

AGEconcern

Birmingham

**Support available from Age Concern
Birmingham during the Coronavirus Outbreak**

**Support line open
Mon to Sat
9.30am to 4pm
to provide advice
and help**

**Well-being calls to
those who need
extra support and
reassurance**

**A home cooked
meal delivery
service from the
Communittea cafe**

**Free food bags or
shopping service
for those unable to
shop for food and
essential items**

**The above services can be accessed by calling
0121 362 3650 or emailing
info@ageconcernbirmingham.org.uk**

Feedback received from our clients

LJ said "I'm very very grateful for all the help and support I've had from Age Concern Birmingham, nothing is too much trouble, the shopping service has been a life line in the current situation. Our lovely volunteer, Emma, always phones when she says she will and rings me to let me know if there's anything she hasn't been able to get, giving me another choice. She's not just a volunteer, to me she's now a friend."

GD said "A big thank you to all the staff at Boldmere; you've helped me so much that I thought you deserved a big thank you."

Mr D said "Chris (volunteer) is wonderful, very nice and patient, we don't have family local and we don't know what we'd have done without her."

Mr W said "I made a terrible mistake, I forgot to add some items to my last shopping list that you got me yesterday, so today I ventured out, I know I shouldn't have, but I didn't want to put you (Age Concern) to any more trouble. Well, what a horrid experience, the queues, the signs on the floor.. I couldn't find anything I wanted, due to my mobility I struggled with the shopping and when I got home I was exhausted, I had to sit down for a long while.. I couldn't even make myself a cuppa for ages or put the items away...it made me so grateful for what you and your colleagues do for me.. I'm truly thankful, you lot are and have been a god send"

Claire, our Volunteer Coordinator, has told Mr W that we can shop for him Monday to Friday and it doesn't matter how big or small his shopping is.

Sutton Coldfield Together

Royal Sutton Coldfield Town Council and Age Concern Birmingham are working together with the Sutton Coldfield Charitable Trust, and voluntary, community and faith organisations across Sutton Coldfield to ensure that local residents in need are able to access the support and information they need during these unprecedented times. A new Sutton Coldfield Together website has been created where help can be requested, and this also has the details of local organisations and groups offering support and services to those in need. You can access this at:

tiny.cc/suttontogether

We know that we have a caring community here in Sutton Coldfield and that many people will want to help out, and so the website also has a facility for those wishing to get involved as a volunteer, as well as advice on how to be a good neighbour in a way that keeps everyone safe.

In addition, the Sutton Coldfield Neighbourhood Network Scheme will be offering support to voluntary and community groups and faith organisations who may need advice and guidance together with access to additional resources to enable them to deliver support and services to residents at this time and you can contact them on NNS@ageconcernbirmingham.org.uk.

It is important that we all now focus our efforts in line with Government advice and this coordinated local response to give Sutton Coldfield the best chance of fighting COVID-19 together, to safeguard vulnerable people, avoid duplication and share only accurate and up to date information.





Hospice Care

New Virtual Bereavement Help Point

Age Concern Birmingham and St Giles are teaming up to launch a new online service helping bereaved people in Sutton Coldfield during the COVID-19 lockdown.

If you or anyone you know locally are newly bereaved or struggling with issues relating to the loss of a loved one then please call on:

01543 434536





Since its recent launch, we have had a great response to Margaret's Mission, a fundraiser led by one of our Trustees, Margaret Birkett to help us to continue to provide support to our most vulnerable older adults at this time of crisis and beyond. 'Margaret's Mission' will enable people to contribute to the work we are doing to support people and will help us achieve two fundamental aims:

- No older person should go a week without a friendly chat or a visit
- No older person should go without food

You can help us to make a difference and donate online at <https://givi.ng/mqw9> or via telephone on 0121 362 3650



Poetry please

The Carers Hub are organising a live poetry reading session on Zoom in the next two weeks, it is likely to be on a Sunday afternoon. The session will aim to raise funds for Margaret's Mission, which is raising money for ACB support services. If you would like to join us by reading a poem live on Zoom, please contact Pete Millington on peter.millington@birminghamcarershub.org.uk

Every penny we raise makes a difference, so please donate what you can when you can. You can even set up your own fundraising activities for Margaret's Mission, just get in touch with us to see how we can support you to support us.

Fitness Sessions



Age Concern Birmingham has been awarded funding to start FREE fitness sessions delivered by smart technology using Zoom - equipment and training will be provided.

