

Age UK Teesside



NEWSLETTER

June—July 2020



Our team has returned to the office in the TAD Centre, normal working hours have resumed and we are here to answer your calls. Face to face appointments and group sessions are still suspended to ensure the safety of our staff, clients and volunteers. We are working hard to reduce isolation amongst our service users whilst adhering to social distancing guidelines.





Donated Face Masks

Shortly after returning to the office, Age UK Teesside were contacted by NAD Lab UK and Masqonn Reusable Protective Face Masks offering us donated face masks. We gladly accepted and received 150 reusable cotton masks and 50 KN95 masks.

When our groups and activities begin to resume, we will be distributing masks to volunteers and clients who need them. We want everyone be safe above all else, and this generous donation will help us ensure that. Thank you to NAD Lab UK and Masqonn for thinking of us and the safety of those we support, as well as our team.

<https://nadlab.uk>

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<https://masqonn.com>

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Slipper Exchange

Age UK Teesside has been working with Public Health South Tees and the Middlesbrough Staying Put Agency on a project to help reduce falls and the risk of falls in the elderly.

Since the beginning of June we have distributed 60 slippers to vulnerable people in Middlesbrough and have had some really positive feedback from recipients

The Slipper Exchange project aims to reduce the number of falls locally and improve falls prevention, consequently improving people's health and also linking people to support on how to further prevent a fall and be more independent in the home. Slipper exchange schemes have been operated across the country and proven up to a 60% reduction in falls for people who are identified as at risk. Once a fall occurs, not only can there be direct injury, such as broken bones, but inactivity during recovery can reduce muscle mass by an average of 30%. This can have a significant impact on patients and negatively impact on their ability to live independently and self-manage their health.

Emma McInnes the Ageing Well Lead from Public Health South Tees, said 'We really love this project because of its simplicity and huge potential to prevent many people from having risky falls, especially now, as many vulnerable people are not as active due to shielding or self-isolating, which can put them at increased risk of a fall that could seriously damage their health. We want to better equip people to feel safer around their homes.

Our slippers, fully cover the foot, have a slip proof sole and are designed for comfort."



If you want to know more about the slipper exchange project please contact Age UK Teesside on 01642 805500

Time Out

Befriending During Lockdown

In December 2019, we took part in an event held by Morrisons in their café in Lord Street, Redcar. We had tagged onto their free mince pie promotion which was aimed at older people and set up a stall in the café, hoping to draw in new clients and new volunteers.



The event was a great success and the staff at Morrisons were very warm and welcoming. Several of the staff told us how many of their older customers come in for a browse but also a chat and many of the staff had become quite close to individual customers.

One of the members of staff was Jayne. Jayne told us how she loved chatting to customers



and had been struck by how lonely some of them are. She was also conscious of the fact that she couldn't chat all day whilst at work. We had a chat about what we offered and, straight after Christmas, we had Jayne's completed application. She attended our induction and also our Dementia Friends awareness session at the beginning of March.

Jayne was matched with Anne just before the lockdown. Her husband

John, aged 85, had telephoned Age UK Teesside's main office and was quite low and frustrated as he didn't know where to go in regard to advice.

John explained that he cared for his wife, Anne, who has arthritis in the spine and is prone to falling and he just wanted some advice regarding support for them. He was adamant that he did not want benefit advice or a Social Worker.



We visited John and Anne to explain Time Out. John explained how he usually goes to the local school to help read to the younger children. He is also the longest serving volunteer with the Zetland lifeboats and told us (with great pride) how he had met Princess Anne on her visit to the museum in 2019. He stated that if someone were to sit with his wife, he would love to carry on with these two interests.

Following her induction and DBS checks, we were able to introduce Jayne to Anne and John.

Jayne only visited a few times before the lockdown, however has maintained contact by telephone. John's health has deteriorated and was due to go for tests for bowel cancer prior to the lockdown. These tests have been postponed however causing a lot of anxiety for both John and his wife. Jayne was aware of this so for Easter, left a hamper with fresh food she had obtained through work. The hamper included fresh fish, vegetables and some treats.

