



I can hardly believe that I am writing to wish you all a very merry Christmas and prosperous and healthy New Year.

This year has just flown and I know it is said to be a sign of growing older but we don't seem to have had time to draw breath this year.

The winter weather has arrived with vengeance earlier than ever with the cold weather payments already available following a year that has again given both challenges and opportunities. We have finally secured the resources to develop our café onsite alongside a variety of active ageing activities and events and look forward to finally achieving our vision for a vibrant and busy Resource Centre for older people in Pembrokeshire. Your ideas on what sessions you would like to see arranged would be very welcome. See the article later in the newsletter for more information.

During this severe weather and the festive period I would urge you to remember older friends and neighbours who live alone. Check for signs such as milk or post building up and keep in touch. We have attached a Top Five Tips for Keeping Warm and Well this winter and checklist for you.

Seasons greetings
Jane Slade
Chief Officer

Age Concern Pembrokeshire AGM

We held our 18th Annual General Meeting on 17 November.

The speakers this year were Louise Hughes, Elder Abuse Programme Manager from Age Cymru who gave an extremely interesting presentation on safeguarding older people and the importance of advocacy and Peter Wynne Williams, Area Census Manager who spoke about the 2011 Census and the importance of reaching older people and encouraging them to complete their forms.

The Chairman, Christopher Blakemore, opened proceedings by asking those present to acknowledge, with a minutes silence, the loss of our President, Mrs Olive Evans who sadly passed away in March.

In his report he highlighted how the person centred approach to identifying and meeting a persons needs continues to provide an effective and valued service. He thanked volunteers for their valuable time, Trustees for their support and staff for their unwavering commitment, including a substantial cut in pay during the year. Despite setbacks in funding, new services were developed and Chris congratulated staff on the Home Support and Nail Cutting Services which will

bring in much needed unrestricted funding for the future.

Beryl Thomas- Cleaver, Deputy Chairman presented the accounts in the absence of Walter Stocker, Treasurer and Ashmole were appointed as Independent Examiners for the coming year.

Jane Slade, Chief Officer went through the Trustees' Report highlighting the maintained activity levels and achievements throughout the year and also presented the nominations for Trustees to the membership: Michael Lloyd, Christopher Blakemore and Valerie Stevenson were re-elected as Trustees and Jane noted that 2 further interested parties had enquired about vacancies but not put forward nomination forms so these would be considered for co-opted positions at the first meeting of the Executive Committee on 25 November.



Your support is vital....

Last year we helped over 3000 older people in Pembrokeshire.

Will you help us?

There are lots of ways such as:

- Holding a fundraising event
- Supporting our events and activities
- Making a donation in cash or kind
- Becoming a volunteer

If you'd like to find out more about our work or how you can get involved in helping to improve the lives of our county's older people, please get in touch with us.

Age Concern
Pembrokeshire
37 Merlins Hill
HAVERFORDWEST
Pembrokeshire
SA61 1PE

Tel: 01437 769207

Email: independentliving@acpems.org.uk

You can also visit our website at

www.acpems.org.uk

NOTE: if you wish to or are donating to Age Concern please contact us if you wish your money to benefit Pembrokeshire.



The difference your Legacy can make for all older people in Pembrokeshire

Thousands of older people are leading happier and fuller lives because of Age Concern Pembrokeshire's actions....

.....but there are many lonely, isolated and deprived older people we are still not able to reach.

In the future, as life expectancy increases and the number of older people continues to grow, so too will the need for our help and support.

That's why your legacy to Age Concern Pembrokeshire can play such a crucial role in the security and happiness of so many lives locally.

For example:

Our Outreach programme will be able to continue to identify the most vulnerable older people in communities and ensure they receive the support they need.

Our Welfare Rights work will ensure that older people receive all the benefits to which they are entitled (over £1 m in 2009/10 was secured with our help).

Our Telephone Care Call Service can continue to keep in regular contact with over 500 older people in Pembrokeshire.

We can continue to provide practical and emotional support to older people on discharge

from hospital (nearly 350 in 2009/10).

We can continue to support carers of older people (over 225 in 2009/10).

Christmas Raffle

We are currently selling raffle tickets for the national Age UK Christmas Raffle with the first prize of a car worth £8000.

Tickets are available from the Resource Centre and any help selling them for us would be very much appreciated.

All proceeds from tickets sold through ourselves will remain with us to use to benefit older people in Pembrokeshire.



Many thanks to our volunteer Graham Morgan who very kindly asked family and friends to donate money rather than buy him presents for his recent 70th birthday. He gave us the grand total of £350. What a generous man.

Resource Centre Activities

Funding has been received from Awards for All to develop activity sessions within our Resource Centre in Haverfordwest.

The STEP Project from Pembrokeshire College has just completed 3 Craft classes and we hope they will be able to continue with further classes in the future.

