

AGE concern

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

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.



Mental Health Awareness Week



We know that now, more than ever, kindness matters.

To mark Mental Health Awareness Week, we asked staff, volunteers and members of the community to share some of the Acts of Kindness they have experienced recently.

Working from home can be a very lonely place and a colleague gives me a call every day on her way home to check how I'm doing.

You know when everyone claps for workers on Thursday night – well I'm out here clapping for all of you at Age Concern. You are all my angels, you've helped me so much.

I enjoy my little chats with Peter when he brings my shopping. Such a lovely man!

It's nice that staff don't just phone to take the payment but also take time to have a conversation and check I'm ok.

Thank you so much for the scones that were delivered last week, it was a lovely thought.

St Giles

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

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Since its launch last week, 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



Remember everything we can raise can make a difference, every little bit counts, 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.

Margaret's Mission Virtual Auction

During these difficult times, we have heard so many stories of people who have done so much to help and support others by going the extra mile. Age Concern Birmingham is giving people the opportunity to say thank you to someone who has made a difference in a way which also supports the work we are doing during the current crisis and beyond.

We have created two gift hampers, full of treats, which businesses, organisations and individuals can nominate someone to receive through our virtual auction. Details of the contents of each hamper can be found on the next page.

All you have to do to take part is send an email to info@ageconcernbirmingham.org.uk or post a letter to us at 76-78 Boldmere Road, Sutton Coldfield, West Midlands, B73 5TJ with the following information:

- Which hamper you are bidding for
- The name of the person who you would like to receive the hamper
How much you would like to donate in a bid for the hamper which will then be
- given to the person of your choice in Birmingham
Your name and contact details

The auction will close on 24th June 2020 and arrangements will be made to deliver the hamper to the person nominated by the highest bidders for each. If all parties agree we would like to

capture this for inclusion on our social media and website. If we receive more than one highest bidder of the same amount, Margaret will draw names out of a hat and this will be shared via social media. If you are the highest bidder we will contact you so you can add a personalised note to the hamper prior to delivery.

All of the money raised from the auction will go towards Margaret's Mission, a campaign driven by our trustee Margaret Birkett in response to the increased need to provide support to our most vulnerable older adults as a result of the Covid-19 pandemic. By being part of 'Margaret's Mission', you will help Age Concern Birmingham to 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**

Thank you for your support and good luck in being the highest bidder



Margaret's Mission Virtual Auction

Hamper One:

A set of Laura Ashley photo frames
Disney slipper socks
A magnetic shopping list and pen
Six white jasmine votive candles
Danish butter cookies
Sterling silver fashion earrings
A Cath Kidston beauty bag with contents
A hot chocolate mug with marshmallows
A bubble therapy kit for wine
A bottle of white wine
A fashion necklace
Handmade soap
A glitter key ring
A Burt's Bees lip and cuticle set
Heroes chocolates



Hamper Two:

A wine tasting kit
A bottle of red wine
Jack Daniels Tennessee Honey mini bottle & tumbler set
Men's leather gloves
A Marks & Spencer Autograph toiletry bag with toiletries
Funny face beer mats
Handmade soap
A Stella Artois pint glass
Heroes chocolates
Socks



Volunteering at Age Concern Birmingham

We are extremely lucky to have amazing volunteers here at Age Concern Birmingham and their contribution is invaluable. We asked one of them about her experience with us. Here is Emma's story.



When I started volunteering at Age Concern I had been solo isolating for over 5 weeks and was feeling really disconnected from the world. I was looking for a way to help other people who might be feeling lonely and isolated and was really excited to get asked to come in and meet Claire and the team.

The welcome I got was so warm – all the staff and volunteers were so kind and welcoming to me – and it was just lovely to be near other people.

I'm now helping with shopping, deliveries and befriending calls and am thoroughly enjoying it!

While we are observing all social distancing guidelines to keep ourselves and our clients safe and well, it's amazing to be able to see other people – even if it's waving from the end of the drive – and it's really keeping my spirits up.