Jayne is classed as a key worker during lockdown but she has proved, beyond doubt, that she is definitely a key worker to us at Age UK Teesside and to John and Anne.

Keeping in Touch During Lockdown

The whole ethos of our organisation is that "no one should have no one". In lockdown this applied not only to our clients but to our staff and volunteers.



We were conscious that as our client's lives changed, so did the lives of many of our volunteers and staff. Some had to change their living arrangements to take care of family members whilst others struggled with home schooling. It became important that we supported each other as well as our clients.

In April we delivered Easter Eggs to all of our active volunteers who throughout lockdown have been chatting on the phone, writing letters, delivering prescriptions and shopping for our clients. It was so wonderful to see them in person even if it was at a distance.

Since then we have been in touch by email or telephone until our first Zoom meeting where we had a special guest appearance from Mike McGrother from The Wild Cats of Kilkenny. Mike had recently written a song, inspired by a man he met some time ago: "The Man at the End of Your Street". The song describes a man who lives by himself and the lyrics resonated with our volunteers. The meeting also had poetry from our Redcar volunteer Jules and a sing song at the end which was led by our other volunteer Andy.



Our first attempt was a success and so up lifting for all who attended. We plan to do this again soon with the help of a new volunteer David who is going to host a quiz.



The staff have also had zoom meetings with each other with the befriending team having weekly catch ups on Zoom. Although not the same as seeing each other face to face, it allowed us to keep up to date with each others projects and discussions on how best to support our volunteers.

As the lockdown eases, we all hope that we reunite in person but we now all have the tools to keep in touch meantime.

Volunteers Week 2020 (1st June- 8th June)

Every year, Volunteers Week, gives us an opportunity to say `Thank you` to our amazing volunteers. We would usually get together and have a celebration however, this year it was not possible, even though, this year, our volunteers have done even more during the pandemic.

We created a series of `Thank You` videos which demonstrated the work the volunteers do and there were some special messages from



staff, commissioners and even Ben Houchen, the Tees Valley Mayor! All the videos can be seen on our Facebook page.

We also sent cards and phoned volunteers to remind them how important they are to us. The following week we held our first virtual volunteer get together. We were joined by the front man of The Wild Cats of Kilkenny, Mike Mcgrother who sang his song "Man at the End of Your Street". The song is very pertinent to befriending and describes the feeling of a widower and his loneliness. The meeting gave us the opportunity to catch up with our volunteers and share stories of lockdown.

We discovered that one of our volunteers, Jules, was a very talented poet and wrote the poem below and dedicated it to the Redcar Team. We finished off the meeting with another fantastically talented volunteer, Andy who led us out with a rendition of Sweet



Caroline and The Road to Amarillo. We all enjoyed the virtual get together and plan to do it again soon with our newest volunteer, David hosting a quiz.

Lets hope next year we can get together in person.

Carers Week 2020 (8th June – 14th June)

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities throughout the UK.

Caring can be a hugely rewarding experience but sometimes

carers find it challenging to take care of their own well-being whilst caring.

With many carers shielding with the person they care for, many have reverted back to assisting with washing, dressing and other daily needs as paid carers were stopped from coming to their home. Those looking after someone living with dementia have found the lack of a break very exhausting and challenging.

Throughout lockdown, we have been supporting adult carers through our Time Out project. Usually our volunteers would visit the cared for to allow a carer some time to themselves. As this was not possible during lockdown, we have been staying in touch by telephone to give support and a listening ear.

We have also continued to work closely with our partners to continue to deliver the Redcar & Cleveland Carers Support Service. Regular meetings on Zoom and strong referral pathways meant that we could still support carers in the area.



If you care for someone in the Redcar & Cleveland area and want support as a carer, please phone Marie Kerr on **07341181190**

AN ODE TO THE REDCAR CREW

Jules, Redcar Befriender

Just a little ode to Age UK, Especially in 'Dormo'

Inspired by two top ladies I am just so chuffed to know!