We are looking to establish further activities that encourage older people to come together to renew or learn a new skill or hobby and would be very interested to hear what you would be interested in having available.

Contact Karen Butler, Contact Centre Manager on 01437 769207 to find out more.

Training

Training is an important aspect of any job both from being able to fulfil the role effectively but also from a personal development point of view.

Pembrokeshire County Council provide a comprehensive range of training available to the voluntary sector through their Workforce Development Plan of which we take full advantage.

In the last 6 months staff and volunteers have attended a range of training including Adult Protection, Child Protection, Person Centred Care, Common Ailments in Older People.

Electric Blanket testing

In response to demand for more electric blanket testing, Age Concern Pembrokeshire held a very busy and successful day in the Resource Centre on Tuesday 17 November with the Fire Service providing the equipment and staff to test the blankets with people enjoying a chat with Age Concern Pembrokeshire staff over a cup of tea whilst they waited.

Over 50 blankets were tested during the day and feedback received was very appreciative.

Don't worry if you've missed having your blanket tested, the Fire Service are happy to visit you at home and test your blanket as part of a wider home safety check.

Please contact us on 01437 769207 for more information or to arrange an appointment.

Where Does Your Money Go?

As mentioned previously, Age Concern Pembrokeshire is an *independent local* charity responsible for raising all its own funding and resources and I would urge all people wishing to donate or leave money to benefit older people in Pembrokeshire to check that instructions specifically state Age Concern PEMBROKESHIRE as your money may otherwise end up in Cardiff or London.

Social Enterprise Takes Off

The Waterloo Foundation has awarded us £15,000 to establish the Home Support Service and Nail Cutting Service as sustainable services over the next 12 months.

The money means that Trustees can look to developing chargeable services as self funding and eventually establish an independent trading arm that donates to the Charity.

We have received enquiries from people asking about help with housework and domestic tasks, especially as statutory provision is now limited to those people with personal care needs, but have also responded to requests for help with such things as dog walking, sorting out day to day issues and paperwork and providing companionship / befriending.

Any of these are provided as a one-off or regular appointment.

The basic cost is £12 for the first hour and £3 for each subsequent quarter hour (or part), with a minimum one-hour call out per visit.



Help with Taxes

Free help and advice in the Age Concern Pembrokeshire Resource Centre.
Ring 0845 6013321 to make an appointment

Free Legal Advice

Local solicitors Eaton ~ Evans & Morris are holding a free legal advice surgeries at our Resource Centre on the first Thursday of each month. No obligation to instruct. For an appointment - please ring us on 01437 769207

Nail Cutting Service

The Nail Cutting Service is now available across the County. We have staff and volunteers trained by the Hywel Dda Podiatry Service and are looking to develop outreach sessions within community facilities. These sessions will be established in response to demand so if you would like the service available near you, please let us know. The service is also available in the Age Concern Pembrokeshire Resource Centre in Haverfordwest on Tuesday mornings by appointment. The Service costs £21.50 for the first consultation which includes purchase of your own basic podiatry set and then £6.50 per appointment thereafter. To make an appointment or for more information, contact the Resource Centre on 01437 769972.

In the Pipeline.....

Coffee Shop

South Hook LNG has kindly donated nearly £4000 to establish the eagerly awaited Café within our Resource Centre in Haverfordwest.

If you would be interested in helping out as a volunteer, please contact Jan Williams, Volunteering Coordinator.



Diary dates

Christmas closing

Friday 24 December to
Monday 3 January
inclusive

Tax help and advice session

18 January

Free Legal Advice

6 January 2011
3 February 2011
3 March 2011

In Memory

For those of you who remember Fiona, our Finance Officer before Mark, we were very sad to hear that she recently lost her fight against cancer. Our sympathies go out to her husband Trevor and son Jason.

And finally

Some compliments and comments received from recipients of our support.

It's lovely to have someone who has the time to chat

Age Concern Pembrokeshire has helped me in so many ways. I was very down and didn't know who to turn to. You visited and sorted out so many different problems for me.

Thank you for coming out to see us, such a prompt response, we would just like to thank you for all your efforts and support.

I was feeling so low today and I am sorry to have cried on the phone but until you rang I was feeling desperate. Within 10 minutes you have managed to cheer me up no end, I now see some light at the end of a very dark tunnel. Thank you so much for all your help and concern.

Thank you all for all your support. I am so very grateful, I do not know what I would do without you. You provide a marvellous service.

I was overwhelmed by the help and support given by your volunteer. When she visited our house she was patient, extremely knowledgeable and helped us a great deal with benefit advice. I am so impressed.

Thank us most profusely for all the help and advice.... I could not believe the help that I was offered and given. I am very impressed with ACP and the professional manner of the organisation ...