

Age Concern Pembroke Loses a Great Friend and President

We were all deeply saddened to learn that our dear friend and colleague, Olive Evans passed away on 24 February 2010 after a long illness. Our sympathies are with her children, Gwyneth and Anthony and their families.

Olive was one of the founder members of Age Concern Pembroke following many years helping older people in her community of Solva and further afield. Olive continued to be very active right up until she was admitted to hospital last year.

She will be very much missed by all who were lucky enough to know her.

Olive pictured at the Grand Opening of the Resource Centre in September 2009.



Pembroke's Charity for Older people

Here we are already heading for Easter when Christmas feels only just gone. They say time speeding up is a sign of age creeping up on you but also that 'time flies when you're having fun'. I'm not so sure of the fun aspect of the last 3 months but we have certainly been extremely busy in Age Concern Pembroke getting the new Home Support Service off the ground (very successfully), developing the Nail Cutting Service (about to be launched) and seeking ways to bring more much needed funding into the Organisation.

As we have stated before, Age Concern Pembroke is a local, INDEPENDENT charity, able to provide what we feel appropriate to older people in Pembroke but, at the same time, having to raise all our own funds and resources locally with no central help or finances.

We continually strive to bring in enough resources and finance to ensure we can continue to meet the increasing needs and aspirations of older people in Pembroke and welcome any help, support or ideas.

We were all very sorry to say goodbye to Olive. I have personally known her for nearly 20 years, formerly when I worked for Social Services and

latterly as a Trustee and President. She was a great inspiration to all who knew and loved her.

Val Freeman moved to Somerset in February 2010 and we were all very sorry to see her go. Val has worked so hard for Age Concern Pembroke as both a volunteer and member of staff and she will be very much missed by us all, especially her band of Odd Job men. We wish Val and Alex a long and happy life together in Somerset.

Also, Sally Collins, Office Manager, has finally decided to retire after nearly 9 years of keeping us all organised and in order. Sally will be known to many of you from her time as Volunteering Coordinator when she was instrumental in securing the Investing in Volunteers Quality Standard for us in October 2008. We wish Sally a long and happy retirement with her husband Richard and her children and grandchildren.

Wishing you all a very Happy Easter.

Jane Slade, Chief Officer



Sally and Valerie pictured at Val's wedding last Summer.

How You Can Help Us Help Older People

Your support is vital....

Last year we helped over 2000 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@acpe
mbs.org.uk](mailto:independentliving@acpe
mbs.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.

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.

Continuing Appeal for Artwork



We have had an excellent response to our appeal for original artwork from local people for our Art Auction in but need more.

If you are a budding local artist and would be willing to donate a piece of your work to raise funds to help older people in Pembrokeshire please contact the Resource Centre.

What a Difference Your Money Makes!!

£5 pays for 25 phone calls to lonely older people to check they are OK and have a chat.

£10 pays a volunteer's expenses to make a home visit to get shopping, do a home safety or welfare benefit check, help sort an issue with a utility company or other organisation or give a carer a break.

£20 pays expenses for 2 volunteers make a home visit to move a bed downstairs or clear an attic ready for insulation.

£30 can pay for a training day for up to 10 volunteers to learn how to protect vulnerable older people from abuse and neglect.

£50 buys a replacement battery for a bathlift

£100 pays for trainer to teach staff and volunteers how to provide low level advocacy and representation for older people.

£200 pays the postage for our newsletter to reach over 1000 older people in Pembrokeshire.



Home Support Service Takes Off

The new Home Support Service (previously Domestic Help Service) has really taken off across Pembrokeshire. In less than 3 months we have over 35 customers and 16 Home Support Assistants

The reason for the change in title is to reflect the nature of the service that has quickly developed from the original concept of cleaning and domestic work.