I'm so glad they help the aged 'cos I'm very nearly there (!!)

But who are this Perfect A-Team, Dynamic Duo, Perfect Pair????

First there's Sandra - kind and caring, makes you feel you really matter

She's organised - It's business first BUT (Thank God!!) she loves a natter!

She's a whizz at multi-tasking....Keeps the troops under control..

Her Policewoman head keeps her focused.....But I love her caring, Nurse's soul.

BUT!!!!

Can someone put a curb on Kerr? She's FAR too energetic!!!

I can't keep up, won't even try, I'd only look pathetic!!!

YES - someone put a curb on Kerr - she's soooo enthusiastic!!

But, hang on, doesn't that mean she is actually FANTASTIC????????!!!!!!!

She's jumped from planes,

She'll walk on fire..

So come on, Volunteers

Please help me give this awesome twosome the loudest of 3 cheers!!!!!!



The Redcar team welcomes 2 new members; **Debbie Wilson**, who will be assisting with the Befriending and Welcome Home projects, and **Catherine Walsh**, who is our new Benefits Advisor.



#GladtoCare

June 2020 brought awareness and celebration to some wonderful people and important services in Teesside.

The first week of June was **National Volunteers Week**, followed by **Carers Week**, **Loneliness Awareness** and finally **World Wellbeing Week**.

July 2020 has been dubbed **Good Care Month** with **#GladtoCare Awareness Week** starting July

6th, a new annual event to celebrate the Care industry.

Volunteers

We have volunteers from all four boroughs of Teesside, working with various projects and services; Befriending Volunteers who work one-to-one with isolated older people,

Group Leaders, Tutors and



volunteers who assist us with groups and events.
We are very grateful for the dedicated, passionate
team who volunteer with Age UK Teesside.

A Poem For Carers

This is for you, I hope that you're listening.

For all those who give, without a thought,

Disregarding themselves, for another ones cause.



No plaudits. No medals. No praise. No applause.

You have no idea, our survival is yours.

We pass in the street, you look just like us,

Not all heroes wear capes.....well maybe they should.

A thousand different names, a thousand different faces,

An endless list of saints and saviours.

This is for you, I hope that you're listening.

From the shadows you do....well....just what you do,

Keeping us safe and alive, on the level off skew.

If you ever feel nameless, overlooked or ignored,

Please know that from us, you will reap your reward.

You do this for us, without material gain,

You help us through, without refrain.

With care, compassion and selflessness abound,

You hold us and comfort, without a sound.

This is for you, I hope that you're listening.

Whether you're Billy or Tracey or Nina or George,

Come out from the shadows, this spotlight is yours.

So stand up on high, with your arms open wide,

And take our applause, as we shout and we holler.

YOU'RE A STAR..!

YOU'RE A HERO..!

OUR SAVIOUR..! OUR CARER..!

This was for you, I hope you were listening

Loneliness Awareness



Loneliness is something that can affect any one of us at any point in our lives, but this issue has become more prominent during the Coronavirus pandemic, making Loneliness Awareness Week more important than ever. Not being able to see family, friends and loved ones during this time has left many people at risk of feeling lonely and isolated.

COVID-19 Loneliness Case Study

Alan is in his 80's and, up until March 2020, had led a very active life. Alan would go out every day, often walking into town to browse in the shops. To stretch the day out, he would either go for a pint or a coffee before returning home, having casual chats with people he met.

After lockdown started, Alan's friend contacted us, worried that he had lost all connection with his community, and we began contacting Alan.

We continue to contact Alan on a weekly basis and will continue to do so, until he feels it is safe to venture out again

For some, loneliness is new but hopefully, for all who feel lonely, only temporary.

