**

**Tuesday 10<sup>th</sup> August at Ernesettle Primary Care Centre (11am-2pm)**

More dates are planned for later in the year.  
For further details please phone Starting Point on 318037

## **CHANGE OF SCENE FOR PLYMOUTH AGE CONCERN'S 58<sup>th</sup> ANNUAL SKILLED HANDS ART & CRAFT EXHIBITION**

This year's show is being held at our own Elspeth Sitters House Centre on the Barbican and will be open to the public for longer – from Wednesday 16<sup>th</sup> June to Saturday 19<sup>th</sup> June inclusive!

**See inside for full details.**

## Peter retires after 2 decades with the Charity!

On 23<sup>rd</sup> April 2010, Peter Tremlett retired from his role as the Charity's Finance Director. He joined Plymouth Age Concern twenty years ago – April 1990 – as Managing Director, a position he held for eleven years before 'stepping down' to become the Charity's part-time Finance Director. But those who know Peter will be very aware that during that time he has done much more than just keeping the books balanced! He has played a major role in the success and development of the Charity and his knowledge and expertise has always been of great support to the rest of the Senior Management Team. So we are extremely pleased that, although he will be putting away the familiar big red accounts books that he has maintained so expertly over the years, Peter will continue in a voluntary capacity as the Charity's Company Secretary and is keen to be involved in the future of Plymouth Age Concern in whatever way he can.

At a presentation held on 23<sup>rd</sup> April, friends and colleagues past and present joined Peter to celebrate his time with the Charity. After a 'This is Your Life' presentation by Chief Executive, Barbara Duffy, Peter was presented with many cards and gifts, including an antique writing slope and garden vouchers. As the saying goes 'as one door closes, another opens', so as everyone wished Peter a very long, happy and relaxing retirement, it was with the knowledge that he will continue to be very much a part of Plymouth Age Concern in his new role as a volunteer.

<p><b>ATTIK DANCE SESSIONS</b> are held at our Venton Centre (Mount Gould) every Tuesday 2.30-3.30pm £2.00 per session</p> <p>For details phone 253980</p>	<p style="text-align: center;"><b>CONFERENCE</b></p> <p style="text-align: center;"><b>“Tackling the Social Exclusion of Older People</b></p> <p>Plymouth Age Concern's Chief Executive, Barbara Duffy, and Starting Point Manager, Mary James, were delighted to accept an invitation to speak at a Capital Conference held at the Holiday Inn Regent's Park Hotel in London on 30<sup>th</sup> March. The theme of the conference focused on “Tackling the Social Exclusion of Older People” and Barbara and Mary spoke about the benefits of a 'One-Stop-Shop', such as the Plymouth Age Concern centre on the Barbican, whereby a range of services, activities and facilities are made available under one easily accessible roof.</p> <p>The day included speakers from across the country, and representatives of councils, agencies, care trusts, charities and associations were among the sixty delegates who attended this high-profile event.</p> <p>Apart from their 'slot' on the programme, Barbara and Mary were pleased to have the opportunity of listening to fellow speakers and the chance to exchange views and experiences with others during the coffee and lunch breaks. The day was made even more enjoyable because all of their expenses were paid by the conference organisers!</p> <p>Events such as this are an ideal way of promoting the work of Plymouth Age Concern and for finding out more about what is going on nationally.</p>
<p><b>ART WORKSHOPS</b> are held at our Elspeth Sitters House Centre on the Barbican every Thursday 2.00-4.00pm and are Free!</p> <p>For details phone 665424</p>	
<p><b>YOGA SESSIONS</b> are held at our William Venton Centre Plymstock every Thursday 3.30-4.30pm £4.00 per session</p> <p>For details phone 405632</p>	

## 58<sup>th</sup> SKILLED HANDS ART & CRAFT EXHIBITION

This year's Skilled Hands Exhibition is fast approaching and we hope that many of you are either hard at work making exhibits, or planning to visit the show during the public open days. The exhibition is being held at a new venue - our **Elsbeth Sitters House Centre** on the Barbican - and will be open to the public for longer - from **Wednesday 16<sup>th</sup> June to Saturday 19<sup>th</sup> June inclusive**. The cup presentation will take place on Monday 21<sup>st</sup> June. Apart from wonderful displays of work, the exhibition offers visitors the chance to watch demonstrations, win a prize in the Instant Raffle, and enjoy delicious snacks and refreshments. Last year's show attracted over 650 exhibits and 500 visitors; we are hoping for similar (if not better) numbers this year!!