This is a structured and tailored service to help carers combat social isolation.

The programme runs from Monday 20th July – 9th October 2020, for a period of 12 weeks.

It will include practical learning, peer support and one-to-one expert guidance.

All support will be delivered online via Zoom.

This programme will be delivered in partnership with Fitniss, developed by Matthew Inniss who is founder of Fitniss.

We are looking for 10 participants to join our exciting project, so if you're interested or know someone interested in joining please book your place now via jag.dosanjh@birminghamcarershub.org.uk or contact Age





Job Opportunities

At Jubilee Citizens we are dedicated to providing the best support and care to our clients, helping them to live independently in their own homes.

We are looking for reliable, dedicated and caring people to join our team.

Are you a kind, compassionate person who would like to support others?

Are you looking for a new rewarding career path, in Health and Social Care?

What we offer:

- Flexible working hours
- Training
- Induction including shadowing of experienced workers
- Opportunity to obtain QCF Health and Social Care Qualifications
- Dedicated support from our Management Team

Would you like to join our team? If you would like to discuss this further please call 0121 362 3664 or send your CV to info@jubileecitizens.org.uk

CQC overall rating and quotes

A member of staff said:

"I have good training opportunities, I have just completed health and safety training and my training is kept up to date"

Safe	Good
Caring	Good
Effective	Good
Responsive	Good
Well led	Good

A client said:

"Well if I had to choose between the staff I don't think I would be able to, they are all very special and do a great job, it's all about me"

A client said:

"The carers do a beautiful job, I respect them, and they respect me"

A member of staff said:

"It's very important to make sure respect is given to people, ensure their dignity [and] that people make choices, because we encourage independence."

A client said:

"My girl [staff member] is so good she deserves a medal, very kind and very considerate she sees me for who I am not just the old person."

Day Care & Wellbeing Services

AGEconcern

Birmingham

**Support available from Age Concern
Birmingham via Moorfield Hall in Tile Cross,
Hodge Hill, Shard End, Ward End, Glebe Farm,
Alum Rock & Bromford**

**Support line open
Mon to Sat
9.30am to 4pm
to provide advice
and help**

**Befriending &
Well-being calls to
those who would
like support and
reassurance**

**A home cooked
meal delivery
service
Welfare guidance
and support**

**Shopping and
essential items
support for those
unable to get out**

**Support can be accessed by calling
07884111758 / 0121 362 3650 or emailing info@ageconcernbirmingham.org.uk**

Day Care & Wellbeing Services

With the support of Birmingham Airport Community Trust Fund we have been able to transform our garden @ Moorfield Hall ready for the reopening with the help of volunteers Alan and Michael Donnelly.



Day Care & Wellbeing Services

AGEconcern
Birmingham

Day Care

@

Home

*Offering safe fun,
engaging activities in your home*



Age Concern Birmingham are providing specialised daily activities within your home for older adults or those experiencing mental health difficulties including dementia.

Our Team are fully trained and experienced in understanding dementia .

- We will develop a Personal Individual risk assessments
- Cost:- £20 per hour or £37 for 2 consecutive hours.
- Homemade cooked Meals can be provided @ £4.00 per meal.
- Our team follow COVID19 risk assessment & use appropriate PPE.
- All equipment is sanitised before individual use.

Person Centered Activities

Pick & Mix from a range of activities delivered in your home

Music Therapy

An inclusive, enjoyable approach to your favorite music.

Singing with or without instruments. Music sheets

are available with a selection of instruments from drums to bells.

The choice is yours music from Frank Sinatra, Vera Lynn, Cliff Richard, Elvis Presley, and many more.

Reminiscence

Memories to prompt and rekindle conversation
Memory Ball.

- Card albums
- As we were- (focus on fashion, trades, professions from yesteryear)
- Individual personal photos, readings and discussions about topics of your choice.

Creative Activities

Stimulating the mind and promoting hand-eye co-ordination

- Painting using colours and pastels,.
- Making collages or card Making
- Gardening, Flower arranging
- Creative life book

Physical Activities

Help to aid co-ordination, balance, improve muscle strength and quality of sleep

- Seated Exercise Program -warm up, exercise and cool down followed by relaxation.
- Target Play
- Balloons
- Quoits

**To book, please telephone 07884 111 758
Or email Dementiacare@ageconcernbirmingham.org.uk**



Hawkesley Community Centre Kings Norton South

Although Hawkesley Community Centre remains closed, we are still available to support our local community during these difficult times and it is also lovely to see the community coming together to support those in need.