3-minute seated

www.nhs.uk
NHS
choices

OFFICE-FRIENDLY WORKOUT
© darebee.com
30 seconds each

Yoga



body fold



stretch up



alternating side stretch



alternating lotus twist



alternating lift & reach



alternating half lotus

Word Search

Things found in the home

T	C	T	H	R	O	W	R	U	G	N	E	V	O
A	L	D	S	R	V	E	G	A	R	A	G	P	M
B	O	O	O	O	V	O	R	C	B	L	R	A	I
L	S	Y	D	U	T	S	K	E	O	S	R	R	C
E	E	F	T	H	N	A	Y	L	E	W	E	T	R
S	T	O	S	S	Y	R	G	L	K	R	R	S	O
S	S	I	G	K	T	O	S	A	R	Y	U	A	W
L	N	S	U	N	R	E	Y	R	D	B	T	T	A
K	C	E	A	I	H	O	U	S	E	R	I	R	V
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A	R	E	W	S	T	O	V	E	C	S	R	U	S
M	P	R	M	O	O	R	Y	R	D	N	U	A	L
P	E	M	R	E	H	S	A	W	S	Y	F	S	C
S	T	F	A	M	I	L	Y	R	O	O	M	V	S

SINK
 PANTRY
 STOVE
 OVEN
 THROWRUG
 FAMILYROOM
 GARAGE
 FURNITURE
 MICROWAVE
 WASHER
 HOUSE
 CELLAR
 RUGS
 LAUNDRYROOM
 DRYER
 TABLES
 CLOSETS
 STUDY
 CARPET
 LAMPS

The **WordSearch**

Find more online at:
thewordsearch.com

Quick Quiz

The answers are all the names of towns or cities in Great Britain and Northern Ireland.

(answers at the end)

1. This was once known as the Second City of the Empire.
2. The main railway stations of this city are Victoria and Piccadilly.
3. University City that won the 2019 Boat Race.
4. Derbyshire town famous for its spa water.
5. The home of golf.
6. Shropshire town which shares its name with a type of biscuit.
7. The Titanic was built in this city.
8. And it set sail from here on April 10th 1912.
9. Sounds like this has been a clean city since Roman times.
10. Yorkshire town famous for the production of liquorice confectionary.

Answers at

the back

PRIDE IS FOR MORE THAN JUNE

Always Proud to Support our LGBTQ+ Community

LGBT+ Rights As many older people have experienced society's changing attitudes towards LGBT+ people it is important to ensure they aren't disconnected from their rights today. While most of the issues relating to later life are the same for everyone, some matters need more consideration and it's important people are informed of this.



Dealing with discrimination Many older people feel a sense of vulnerability, as do many LGBT+ people. Sadly, many older LGBT+ people may be more likely to experience prejudice, it's therefore vital that older LGBT+ people know what to do if they feel discriminated against.

Health and wellbeing Historically, many LGBT+ people faced difficulties accessing health services. It is important to emphasise that everyone's health is as important as each other's and so LGBT+ people shouldn't feel they cannot discuss anything with their GP.

Staying connected 1.4 million people aged 50 and over in England often feel lonely. The need to stay connected **has** never been more prominent, but so too has the technology to make it possible for likeminded people with similar experiences to communicate.

Issues affecting trans people There are many issues that only affect trans people, and that is true of any age. However, there are some particularly issues that are compounded in later life. A person's experience of being trans will be influenced by how old they were when they transitioned, and when that was. But transitioning can make people feel more 'themselves' and bring feelings of self-acceptance at any age.



Age UK Teesside are proud to work with Trans Aware founder, Ellie Lowther, who is our Equality and Diversity Officer, and campaigns for LGBTQ+ rights and raises awareness.

“Every one of us can face discrimination and hatred for simply being ourselves. Until we are all truly free to be ourselves, we will never create the safer, more inclusive world, that benefits us all.” ~ Ellie Lowther



VETERANS NOT FORGOTTEN



A new project to provide telephone befriending, shopping and medication deliveries to veterans aged 65+ across the 4 boroughs of Teesside.