The brief weeks I spent alone really brought home to me the reality of isolation for so many people in our community, and the work the team at Age Concern are doing to ease that is really remarkable. It's amazing to know there is a group of people who care so much about supporting others and I'm hoping to continue to volunteer as we return to a new normal. The humour, resilience and kindness of our clients at such a challenging time has really lifted my

If, like Emma, you would like to volunteer for Age Concern Birmingham, please contact Claire on 07930 354885



How Age Concern is helping people through the present crisis in terms of welfare benefits

The Age Concern helpline was recently contacted by a local social worker to provide help to Mrs Evans who had turned to her for support following the loss of her husband. The social worker was not aware of any funding which might help Mrs Evans and neither was her GP when she told him about her situation.

Age Concern contacted Mrs Evans, she was very worried as to how she was going to survive on the money she had and particularly how she would pay for her late husband's funeral.

Following assistance over a number of telephone calls from Mark, an Age Concern advisor, in regard to the sources of financial support open to her and how to apply for these, Mrs Evans was able to access a £2,500 bereavement grant and a bereavement benefit which pays £100 per month for 18 months. She has had her Employment And Support Allowance increased to take account of the loss of a husband's income. Mrs Evans was also able to apply for a funeral grant to cover the cost of her husband's funeral.



Mrs Evans commented

“You helped me very much Mark, I cannot say how grateful I am, you supported me through things which I could not have dealt with myself”.

Age Concern stands ready to help those who experience difficulties and don't know where to turn in terms of welfare benefits, and money generally, in these extremely trying times and will always strive to provide the best possible support to those that contact us.

Day Care & Wellbeing Services

During Mental Awareness Week we have seen so many acts of kindness given and received.

One of our clients who attended the Day Centre and who receives regular calls from us had asked her daughter to make some face masks for the care staff. Marian made some masks suitable for men and women which can be washed and re-used. When we collected them she thanked us for keeping her mom's spirits up as she looks forward to our calls.

Residents at a sheltered scheme have been supported with wellbeing checks, shopping calls and hot meals. Bob thanked us for getting his shopping and being so kind.

Staff are going the extra mile to ensure families are informed if they feel they have any concerns. Both Trish and Jo have both received thanks from clients they visit:-

◇

Margaret's daughter Gillian said "I can't believe everything you do, and keeping me informed is such a relief "

Jo, our staff member, commented "It's great to leave people with a smile on their face"



This week, Trish and Jo have, in their own time gone the extra mile delivering cards to clients in the community which were made by some of the staff's grandchildren with a kind message put inside.

The team were also really pleased to receive a card from someone they are supporting to say a big thank you for all they have done.



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.

A big thank you must go to Tony Geraghty Butchers for their ongoing help and support, previously with delivery of meat packs to those in need and now with their kind weekly donation of hot Sunday lunches for us to

thank
you!

We also wish to say thank you to Ark Kings Academy for their weekly donation of food parcels to distribute to families in the area. This is very much appreciated by us all.

It is always lovely to receive feedback such as the below from our local community.

Thank you so much we were expecting a few sausages and burgers but there's pork and chicken also. Enough for a party! Shame, instead this family of six will have to devour it all ourselves.



Hi Gemma my mom had the food parcel today she said to say thank you so
Much she really appreciates it x

Other things we are doing to support our local community include:

- 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

If you or someone you know requires support of any kind please don't hesitate to contact Gemma on 07535 738 116 or via email at g.oneill@ageconcernbirmingham.org.uk

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





Eldicare Project



During this long period of the Covid-19 health crisis, Age Concern Birmingham (ACB) have continued to be involved in two projects funded by the European Erasmus+ fund. The Eldicare project is a research project working with partners from several other European countries. Our partners include Staffordshire University in the UK. The aims of the project are to produce a new training package for carers who are supporting older people.

The aim of the project at the start was based around the evidence that the population of most European countries is getting older and will continue to do so for many decades, which raises issues about how carers of older people are trained and whether this training can be unified and accredited across Europe. At the start of this year ACB were involved in organising focus groups and one-to-one interviews in order to collect the views of carers and care-giving agencies about the training that exists and how future training can be designed. We wish to thank all local people and organisations who took part in this phase of our research.