Currently, we are supporting our local community, including the following:

- A helpline (07535 738 116) open Monday to Thursday, from 10am to 4pm (help may be available outside of these times, please leave a message if urgent)
- Essential food bag deliveries
- Prescription pick ups
- Signposting support
- Befriending and wellbeing calls and doorstep visits
- Shopping calls
- Hot Sunday lunches

**We are also working hard on ensuring that the Community Centre
is ready for reopening.**

Birmingham Carers Hub

delivered in partnership with Forward Carers



Our advisers are at the end of the phone to take your calls about caring issues and concerns

Lines are open from 9.30am to 4.30pm Monday to Friday. We can also arrange to talk to carers at the other times.

If you live in Birmingham and you would like to register as a carer, please get in touch.

Tel 0333 006 9711

Or email us at info@birminghamcarershub.org.uk

Poetry please

The Carers Hub are organising a live poetry reading session on Zoom in the next two weeks, it is likely to be on a Sunday afternoon. The session will aim to raise funds for Margaret's Mission, which is raising money for ACB support services. If you would like to join us by reading a poem live on Zoom, please contact Pete Millington on peter.millington@birminghamcarershub.org.uk



Birmingham Carers Hub

delivered in partnership with Forward Carers



The team at Birmingham Carers Hub Contact Centre, which is delivered by ACB, has continued to provide essential advice and information to carers throughout the past few months of the covid-19 pandemic. As well as supporting carers with concerns, issues, safe and well payments and support with shopping and benefits related to the covid-19 lockdown restrictions, our team have also provided a 'business as usual' approach by continuing to register carers and carrying out statutory carer assessments on behalf of Birmingham City Council. The team are to be thanked for their huge commitment and dedication whilst working from home in very challenging circumstances.

One carer emailed recently to say "thanks for getting me a safe and well payment and sorting out my paperwork. Thank you for your help and recommendations of other support services, which is very much appreciated."

A carer whose son has multiple difficulties told us:

"Thank you so much for my carer's card it will help me tremendously. My son does not travel independently and trying to food shop during the early weeks of lockdown was awful. I was not aware there was such a card which can be used as ID to show I am a carer at shops and stores. Once again thank you!"

The Carers Hub partnership made up of many other city-based organisations has also continued to provide services, such as carer wellbeing workshops and carer Zoom meetings. You can find a calendar of all of these events on the Carers Hub website at forwardcarers.org.uk

We have also been busy setting up our new dementia carer support service, starting with the appointment of the deputy manager, Jag Dosajh who has been planning the new service as well as networking with partner agencies and directly supporting carers. Jag has now been joined by Derry Lynch and the team will soon be complete with the addition of Elaine White, Suzan Roberts and Ellen McGinn. The new service will continue to operate within government guidelines around face-to-face activities but we can take referrals and begin to support carers of people with dementia over the telephone. There will be a dedicated email address for referrals to the dementia team but in the short-term please call the Carers hub helpline on 0333 006 9711 or send an email to referral@birminghamcarershub.org.uk

The MiCare Erasmus+ Project

ACB continue to work on two European projects funded by the Erasmus+ European project. The MiCare project is a very innovative piece of research across several European countries including the UK, Italy, Greece, Cyprus, Germany and Spain.

The project is exploring whether and how migrants from countries outside of the European area can be trained in care-providing skills as a response to the ageing population in Europe and here in the UK and the imbalance in the ratio between older people needing care and younger people qualified to provide that care in future years. It is a very forward thinking initiative which we are pleased to be a part of.

In spite of travel restrictions in the past few months, we have worked with our partners via social communication platforms such as Skype and Zoom to carry out a gap-analysis of the care giving sector across Europe and training initiatives aimed at migrant communities. We have also designed two questionnaires to add to this analysis which are aimed at 'stakeholders', i.e. organisations which train and support migrants, and one aimed at migrants themselves which will help us understand what qualifications and experience migrants are bringing with them already.

In August we will be try to reach both stakeholders and migrants to help us with the questionnaires. If you can help us with our research please contact Pete Millington at peter.millington@birminghamcarershub.org.uk



Heritage Project

ARE YOU SITTING AT HOME WITH NOTHING TO DO?
THEN NOW IS THE TIME TO WRITE DOWN YOUR MEMORIES!