Anyone over 55 can enter the exhibition provided their entries have been completed within the last 12 months. The theme of this year's show is '**Carnival**' but this is not a prerequisite for entry. Full details of how to enter – either as a club/group or as an individual – together with schedules setting out the rules of entry and the many classes, are available from Plymouth Age Concern centres or on request tel. 665424 or 256020. Clubs and groups wishing to enter are asked to contact the Exhibition Organiser on 256020 for an information pack as soon as possible.

### News from our Volunteer Co-ordinator

Things have been very busy in the Volunteer Department since the start of 2010. Volunteer numbers have increased and we currently have over 150 people on the team.

At the beginning of the year, three training/information courses were held at our centres on the subject of Deaf Awareness. These courses were provided by The Royal National Institute for the Deaf and were very pertinent for those working within Plymouth Age Concern as many of our day guests experience some degree of hearing loss. It was good to see so many volunteers attending the courses to understand more about the problems associated with hearing loss.

I am currently in liaison with Lipson Community College which, hopefully, will result in a third year health and beauty student volunteering to provide free manicures to day guests at both our Plymstock and Mount Gould centres. I feel sure that such a service would

be well received and enjoyed – especially by the ladies!

We accept, of course, that people will sometimes apply to be a volunteer whilst looking for paid employment. Whilst this means that they may only be with us for a short while, it is good to know that many attribute their new-found confidence and experience in a work environment to the time they have spent as a volunteer.

Proof that volunteering can be an enduring and rewarding experience was highlighted recently when one of our volunteers (who wishes to remain anonymous) completed 25 years with us – a wonderful and amazing length of service! Plymouth Age Concern really does appreciate the time and commitment given by all of its volunteers – particularly those who have been with the Charity for many years. A big thank you to all of you!

Sheila Harrison  
Volunteer Co-ordinator

***WE ARE ALWAYS IN NEED OF MORE VOLUNTEERS!*** *If you, or someone you know, would like to try something new and have a few hours each week to spare, please contact our Volunteer Co-ordinator, Sheila Harrison, on 01752 253980 and find out how you can 'make a difference.*

## **ONE-STOP-SHOP AT ELSPETH SITTERS HOUSE**

### **Weekly Timetable**

Day	Time	Activity	Price
TUESDAY	11.30am - 1.30pm	Legal Advice	20 minutes free
	1.30pm - 3.00pm	Money Matters (alternate weeks)	No charge
	3.00pm - 4.00pm	Tai Chi	No charge
WEDNESDAY	9.30am - 1.30pm	Chiropody (appointment required)	£10
	2.00pm - 4.00pm	Bridge Club	£1 (incl cup of tea)
	1.30pm - 3.30pm	Computer Tuition (appointment required)	No charge
THURSDAY	9.30am - 3.30pm	Holistic Therapy (appointment required)	£5
	9.30am - 3.30pm	Computer Tuition (appointment required)	No charge
	2.00pm - 4.00pm	Knit & Chatter Knitting Group (meets 2 <sup>nd</sup> Thursday of month)	£1 per person (incl. tea or coffee)
	3.00pm - 4.00pm	Tai Chi Class	£1 per person
FRIDAY	9.30am - 1.30pm	Chiropody (appointment required)	£10
	9.30am - 3.30pm	Computer Tuition (appointment required)	No charge
	11.30am - 1.30pm	Debt Awareness Surgery (appointment required)	No charge
	2.00pm - 4.00pm	Bridge Club	£1 (incl cup of tea)

For further details or to make an appointment, please phone Plymouth 665424

## **HOME CARE SERVICE REVIEW**

A review of our Home Care Service has resulted in a number of changes that we believe will lead to a more efficient and effective service for our clients. During the review, carried out over several months, the Home Care Service team, including all of our Home Care Assistants, were invited to attend consultation meetings with Barbara Duffy, Chief Executive, Denise Gregson, Assistant Director (Care Services) and Nigel Backhouse, Assistant Director (Admin) to discuss ideas regarding administrative changes and how the service to clients could be improved.