Providing signposting and referrals to Benefit advice and Veteran Support Groups, ensuring individual health and well-being.

Please contact
Paula Taylor on

**01642
805500**

Or email
Paula.Taylor@Ageukteesside.org.uk

Better Health Better Wealth Project, Stockton-on-Tees

Message from Del:

“ Time certainly drags when you are isolating, and the home is almost like being in prison (be it a luxury prison), and the highlight of the week is a trip to the doctors for a blood test. But, not the only highlight. It has to be said that another highlight has been Gillian’s weekly telephone calls. Over the years that I have known Gill I have grown very fond of her and look upon her as the baby sister I never had, but would have liked. Her weekly telephone calls always cheer me up, and we have a good laugh (sometimes a bit of a moan)



Stockton-on-Tees
BOROUGH COUNCIL

and we have so much to talk about, we could go on for hours if it wasn't for (dare I say it) the call of nature. She is such a happy person, and it 'rubs off' during our conversations. I miss my weekly visits to the Hub, and at Yarm with Helen. It's going to be a long time before things return to what we used to call normal, and although we all wish for this. I will miss my weekly calls with Gillian. I know that you all are ringing friends of Age UK Teesside, and like Gillian with me, I am sure you are all bringing a little light into people's lives."

Middlesbrough I&A

Sue Danes, Welfare Benefits Adviser

" Hi, I hope everyone is keeping well, during these challenging times.

The lockdown has changed the way that I&A workers deliver advice.

Usually, I work at community hubs 3 days a week in Middlesbrough, under the umbrella of Financial Inclusion Group (FIG). Other partners involved in this project alongside of Age UK Teesside are ACTES, Cleveland Housing Aid Centre (CHAC), Middlesbrough Citizens Advice and Middlesbrough Council/Welfare Rights Unit.

This community advice project is a much used and trusted service. The project has generated millions of pounds so far in benefits awards for clients.

Advisers are still accessible via telephone appointment to deliver advice and help with form filling, mandatory reconsiderations and appeals. Many forms are now able to



be completed on line. New additions to the online process, include pension credit claims and tribunal appeal forms. We can offer help and guidance with the form filling process.

In addition, clients have also been referred and signposted for non-benefit related issues, such as mental health support, debt, aids and appliances and help around the home.

Read on to learn about the client's I assisted via the telephone advice system."

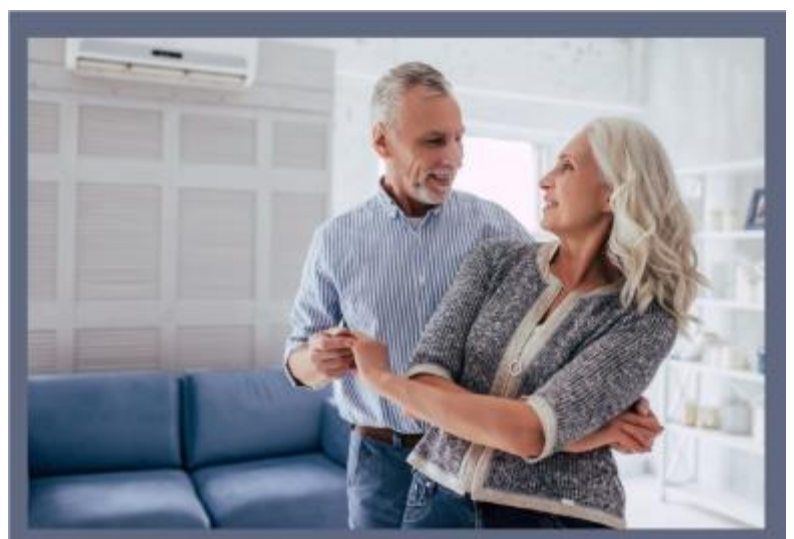
Case Study 1

This client had visited me at one of our community hubs, just before lockdown for advice on claiming Attendance Allowance for herself and her husband, who suffered dementia. Advice was given for both of them to apply, and our client subsequently had her Attendance Allowance form completed at the hub. However as we had gone into lockdown and hubs were closed following this, when her husband's form arrived, this was completed via telephone with the assistance of the client's daughter. Both were awarded Attendance allowance which resulted in a rise to household income of £148.85 per week (£7,740.20 annually). Backdated payment amounts for Attendance Allowance received by the couple, amounted to £1,400.