When the Covid-19 threat came to Europe and subsequently to the UK some months ago, it had a practical impact on the delivery of our project but also gave even greater emphasis on issues around the care of older people. As older people became identified as one of the groups in society at high risk from Covid-19, they are therefore the group most affected by the isolation restrictions and for many older people their access to care and support. The project partners have been able to share their local experience of the pandemic and its effects on their own countries.

We continue to work with the project partners using electronic communications such as Zoom and Skype meetings and a lot more sharing of documents and discussions online. This in itself has presented challenges as well as suggesting new opportunities in the future.

The next stage of the project is about designing the curricula for carer training and ACB will have a role in looking at the training programmes which will be produced by the academic partners and training specialists in the project and giving a view about whether we think these training modules are relevant and accessible to carers wishing to participate.

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@birminghamcarershub.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:

Braised beef, mushroom, potatoes & cabbage (£4)

Sausage casserole (£4)

Sweet & sour chicken with rice (£4)

Chinese chicken curry with rice (£4)

Rhubarb crumble (£2)

Rice pudding (£2)

Lamb & mint pie with potatoes and vegetables (£4)

Chicken & mushroom pie (£4)

Sweet potato korma with rice (£4)

Meatballs with pasta and sauce (£4)

Spotted dick (£2)

Bread & butter pudding with custard (£2)

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 the café direct on 0121 630 2462

or email

communit^ea@ageconcernbirmingham.org.uk

communit^ea cafe

****NEW****

TAKE AWAY MENU 9.30 till 1.30

AVAILABLE FROM MONDAY 11TH MAY

BACON AND EGG MUFFIN £3.00

SAUSAGE AND EGG MUFFIN £3.00

*****MEAL DEAL*****

HASH BROWN

HOT OR COLD DRINK

£4.50

BACON OR SAUSAGE SANDWICH £2.60

ADD EGG, MUSHROOMS BEANS OR TOMATO 60P

TOASTED TEACAKE £1.75

FULL BARISTA SERVICE AVAILABLE



Call the café direct on 0121 630 2462

or email

communit^ea@ageconcernbirmingham.org.uk

You can find the Communit^ea café at

Age Concern Birmingham

76—78 Boldmere Road

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

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,



IT PAYS TO STOP AND THINK



TAKE FIVE TO STOP FRAUD™

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

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.

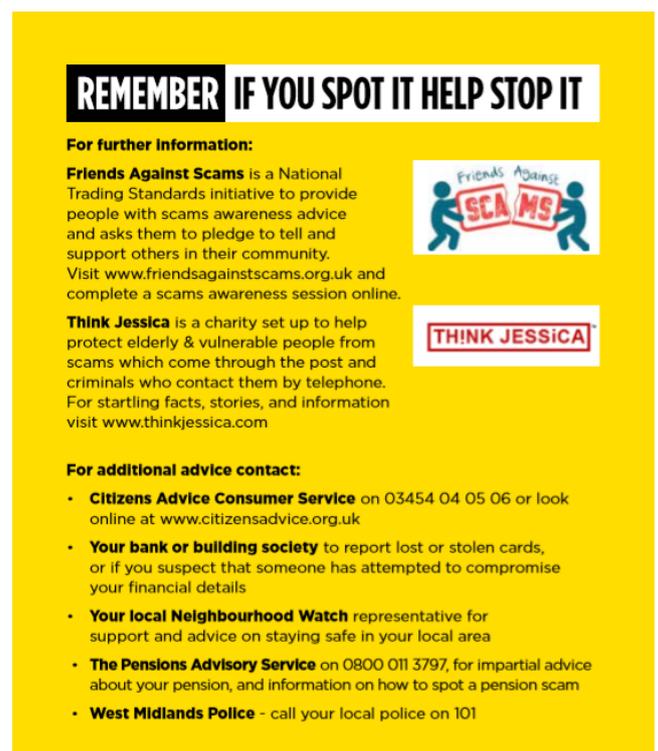
Learn the warning signs, know when to say no. But if it happens to you or someone you know, report it to Action Fraud.

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



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

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)