Lin Card, who has worked in the Home Care office for nine years, was successful in applying for the new post of full-time Co-ordination Officer, and plans are now underway to appoint a number of Team Leaders across the City, who will be responsible for overseeing the services provided by our Home Care Assistants.

This new structure will help us to provide a more individualised approach to service delivery, including people who receive personal budgets and direct payments under the Government's Personalisation Agenda initiative. It will also enable us to be more aware of the changing needs of clients, promote other services offered by Plymouth Age Concern, and strengthen working links with our team of Home Care Assistants.

## News from the Manager of our River View Centre (for people with dementia)

Earlier this year, we made sure that one of our regular clients had a great 90<sup>th</sup> birthday. We decorated the centre, organised entertainment, and his wife brought in a birthday cake and stayed with us for the afternoon – joining in with the dancing!

In February, we all wrapped up warm and went on a trip to Bovisands armed with plenty of hot tea and doughnuts. For Valentines Day, the centre was decorated with balloons and banners, and all the staff (and some of the day guests) wore something red. Entertainment and heart-shaped cakes completed the day. Easter was the next event, with bonnets, decorations, fancy dress and a lunch trip to the Imperial Inn at Ivybridge for clients and their carers

Four 2<sup>nd</sup> year social work students have been working on producing a dvd “A day in the life of River View”. It's been great fun and everyone enjoyed being filmed! The dvd includes a trip to Endsleigh Garden Centre, lunch at the Venton Centre, and clients joining in with Attik Dance sessions. We are now looking forward to seeing the end result!

Meanwhile, a 1<sup>st</sup> year social work student has been helping with a 'Spring Group'. Clients in the group were taken to a local garden centre to buy plants and equipment to make hanging baskets, which are now hanging on the River View patio so that everyone can appreciate their work.

Yvonne Osborne  
Manager, River View Centre

*If you care for someone with dementia, or would like to know more about the work of the River View Centre, please contact Yvonne on Plymouth 253974. She'd be happy to talk with you.*

### Friends of River View

The Friends of River View have, as usual, been busy raising funds for our River View Centre at Mount Gould. Every month, they sell donated items at a table-top sale at Harewood House, Plympton, and a staggering £702 was raised from their Christmas Draw. Forthcoming events include a Pasty & Skittles Evening at Woodland Fort in April, and a Quiz Evening in July (dates of both to be confirmed).

Funds raised go towards items for this very special centre, which offers day and respite care to people with dementia. Recent purchases include a digital camera to record special occasions and events, new games to help with reminiscence and conversation group-work, and a box full of lovely things to enable pampering sessions to be introduced for clients. A further £200 paid for clients to go to the pantò.

Needless to say, we are extremely grateful to this small band of people for their time, effort and commitment in supporting the River View Centre.

### New Service Doing Well

Our Early-Onset Dementia Service at the William Venton Day Centre, Plymstock, has been very busy since its launch last December. The service offers up to twenty daytime places every Monday, providing the opportunity for people with early-onset dementia to join in with activities or to simply enjoy the company of others. Anyone over 50 who are in the early stages of dementia or memory-loss, or anyone with concerns about someone they care for, are also welcome to 'drop-in' to the Centre any weekday for informal advice and support.

Contact the Manager, Peter Scurr, on 405632 for more details.

