

Don't forget our Will Writing Week. See page 3 for details

Thank you for spending a few minutes looking through our Spring Newsletter. We distribute over 500 copies of this 4 times a year and, together with our website, it is our main method of communication.

It does cost quite a bit in terms of time, postage and printing to provide this and we have decided to trial some sponsorship. Our newest Trustee, Simon Duke will be working with Claire and me to obtain grants and his first result is to ask Banstead Manor Care Home to fund an advert. This will cover the cost of publication and we will see how things go before deciding whether to explore this type of sponsorship further. I'd welcome any feedback.

In the previous newsletter I announced that Ann Doyle was retiring and this has now happened, although she still makes an occasional appearance supporting us. We were successful in recruiting a replacement and Fiza Khan started with us in January. Fiza's role will include facilitating our home assessment, befriending and lunch club services. She has also undergone training to enable her to run the hearing aid clinic. She lives locally with her husband and 4 young children and is a very welcome addition to the team.

I am also very grateful to Annie Jameson who has agreed to help in the office while Rebecca Payne, our Office Manager continues her recuperation. Annie worked with us some years ago and her stepping in to help has made a great difference to the stress levels in the office. I'm also grateful to Anne Edney, Sally Pulsford and Pauline who all volunteer in the office. Without their help it would not be possible to run all our services.

I mentioned in our last newsletter that Reigate and Banstead Council were intending on cutting our core funding grant by 25% which would reduce the amount we receive from the Council from £10,000 to £7,500. Unfortunately, despite the open Consultation information they received from a number of concerned members, they have confirmed that this will take place.

The Men's Shed project rumbles on. One piece of excellent news is that Reigate and Banstead Council have awarded us £28,000 to support the project. This was obtained through the Community Infrastructure Levy (CIL) funding and I would like to thank our local councillors for supporting us in the bid I submitted. Because we already have other grant funding for the shed we should not need to use much of our reserves which we had ringfenced for this project. Unfortunately, we have still not had confirmation from Surrey County Council (SCC) regarding the lease of the piece of scrubland we need. All the councillors and officers seem supportive of the project and this requirement was allocated to the SCC legal team last Summer. I'm told it should be sorted out soon!

Best Wishes

Nick



Nick Pulsford
Chairman,
Age Concern Banstead

Whilst we try very hard to keep you up to date with what's going on locally and nationally via this newsletter, sometimes information reaches us too late. To make sure you don't miss out keep an eye on our website and follow us on Facebook or Twitter.

Becoming a member of Age Concern Banstead costs just £20 a year and ensures that you receive a personal copy of this newsletter, allows you to vote at our AGM and most importantly.

Shows Your Support for Age Concern Banstead

Please contact the office for an application form or download one from our website
www.ageconcernbanstead.org.uk



What, Where and When?

ACB Lunch Club

This **Members Only** club takes place monthly in the Banstead Centre and is strictly by invitation only. Currently there is a waiting list for places. For more information please speak to Fiza Khan

Bereavement Café

Have you recently lost a loved one? Our Bereavement Café on the **2nd Thursday of each month** offering an opportunity to meet with others who understand the experience of loss. The Café is facilitated by a trained member of staff and supported by Age Concern Banstead volunteers all of whom have undertaken training with Princess Alice Hospice. For more information please contact our office.

Dementia Carers Support Group

This friendly and supportive group meets on the second Wednesday of each month 10.30 am - 12.00 midday in the Conservatory at the Banstead Centre. This group is for 'Current Carers'. If you would like to attend please notify the office. For more information phone and speak to Claire.

Dementia Advice

A weekly opportunity to talk to Claire Robertson about any dementia related concerns you may have. Please phone the office for an appointment on a Friday afternoon.

Feet 4 Most

This is an independent professional footcare service provided by Jackie Nunes MCFHPMACHP BAFHP in the Banstead Centre. Age Concern Banstead hold her diary and appointments are available on Mondays and Thursday mornings, **to book please phone 01737 352156**

Hearing Aid Maintenance

We hold a Hearing Aid maintenance service every month in the Banstead Centre on the **Fourth Wednesday 12.30 – 2.00 pm**. We can replace tubing and batteries in NHS hearing aids. **Please phone to book an appointment.**

Men's Club

Our Men's Club takes place on the **first Friday of each month 12 - 2** in the Banstead Community Centre with a speaker and light lunch. A small charge is made to cover expenses. If you would like to attend or know more please telephone the office.