Once the awards were gained, both became eligible for a severe disability premium to be added in pension credit calculation. Advice and guidance was given on this and assistance to claim was also given. This severe disability premium for both, has now been awarded, which raised household income by a further £133.90 per week (£6,962.80 annually). Backdated amount of the premium, was requested from the start date of Attendance allowance awards and £2000 in back dated payments have been received by my clients.

With a combination of face to face and telephone advice and assistance, this couple's household income has now risen by £282.75p per week (£14,703 per annum) and backdated payments totalling £3,400. Clients were also signposted to adult social care, for further information regarding any further assistance available, in addition to the support they currently have.

Our client contacted the telephone advice line, for telephone assistance with an



Attendance Allowance form she had received. Assistance was given to complete the form and the client was awarded higher rate of Attendance

Case Study 2

Allowance at £89.15 per week (annually £4,635.80) and a backdated payment of £1,152. As my client had been awarded Attendance Allowance she was no longer required to pay the nondependent deduction applied to her housing benefit and council tax support, as she had an adult child living with her. Advice was given regarding non-dependent deductions and assistance was given to the client's daughter, to help her write to benefit and revenue services to inform of change of circumstance and to request removal of nondependant deduction and a request for backdated recalculation of awards for housing benefit and council tax support.

As the client is now in receipt of Attendance Allowance and also, guaranteed Pension Credit, there is now entitlement to full housing benefit and council tax support. Assistance has also been given to client's daughter with claiming carers allowance at £67.25 per week (£3,497 annually) as an online claim, as she substantially cares for client with a request for backdating of Carers Allowance, from the date of Attendance Allowance award for the cared-for parent. The total amount for benefit awards gained for this family is £156.40 per week (£8,132.80 annually).



Case Study 3

Our client, who is partially sighted, had contacted the telephone advice line for assistance with claiming State Retirement Pension. The client had been in receipt of working age benefits, which had ceased as he had reached retirement age, so the only income that client had at the time of referral was PIP (Personal Independence Payment, formerly Disability Living Allowance) payments. After I had checked that our client was alright for his immediate needs, our client was swiftly assisted with an online claim for state pension, and the client received an award fairly quickly of £187.97 per week. Following a benefit check, where entitlement to pension credit was identified at £52.73 per week, assistance was given to client to make a first claim for pension credit, which was again an online application. Backdating of pension credit was requested from the date that the client began to be eligible for state retirement pension. Client has now received his pension credit award with back payment of £200. The award of guaranteed pension credit meant that client would then receive full housing benefit and council tax support. I liaised with housing benefit and revenue department on behalf of our client and a provisional award was put in place until there was notification from pension credit. Client was successfully assisted to claim all of his pension and pension credit entitlements online, totalling £240.70 per week (£12,516.40 annually) and back payment of £200. In addition, because our client has now been awarded guaranteed pension credit, he is