**If you have access to a computer, you may be interested to know that there is a website - [www.fixmystreet.com](http://www.fixmystreet.com) – where people can report problems in their street such as broken pavements and then log them, by council and by status.**

## NEWS IN BRIEF

- *On 18<sup>th</sup> February, our Starting Point Team gave out information about our services at an Age Concern Aid Call Day held in the foyer of Derriford Hospital. Then, on 25<sup>th</sup> and 26<sup>th</sup> February, the Team manned an information stand at a Mental Health Awareness event at the Holiday Inn. This was followed, on 25<sup>th</sup> March by the start of the Starting Point Information Roadshow at the Local Care Centre (Mount Gould) – details of which are on the front page of this newsletter.*
- **Welcome to all new members of staff and volunteers including Ken Summers and Mark Wright, who joined us as mini-bus drivers, and Jasmine Beeney, a new kitchen assistant at our Plymstock centre.**
- *Several students have been on work placements at our centres to gain care experience. They enjoy their time with us and we are always sorry to see them leave at the end of their placement.*
- **Have you visited our website yet? After just two months 'live', it was pleasing to know that the site attracted 429 new visitors in February alone! We are expecting this figure to rise as more and more people use the internet to access information about us - [www.plymouthageconcern.org.uk](http://www.plymouthageconcern.org.uk)**
- *Residents and day guests at our Venton Centre (Mount Gould) were treated to an afternoon of song on 9<sup>th</sup> April by three members of the Welsh National Opera, who were visiting Plymouth as part of their 2010 tour. Renditions of familiar songs from operas and shows brought back memories of times gone by – and the roof was raised when those who knew the words joined in! Everyone enjoyed a very special afternoon spent with the W.N.O. that, hopefully, can be repeated next time they are in Plymouth.*
- **Did you see the Plymouth Age Concern feature in the March issue of Devon Life Magazine? The free double-page feature covered the history of the Charity and what we offer today. A lovely photo of volunteers from Elspeth Sitters House was one of three pictures included in the article.**
- *Residents of Patricia Venton House were serenaded by a singer/guitarist during a special lunch to celebrate St. Valentine's Day. Tables were decorated with hearts and flowers, and everyone received heart-shaped chocolates. A few weeks later, the singer entertained residents again during a French-themed party held to celebrate the 90<sup>th</sup> birthday of a resident who was born and grew up in France.*
- **Centres were decked out in green and white shamrocks and there was Irish Stew on the menu for St. Patrick's Day on 17<sup>th</sup> March. Plans are now being made to celebrate St. George's Day on 23<sup>rd</sup> April.**
- *Following the spell of bad winter weather at the beginning of the year, it was lovely to read a letter printed in the Herald Postbag earlier from one of our day care clients thanking us for making sure that she was okay. For a couple of days, the Plymouth Age Concern buses were unable to go out to bring clients into our day centres - so managers and staff phoned around to make sure that clients had hot food and warmth - and, where necessary, shopped and paid a visit.*
- **A big 'Thank you' to Mark Holt & Co and HSBC for donating £2,500 to Plymouth Age Concern earlier this year for the refurbishment of the hairdressing salon at our Elspeth Sitters House Centre. Work is now well underway.**
- *A belated but sincere 'Thank you', too, to all those who gave Christmas donations and hampers to help those less fortunate to enjoy a little extra over the festive season.*

## **AGE UK**

Plymouth Age Concern has always maintained its independence as a local Charity even though, for many years, we have benefited in a number of ways from the national organisation. However, as you may be aware, Age Concern and Help the Aged have recently merged to form a new charity – Age UK – and to help clarify the current relationship of Plymouth Age Concern with Age UK, the following statement has been issued by our Chief Executive, Barbara Duffy:-

“Plymouth Age Concern continues to work with and for older people in the City of Plymouth as an independent Charity. We will continue to provide a diverse range of excellent quality services designed to improve later life.

We are currently in discussion with the new national charity Age UK and we are considering whether to join them in a new partnership for the future. No decision has yet been made and therefore we will continue to be known and registered as Plymouth Age Concern, which is independent from Age UK, but working with them on issues that affect older people.

As we have not yet entered any formal relationship with Age UK, any donations or legacies intended to be used locally (i.e. within the City) should be addressed to “Plymouth Age Concern”.

If you would like any further information, please contact Barbara Duffy, Chief Executive of Plymouth Age Concern on tel. 01752 256020

### **SAD LOSS**

It was with immense sadness that we learned that Bob Smith passed away on 8<sup>th</sup> April while on holiday in Scarborough.