A Project Supported By



At Age Concern we are inviting older people to join in with our Heritage Fund project by sending us your memories of childhood, work, family life, past events and community life in Birmingham.

It's a great way to keep occupied during the isolation period so please do write down your memories and share them with our project.

Please email your memories to Pete Millington at

peter.millington@birminghamcarershut.org.uk



communit^ea cafe

In response to the self isolation measures introduced by the Government, our aim is to ensure that older people and others who are vulnerable have a healthy meal that can be delivered to their home.

Current choices are:

Main Courses (£4 each)

Meatballs & pasta with tomato pasta sauce
Chicken korma and rice
Shepherds pie
Chilli con carne and rice
Lemon chicken and rice
Faggots, potatoes and veg
Hunters chicken, mash and veg

Desserts (£2 each)

Rhubarb crumble and custard
Apple crumble and custard
Home made rice pudding
Chocolate fudge cake



Free delivery to Sutton Coldfield, Four Oaks, Erdington & Kingstanding.

Meals can be delivered outside of these areas depending on amounts ordered but this will be subject to a delivery charge.

Please do give us a call to have a chat about your requirements as we want to help!

Call us direct on 0121 630 2462

or email

communit^ea@ageconcernbirmingham.org.uk

communitea cafe

We are pleased to announce our café is now open for both takeaways and eat in options.

The café is open 9am until 4:30pm Monday to Saturday.

We'd like to welcome back all our customers and its lovely to see some familiar faces back already.

Please come along and support us.

Want to pre-order or got any questions?

Call the café direct on 0121 630 2462

or email communitea@ageconcernbirmingham.org.uk



Ageing Better in Birmingham City Wide Hub & Carers Hub

Do you want to help and reduce social isolation for Brummies aged 50+ during the coronavirus pandemic?

Not sure how to get your idea up and running?

Get in touch with Ageing Better in Birmingham!

£2,000
THE AGEING
BETTER FUND
REMAINS OPEN



WE'RE GETTING THROUGH THIS
TOGETHER

#StaySafe



TO APPLY, GO TO
[HTTPS://TINYURL.COM/AGEINGBETTERFUND](https://tinyurl.com/ageingbetterfund)

Fraud Awareness

With the challenge that the coronavirus pandemic is presenting to everybody, but in particular for older people, it is clear that protection against scams and fraud is now more important than ever. We have already seen evidence that 'scammers' have started to exploit the situation and so Age Concern Birmingham have developed a simple toolkit to share advice and guidance around fraud awareness.

As part of this, we want to share some key messages around this, as follows:



Spot It

Be alert to the warning signs:

- pushy and persuasive salesmen
- offers that have restricted time offers
- are you being asked for personal information?
- being asked for large amounts of money up front
- are they based overseas? does their telephone number work?

Remember

- Always take your time, don't be rushed into making a commitment & becoming a victim of fraud and get a second opinion from friends, family or neighbours.
- Fraud can take many forms, some of them sophisticated. **Do not** feel foolish if you fall victim to it. It can happen to anyone but it's important you report the incident to help stop it happening again or to someone else.
- Never give your details (name, address, bank details or PIN) to anyone.
- You don't have to pay money to get money – if you're asked to, it's probably a scam!

Fraud Awareness

Practical tips and advice:

- Be suspicious of pushy/persuasive salesmen and requests for money up-front
- If you cannot contact them without them contacting you, do not proceed
- If you receive an unsolicited call and/or they claim to be from your bank or the police and request your PIN or personal information shut down the communications & contact Action Fraud (see contact details below)
- Never share your PIN with anyone – the only times you should use your PIN is at a cash machine or at shop's chip and PIN machine.
- Opt out of unsolicited calls by registering with the **Telephone Preference Service on 0345 070 0707**
- Never send money to anyone you don't know or pay fees, however small, to claim prizes or lottery winnings.
- Remove your name from direct mailing lists by calling **MPS on 0207 291 3310**
- Never let an unknown person in to your house, always ask for ID.
- The virtual world is like the real world, you still need to take your time, think twice and make necessary checks

**IT PAYS TO
STOP
AND THINK**

Fraudsters can target anyone... but you can protect yourself and people you care for.