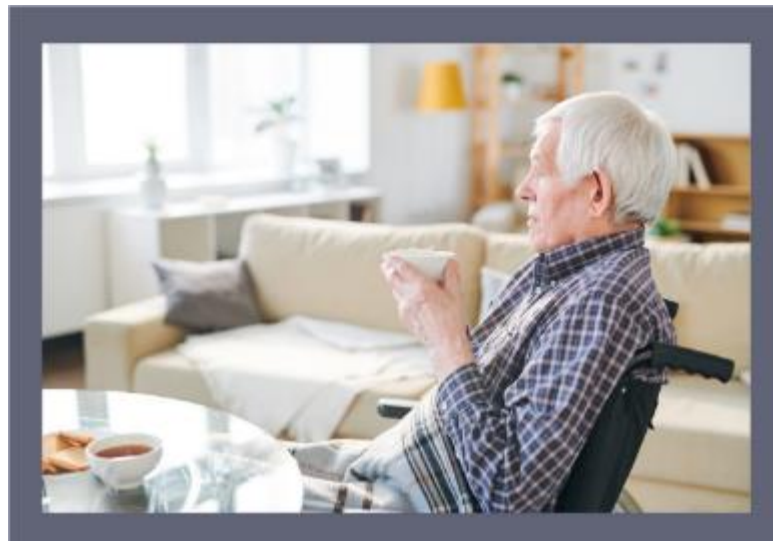


entitled to full housing benefit and council tax support. Our client was also signposted to adult social care for support with help around the home.

I had assisted our client at the community hub, before lockdown, to

Case Study 4

complete an Attendance Allowance form. My client was awarded the highest rate at £89.15 per week (£4,635.80 annually). Using the telephone advice service, the client informed me of the award, as advised. As client had been awarded Attendance Allowance, his circumstances fit the criteria for a severe disability premium to be added now in pension credit calculation. Following a benefit check, pension credit entitlement of £50.76 per week (£2,639.52 annually) was identified. Client was assisted to make a first claim for pension credit online and has now received his award with a backdated payment of £600 as requested. As client is now entitled to guaranteed pension credit, he is entitled to full housing benefit and council tax support. Client was assisted to contact benefits revenue services to inform of change of circumstances and request backdated recalculation to the start of his pension credit award. Our client's income has now increased due to benefit awards gained, by £139.91 per week (£7,278.32 annually). In addition client is now in receipt of full housing benefit and council tax support.



Can I just wish all of our clients and service users, a safe and healthy passage through these difficult times and please remember, we are only a phone call away—Sue

COMMUNITY BENEFITS ADVICE IN MIDDLESBROUGH

During the current Covid-19 crisis no face-to-face appointments will take place.

However advisers from the Community Hubs and Unclaimed Benefit Campaigns are available to provide benefits advice by phone.

So, if you need advice/support please ring the number below.....

MAKE THE CALL: **01642 802303**

TV Licenses for over 75's

The BBC has announced it's scrapping free TV licences for the over 75's. But if you're over 75 and claim Pension Credit then you could still be eligible for a free TV licence.



Caroline Abrahams, Charity Director at Age UK said: *"At Age UK we're bitterly disappointed by this decision on behalf of the millions of over 75's who have had a torrid time over the last few months and for whom this must feel like another kick in the teeth, during a terrible year."*

"Many older people on low incomes have told us that if they have to find £150 plus a year to pay for a licence then they will have to forego some other essential, or try to survive without TV at all. We genuinely worry about the mental health of older people living on their own in this situation if they have to give up their cherished TV - for some it really is all they have and their main way of alleviating their chronic loneliness."

"Everyone needs to understand that under the BBC's scheme many hundreds of thousands of the poorest pensioners will be facing a bill they will simply be unable to afford to pay. That's due to its flawed design - you only get a free licence if you are receiving Pension Credit but as many as 2 in 5 of all the pensioners on the lowest incomes do not receive this benefit, even though they are entitled to it."

"We know from talking to older people that many are feeling anxious and depressed, and frightened about the future - they are being told to be cautious because we are not yet 'out of the woods'. Everyone in this age group has more than enough to worry about already, particularly those who are alone, for whom their TV is more of a lifeline than ever. We regularly hear from older people who are still too afraid to go out much, if at all, and so the TV really is their window on the world."

"The BBC has taken this decision today but in reality the principal responsibility lies with the Government. Until a previous administration transferred these free licences to the Corporation under a tapering funding arrangement they had taken the form of a welfare benefit for a generation, and to have done that without any consultation left a really bad taste in the mouth. The Government cannot absolve itself of responsibility for the upset and distress being caused to many of our over75's today, the poorest and most isolated above all. And the sadness is that these older people have already endured so much over the last few months.