Bob had served as a Trustee of Plymouth Age Concern for twenty years and will be greatly missed. He had also been a member of our Finance and Training Committees and the Support Special Interest Group. His commitment and loyal support for the Charity and its work will always be very much appreciated.

Our thoughts are with his family at this sad time.

### **MINI GUIDE TO OUR SERVICES**

A new 'Mini Guide to our Services' leaflet will shortly be available at all of our centres providing brief details of the many different services and facilities now offered by Plymouth Age Concern – from day opportunities to advocacy, dementia care to lunchclubs, carers support to energy schemes – there's plenty to choose from! The Mini Guide will be easy to spot – yellow with four photos of Plymouth on the front! So be sure to pick one up next time you call in and keep it handy for future reference – and why not take a couple away for friends and neighbours?

**A wise man once said that every society is judged by how it treats its least fortunate amongst them.**

## Margaret is on the Move!

Following her retirement in April 2008 as Assistant Director (Care), Margaret Nash joined Plymouth Age Concern's Board of Trustees. Now, with the recent birth of their fourth grandchild, Margaret and her husband, Alan, have understandably decided to up sticks and move away from Plymouth to be nearer their growing family.

Whilst sorry to lose Margaret from the Charity, we wish them both many years of happiness in their new home

## Good Wishes to Shirley

Sadly, we said farewell earlier this year to Shirley Webber, who had held the post of Home Care Manager since July 2002. Cards and gifts were sent to Shirley by friends and colleagues, with all good wishes for the future.

<b>DATES FOR YOUR DIARIES:-</b>		
<i>Date</i>	<i>Event</i>	<i>Venue</i>
Wed to Sat 16 <sup>th</sup> - 19 <sup>th</sup> June 2010	Public Open Days for Plymouth Age Concern's 58 <sup>th</sup> Annual Skilled Hands Art and Craft Exhibition	Elsbeth Sitters House, Hoegate Street, Plymouth
Throughout 2010	Starting Point Information Roadshow	See front page for details
Wednesday 29 <sup>th</sup> September 2010	Plymouth Age Concern's Annual General Meeting	Elsbeth Sitters House Hoegate Street, Plymouth
Friday 1 <sup>st</sup> October 2010	National 'Older Peoples Day'	All of our centres
Friday 10 <sup>th</sup> December 2010	Plymouth Age Concern's Staff and Volunteers Christmas Party	Elsbeth Sitters House Hoegate Street, Plymouth

<p><b>Answers to Puzzle Box no. 27</b></p> <ul style="list-style-type: none"> <li>➤ Winter Wonderland</li> <li>➤ 1843</li> <li>➤ A button</li> <li>➤ Coal</li> <li>➤ Scholars</li> <li>➤ December 6<sup>th</sup></li> <li>➤ Australia</li> <li>➤ Pipers Piping</li> <li>➤ <b>7</b></li> </ul>	<p><b>Puzzle Box no. 28</b> <b>These are all tv sit-coms, soaps and series .....</b></p> <ul style="list-style-type: none"> <li>➤ Triple sided.</li> <li>➤ Adjacent to a small stream.</li> <li>➤ Vendor's query.</li> <li>➤ Maintaining your views.</li> <li>➤ Father's forces.</li> <li>➤ English ER.</li> <li>➤ Capital on fire.</li> <li>➤ End of August vintage.</li> <li>➤ Single measurement of seriousness.</li> <li>➤ Frozen tootsies.</li> <li>➤ Regal relations.</li> </ul>
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### Take Heed!

The buns went to my bottom, the trifle to my thighs,  
The turkey met my tummy, my legs are all mince pies.  
The chocolate spread all over, just like post-Christmas blues,  
It takes one day to gain the weight, and all the year to lose!

Thank you to Mary Brakewell for sending this in.

If you have any special news, poems, stories, jokes that you are happy to share with others, please send them in to Chris Newham, P.A. to the Chief Executive, Plymouth Age Concern, River View Centre, Astor Drive, Mount Gould, Plymouth PL4 9RD.