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.
5 May 2010, 9.30 am – 1 pm
Ring 0845 6013321 to make an appointment

New Service Launched

Nail Cutting Service

A new service offering basic nail cutting is now available to older residents in Pembrokeshire. The service is initially available in the Age Concern Pembrokeshire Resource Centre in Haverfordwest with plans to roll out across the County as resources and finance allows. 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.

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.

In the Pipeline.....

Coffee Shop and Retail area

We are still awaiting the outcome of a grant application to develop the above within our Resource Centre in Haverfordwest.

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

ART & CRAFT EXHIBITION 2010



The 2010 Age Concern Pembrokeshire Art & Craft Exhibition took place from 4th-19th March at the Haverfordwest Library Gallery. Nearly 200 exhibits were on display for the fortnight ranging from paintings, needlework, woodwork and knitting.

The Peoples' Choice winner this year was Mr Emlyn Jones who made a beautiful oak chair and the Residential Home winner was Apley Lodge. Amanda Bentley from Apley Lodge praised the Exhibition, 'Our residents really look forward to exhibiting and I am certain it keeps some of them going as they are so eager to get to the celebrations. It shows that people with dementia should not be left out of society...dementia doesn't mean the end of life'.

Again the standard of the work was tremendous and really showed the wealth of artistic talent we have in our older population in Pembrokeshire. More than ever this year due to cuts in staff hours, the organisation of the event fell on Valerie Stevenson, Trustee, who gave many hours to making the Exhibition such a huge success once more.

Training

A grant from the WCVA has enabled ACP to purchase a range of training manuals to develop a range of courses for volunteers ranging such as customer care, working safely, managing time, adult and child protection.

Induction sessions for the new Home Support Assistants have been held every month since November last year and we now have 16 Assistants available across the County.

Members of staff recently attended a Child Protection course with Pembrokeshire County Council. Whilst this might not seem the most obvious training for an organisation such as ours, the staff found it interesting and informative. It will also ensure that we know what to do if we ever enter a household or are in contact with a family where we may have concerns about the welfare of children as well as older family members.

Diary dates

Easter closing

Friday 2 April to
Tuesday 6 April 2010
inclusive

Art Auction – Summer 2010

Date to be Confirmed.
Celebrity Auctioneer, Jamie
Owen

Tax help and advice session

May 5

Free Legal Advice

April 8, May 6, June 3

Statistics

To date ACP has:

- nearly 3000 customers on its database
- over 1500 referrals, of which over 1400 were new contacts
- raised nearly £2 million in new benefits for older people in Pembrokeshire
- undertaken over 2500 low level advocacy interventions
- developed a care call system with over 500 clients receiving regular calls
- increased hospital discharge support by 65 per cent and doubled the average time spent with each client by volunteers
- increased carer support by over 400 per cent
- increased volunteer time by 80 per cent to over 10000 hours or the equivalent of 6 full time posts
- increased home visits by over 100 per cent with a ratio shift to more one off and short term visits, reflecting the objective to encourage independence

And finally

Some Compliments and Comments from our customers....

Thanks for support given by AW to my mother in law M. M has dementia and was living at home with us until recently. AW was brilliant with her and very patient. It was such a help to leave M with total confidence. AW is brilliant and down to earth and a great asset to Age Concern's volunteers. M is now in a residential home permanently and I just wanted to let you know how grateful we are for the support and invaluable service provided by Age Concern.

Your overall service is first class and, being partially sighted, it is so wonderful to have your help so readily available both on the telephone and in personal visits.

Just a little card to say many thanks for coming over to fill in my forms. May I say thank you so much as I am scared of these people getting in touch with me.

Thank you so much for your help. We have learnt more from you in 5 minutes than from 20 months of trying to get information from other agencies.

JOB VACANCIES

HOME SUPPORT ASSISTANTS URGENTLY REQUIRED IN THE FOLLOWING AREAS:

FISHGUARD
ST DAVIDS
NEWPORT
NARBERTH
TENBY

Contact us for more information or visit our website:
www.acpembs.org.uk