"The Government needs to sit down with the BBC urgently to keep these TV licences for over-75s free."

We are here to help, if you would like to know more or need help making a claim please phone us on 01642 805500.



Slipper Exchange

Did you know that unsuitable and old misshapen slippers can contribute to falls in older people? By simply changing your slippers, and selecting the appropriate style, you can reduce your risk of falling and therefore receiving injuries. Working in partnership with Public Health, Age UK Teesside are distributing suitable slippers to older residents and to qualify for a new pair of slippers individuals just need to complete a short questionnaire.

If you or someone you know has recently had a fall, or at risk of falling please call Age UK Teesside on 01642 805500 and exchange your old slippers for a free anti-slip pair and get some tips on simple precautions to prevent falls.

Middlesbrough
moving forward

Teesside
ageUK

The poster features a golden retriever holding a blue and black plaid slipper in its mouth. To the right of the dog is a pair of yellow slippers. The background is blue with a white text box containing the main message and contact information. Logos for Middlesbrough and Teesside ageUK are at the bottom.

Rekindle, Digital Inclusion Project, Middlesbrough



Case Study: COLIN, RECONNECTED

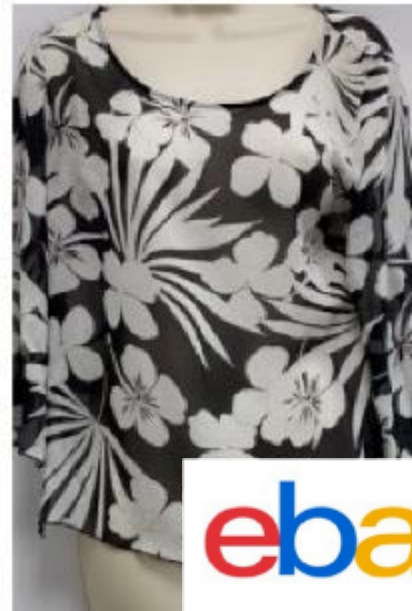
Rekindle participant Colin Gray moved home just before the Covid-19 lockdown and has had no Internet for the past 3 months. He cannot access his emails and has no contact with the only family he has who are overseas. Colin had been attending Rekindle workshops as he hoped to learn about smartphones and perhaps purchase one and learn how to use it. During one of his regular phone calls Age UK Teesside's Digital Inclusion Advisor, Steve Thompson pointed out that, had Colin been able to make just a little more progress with a smartphone then he would be have been able to access his emails using that. Steve has been producing video tutorials for Rekindle participants and one features an inexpensive smartphone he recommends: The Blackview A60 Pro. There are also several videos explaining how to set up and use a smartphone (of any kind). Unfortunately, Colin was not online and with nowhere to get online he could not access the videos. So, Steve hatched a cunning plan. He posted a USB pen stick containing all the videos.

Colin would be able to access the videos on his (offline) laptop. Imagine that? That in this high-tech age, a first-class stamp would save the day!

In a week Colin had telephoned Steve. He had watched all the videos and he loved them. He said it was like looking over someone's shoulder and quite easy to understand. He said he'd like to purchase the recommended phone. Unfortunately, it was an online purchase, so Age UK Teesside ordered it from Amazon to be delivered to his home and Colin sent in a cheque. Shortly after Colin received the phone, Steve drove down to see him and, observing social distancing, helped Colin to set up his new phone.



Steve said "I connected his new phone to his Yahoo email account and in no time at all loads of emails were coming in. Colin was delighted".



Age UK Teesside's Online eBay Store is open for business.

Shop from the comfort, and safety, of your own home.

Get Summer Ready.

Support your local community.

Quiz Answers



1. Glasgow
2. Manchester
3. Cambridge
4. Buxton
5. St. Andrews
6. Shrewsbury
7. Belfast
8. Southampton
9. Bath
10. Pontefract