CALL 0300 123 2040

All calls are charged at your normal network rate.
Phone lines are open Mon to Fri – 8am – 8pm

Or you can report fraud or internet crime to Action Fraud any time of the day or night using the online fraud reporting tool at

WWW.ACTIONFRAUD.POLICE.UK



TO STOP FRAUD™

Fraud is a crime that can happen to anyone. It varies from complex scams like offers of investment to letters or emails claiming you've won a prize draw.

There are simple steps you can take to protect yourself or someone you care about, from fraud.

Learn the warning signs, know when to say no. But if it happens to you or someone you know, report it to Action Fraud.

REMEMBER IF YOU SPOT IT HELP STOP IT


For further information:

Friends Against Scams is a National Trading Standards initiative to provide people with scams awareness advice and asks them to pledge to tell and support others in their community. Visit www.friendsagainstscams.org.uk and complete a scams awareness session online.

Think Jessica is a charity set up to help protect elderly & vulnerable people from scams which come through the post and criminals who contact them by telephone. For startling facts, stories, and information visit www.thinkjessica.com

For additional advice contact:

- **Citizens Advice Consumer Service** on 03454 04 05 06 or look online at www.citizensadvice.org.uk
- **Your bank or building society** to report lost or stolen cards, or if you suspect that someone has attempted to compromise your financial details
- **Your local Neighbourhood Watch** representative for support and advice on staying safe in your local area
- **The Pensions Advisory Service** on 0800 011 3797, for impartial advice about your pension, and information on how to spot a pension scam
- **West Midlands Police** - call your local police on 101



THINK JESSICA

Legal Services



Our legal services are still available please see the following update from our legal partner McClure solicitors:-

Since the outbreak of COVID-19 (Coronavirus) there have been restrictions on the movement and interaction of people as a means to curb the spread of the disease. As a firm and a business we have been following Government guidelines carefully and will continue to do so. The safety and wellbeing of our clients and of our staff remains our primary concern. With this in mind we implemented changes in the way we conduct our client appointments – both to take client instructions and also how we organise the signing of client legal documents.

We have switched all current face to face appointments to telephone or video appointments. If clients wish to have their appointment as a video appointment we will be able to conduct these via a choice of either Skype, WhatsApp or Zoom.

Making sure that estate planning is in order remains an important issue for clients, perhaps more so than ever. We are committed and prepared to support you as always in achieving this.

Please call 0121 362 3650 to book an appointment or email info@ageconcernbirmingham.org.uk

Further information and resources



For the most up-to-date **advice and guidance on the coronavirus pandemic** visit: <https://www.gov.uk/coronavirus>

For the latest **health information** on <https://www.nhs.uk/conditions/coronavirus-covid-19/>

To report **fraud and cyber crime** visit <https://www.actionfraud.police.uk/> or call 0300 123 2040

If you are struggling with your **mental health** you can speak to someone from **Birmingham Mind**. Their Helpline is open 7 days a week from 9 am - 11 pm. **Tel: 0121 262 3555**. Or email help@birminghammind.org.

For **bereavement support services**, contact St Giles Hospice on **01543 434536**, **Monday to Friday 9am – 4.30pm and Saturday to Sunday, 10am – 1pm**.

Outside of these hours, you can call the 24/7 advice and support line on **0300 330 9410**.

If you, your staff or someone you know is experiencing **Domestic Abuse**, the **Birmingham and Solihull Women's Aid** helpline is 0808 800 0028 (open Mon to Fri during office hours) and the National Domestic Violence Helpline is operating 7 days per week, 24 hours per day on 0808 2000 247. If in danger you should always ring the police. Ring 999.

Men experiencing DV can call the following Helplines: **Respect** on 0808 801 0327 or **Mankind** on 01823 334244

(PLEASE BE AWARE OF SAFETY WHEN YOU GIVE OUT NUMBERS)



Join us online!

Website: www.ageconcernbirmingham.org.uk

Facebook: [@ageconcernbirminghamuk](https://www.facebook.com/ageconcernbirminghamuk)

Twitter: [@ACBirmingham1](https://twitter.com/ACBirmingham1)

Instagram: [ageconcernbirmingham](https://www.instagram.com/ageconcernbirmingham)

To subscribe to our Age Concern Birmingham mailing list and receive a copy of this newsletter electronically please email [**info@ageconcernbirmingham.org.uk**](mailto:info@ageconcernbirmingham.org.uk)