Musical Memories

A fun singing group for people with dementia and their carers facilitated by Barbara Christopher. This group meets every Thursday afternoon in the Lambert Room at the Banstead Centre. £2.50 per person For more information please telephone the office.

Volunteer Car Service

Transport to medical appointments provided by volunteer drivers. Please give as much notice as possible (minimum of a week) as this service gets booked up very quickly. There is an annual £15 registration charge for this service (invoiced with your first drive) plus mileage to destination.

Telephone 01737 370078

Office 10.00 am - 3.00 pm Monday - Friday 01737 352156
Staff & Volunteer Working Days

Fiza Khan - Mon, Tues & Weds
Naz Lalani - Mon & Weds
Rebecca Payne - Tues & Thurs

Sally Pulsford - Fridays
Becky Selwood - Thurs & Fri
Claire Robertson - Mon, Tues & Fri

Sally says



At last winter is drawing to a close, and spring is around the corner. It has been a cold winter, and unfortunately, due to the temperature and ice we decided to cancel our Carol Service which was due to be held at St. Peter's Church in Walton-on-the-Hill. However, we enjoyed a lovely Christmas Lunch where our members enjoyed a festive meal and were entertained by children from the local Banstead Junior School who sang for us. There are a few pictures to enjoy underneath this article.

The Christmas Rotary Santa collection was good fun, if a little chilly. Thanks to all of our wonderful volunteers who helped collect outside Asda and around the streets. Thanks are also due to the Banstead Rotary who organised the Santa float. As a result, we raised £776 and there is another £300 to come.

We also received quite unexpectedly a donation of £1500 from the Rutland Alzheimer's Golf Society specifically to support our dementia service.

All our services have been very busy over the winter. The office as always with phone calls and visits. The transport service, men's club, musical memories, and Bereavement Café all well attended.

Thank you to ALL our volunteers and ALL our staff. We could not support our local elderly community without you all.

*** Will Writing Week ***

5th June — 9th June

Jeremy Cuff of

Cuff and Gough Solicitors

in Banstead has very kindly offered his legal services

to help you write your will in return for a donation to

**Age Concern
Banstead**

£150 for a single Will

The suggested donation is:

£200 for a couple

(The usual fee for a single will is £250 + VAT and for a couple £350 + VAT.) So this offer represents a real bargain!

To take advantage of this offer and to help raise funds for Age Concern Banstead please contact Cuff and Gough Solicitors on 01737 851827 and ask for Jeremy Cuff.

Book now as spaces are limited!

01737 851827

Their office address is:

There may be charges for more complex wills, fees for these would be agreed with the solicitor.

Lamborn Place
26 High Street
Banstead
SM7 2LJ

Our Fabulous ACB Lunch Club Members, Volunteers & Staff



Dates for your diary:

5th to 9th June. Will Writing Week. Our local solicitor Jeremy Cuff kindly runs this and all donations come to us. Please see page 3 for more details.

Saturday 1st July. Banstead Village Day. We have not quite decided what we'll be doing and more details will become available

10th and 11th July. Banstead Open Gardens. Jane and Dave Butler are opening their garden and donating any money raised from tea and cake sales to us.

SES Water



If you are an SES water customer (as most of us in this area are) they have various services in place to support people who may be struggling.

Priority Services: Tailored support for customers who may have long or short term health, access or communication needs. You can register online for this (or ask someone else to do it for you).

Water support: 50% bill reduction for low income households.

Breathing Space: Pause payments if you need help.

WaterSure: A capped tariff for metered customers so you pay whichever bill is lower—your actual usage or an average household bill.

To find out more:

Visit: seswater.co.uk/hereforyou

Telephone: 01737 785606

Email: hereforyou@seswater.co.uk

Message in a Bottle - available through our office

Let the emergency services know your medical history

The Message in a Bottle scheme helps emergency services personnel to save valuable time in identifying an individual very quickly and

knowing if they have any allergies or take special medication.

The Message in a Bottle kit includes a standard form to be completed and is always kept in the fridge. Two stickers are provided: one for the fridge door and the other for inside of the front door. It is not just vulnerable people who benefit from Message in a Bottle. Anyone with health conditions could have an accident at home.

This initiative provides peace of mind that prompt and appropriate medical assistance can be provided, and next of kin / emergency contacts can be notified.



Barclays Bank

took the decision to close their branch within Banstead Village recently. In order to ensure that residents continue to receive a service from Barclays, they now have a presence within the Banstead Community Centre three days a week. They are not able to deal with cash or cheques but can give advice and support regarding your account. You can book an appointment via their website: Barclays.co.uk/local or an actual telephone number

07385 526886

'John' is normally available within the Banstead Community Centre on Mondays, Thursdays and Fridays.

Do You Shop at the CoOp?



If so please register to support US! The new Co-op Membership helps both customers and charities like us in the community. Every time members buy selected Co-op branded products and services, 2p for every pound spent goes to their customer and to support Age Concern Banstead.

Welcome Fiza



We have been delighted to welcome Fiza to our team, taking over from Ann who retired at the end of last year in order to spend more time with her family.

Fiza lives locally and has four children so is one busy lady. Fiza has settled in very well, ably assisted by Ann who has helped keep things ticking over whilst Fiza learns the ropes.

What happens when legal documents are missing?

Becky recently visited someone who had their will prepared by a Will Writing Company who have since gone out of business and they weren't sure what to do. Becky raised this query with a solicitor and below is her response:

'If legal documentation is prepared and stored by unregulated companies there is often no recourse if documents are lost, are ineffective, or if the company cannot be traced. It is common to see that clients are paying hundreds of pounds by direct debit for document storage only to find there is no way of their documents being found and returned to them. Very often employees of these companies have no legal training or qualifications. Trading standards do not seem to be interested and the police only get involved if a crime has been committed.'

This is why it is always best to instruct reputable solicitors who are registered with the Law Society, have indemnity insurance and are properly regulated.'

Do You Know ???

You will need photo ID to vote at a polling station in May elections

The UK Government has introduced a requirement for voters to show photo ID when voting at a polling station at some elections. This new requirement will apply for the first time in England at the local elections on Thursday 4 May 2023.

- Passport
- Driving Licence
- Bus Pass
- Blue Badge are all acceptable

Bring photo ID to vote

Dementia Information Day



This is a 'FREE' day for anyone who wants to know more about Dementia, who can help and what support is available.

Saturday 1st April

9.30 am - 4.00 pm

Programme of Speakers

'What is Dementia' 'Legal & Financial Issues' 'Who can Help'
Information Stands

**Woodhatch Community Centre,
Whitebeam Drive, Reigate RH2 7LS**

**Places are limited so please pre register for your
FREE ticket**

www.eventbrite.co.uk/e/dementia-information-day

Reigate & Banstead
BOROUGH COUNCIL
Banstead | Horley | Redhill | Reigate

**This issue of the ACB Newsletter is kindly sponsored by
Banstead Manor Care Home**

You're invited!

TO OUR

OPEN DAY

FRIDAY 11 MARCH 10AM - 4PM

Looking for care for yourself or a loved one, either now or for the future?

Why not pop-in to our open day and get a feel for life at Banstead Manor Care Home, including:-

Dementia Care Manager drop-in clinic throughout the day for any advice or support

2pm - Eldercare "Funding for Care" session in our Cinema

Morning and afternoon activities for everyone to join in with

No appointment necessary, if you would like a 1-2-1 appointment, please call to reserve a time slot

We look forward to meeting you!

RSVP

Lisa Rose

01737 351 353 | lisa.rose@hallmarkcarehomes.co.uk

banstead manor
a hallmark care home

8 Brighton Road, Banstead, Surrey, SM7 1BS

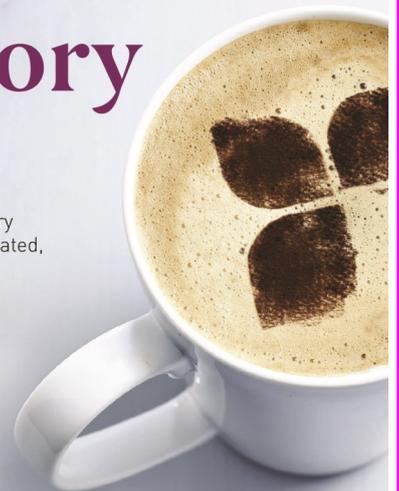


Memory Café

Are you living with memory problems, do you feel isolated, lonely and want a chat?

In partnership with The Banstead Primary Care Network, the Memory Café provides a regular meeting place where all are welcome to come along to have a natter, some fun... oh, and eat cakes!

We also offer support and help to the carers who give so much without question.



banstead manor
a hallmark care home

SURREYDOWNS
Health & Care Partnership

Date	10 th March 2023
Time	10.30am - 1.00pm
Address	8 Brighton Road, Banstead, Surrey, SM7 1BS
Contact	Lisa Rose
RSVP	lisa.rose@hallmarkcarehomes.co.uk

Recycling Corner

Most of us don't like waste and find it very frustrating that disability equipment in particular can be very difficult to rehome. Age Concern Banstead have very limited storage space but try to accept as many offers of equipment donation as we have room for.

We do not have the facilities or expertise to carry out anything other than very basic checks on items donated so are unable to take responsibility for anything rehomed. We do not charge for these items but do request a donation. Items come and go very quickly so whilst the list below was accurate when we went to print this may now have changed.

	MOBILITY AIDS	Minimum Donation
1	Foldable Zimmer frame with wheels	£5
3	Zimmer frame – with wheels	£5
1	4 wheeled walker NEW	£40
3	3 wheeled walker	£20
	<u>BATH AND TOILET AIDS</u>	
2	Bath seat - sits inside bath	£10
3	Bath boards	£8
		£15
1	Raised toilet seat with handles (fits over loo)	£10
1	Slip-under bed pan	£5
1	Perching Stool	£10
1	<u>Shower chair with wheels</u>	£20
	<u>MISCELLANEOUS</u>	
1	Transfer turntable seat (for car)	£5
1	Bed rails (to help pull yourself up and out of bed)	£10
	Various knitted rugs	£5 each
2	Phone large buttons (stand-alone) (Filing Cabinet)	£1 each
3	Large handled forks (right, third drawer down)	£1 each
	Selection of assorted walking sticks (+ ferrels for sticks £1)	£5 each
	Various drinking aids and large handled knives & cutlery	Various

If you would like any of these items please contact the office on 01737 352156. Age Concern Banstead provide this service on the understanding that we are not qualified to comment on the safety, quality or effectiveness of any items and as such it is the responsibility of the client to ensure the item is appropriate and suitable for their needs. Age Concern Banstead does not accept any responsibility for these items.

Useful Telephone Numbers

Age Concern Banstead	01737 352156	Mon - Fri 10.00 am - 3.00 pm
Alzheimer's Society	0300 2221122	
Banstead Centre	01737 361712	
Banstead Centre Hairdressers	01737 361329	
Brigitte Trust	01306 881816	
Citizen's Advice Bureau Banstead	0344 4111444	Drop In Mon - Fri 10-12
Continence Service	0330 7260333	
Crossroads	01883 714641	Respite support for Carers
Cruse Bereavement	01737 772834	
Dementia 1st (Dementia Day Care)	01883 818310	
Dyscover	01737 819419	Support for people with Aphasia
Disability Information Service	01372 735209	
Emergency Alarm	01327 204500	Independent telecare service known as 'Mole Valley Life'
(Telecare provided by Mole Valley District Council)		Contact Ruth
Merland Rise Church 'Tea, Coffee & Chat'	01737 354717	
NHS Health Line (this short number is correct)	111	
The Orchard Centre (Dementia Day Care)	01372 730090	
PALS (Patient Advisory Line)	01372 384397	
Parkinsons Society	07955 840218	Local service in Epsom
Pension Service	0800 7310469	
Princess Alice Hospice	01372 461958	
Reigate and Banstead Borough Council	01737 276000	Mon - Fri 10.00 am - 4.00 pm
Samaritans (this short number is correct)	116123	
Sight for Surrey	01372 869961	
Social Services	Adult Social Care 0300 200 1005 Emergency Duty Team 01483 517989	
Stroke Association	07515 596888	
Surrey County Council	03456 009009	
Telephone Preference Service	0345 0700707	Register to stop unwanted calls
University of the 3rd Age (Banstead)	0208 6421718	
Voluntary Association for Surrey Disabled	01372 841148	

Age Concern Banstead

Phone: 01737 352156
E-mail: office@ageconcernbanstead.org.uk
web: www.ageconcernbanstead.org.uk

Charity Number 1157342

Please contact us with any suggestions or comments:

Nick Pulsford: Chair of Trustees
nick@ageconcernbanstead.org.uk

Rebecca Payne: Office Manager
office@ageconcernbanstead.org.uk

Claire Robertson: General manager
Claire@ageconcernbanstead.org.uk

Age Concern Banstead

Supported by Reigate & Banstead Borough Council

Office Hours

Monday - Friday 10.00 am–3.00 pm

The 'Team' at Age Concern Banstead prepared this edition of the Newsletter. **Whilst every effort has been made to be as accurate as possible, Age Concern Banstead shall not be held liable for the accuracy and completeness of information in this newsletter.**