

**WHOS WHO... Julie Thatcher**

Julie is a Day Care Officer based at the Sherborne Centre. Julie has been working with Age Concern for 16 years. Recently she has taken on responsibility of fundraiser for the centre. She has been organising book sales, summer fayres, distribution of collection tins, and a big collection at Victoria mainline station.

**Hectors Helpful Hints**

Buy shoes in the afternoon when feet have warmed up enough .

**NELSON'S COLUMN**

Nelson is looking for ingenuity and best practice among the staff team that can be shared.

Nelson's commendation in this issue goes to the Pullen staff team for best practice in developing a new service.

The new dementia service at Pullen (see page 2) started receiving clients in June. The staff team has worked together on specialist training and changes to the centre to ensure that the new service is person centred and starts smoothly and successfully from day one for the new clients referred from the Regency Centre.

The staff team, led by Teresa McFarlane, have demonstrated that a positive attitude and commitment to excellence in service delivery is the best way to support existing and new clients alike, at the same time as maintaining the personal approach at the centre.

**Well Done Teresa, Esther, Jo, Tina, Maggie and Bisi !**

**EVENTS CALENDAR**

Age Concern Westminster have lots of exciting events organised over the coming months so keep an eye on this column to find out what is going on:

- Cockney Knees Up - Wednesday 30th August lunchtime at Elgin Centre
- Saturday Social - Fun over 50 dance afternoon. Saturday 9th September. £2 entry. 2-4pm. Elgin Centre. Call Tony Bunce 020 7286 2043.
- Annual General Meeting - Thursday 21st September 10:30am at Leonora Club, 49 Lanark Road, W9
- Saturday Social - Fun over 50 dance afternoon. Saturday 11th November. £2 entry. 2-4pm. Elgin Centre. Call Tony Bunce 020 7286 2043.

**To add an event, contact Sue on 020 7224 8602**

**FEEDBACK**

We welcome your feedback. If you have any issues you would like to see raised in *Platinum Age* please do not hesitate to contact us at the address below:

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 268-272 Edgware Road  
 London W2 1DS  
 Phone: 020 7724 6930  
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**Starbucks rise to the challenge**

While their shop was being refurbished the team from Starbucks were at a loose end, so they decided to join Age Concern Westminster for the day.

This was a fantastic success enjoyed by everyone involved. We are working with the management of Starbucks Edgware Road to ensure that this is not just a one off event.

On Wednesday 12th July, eleven staff members descended on our Edgware Road Store for what was dubbed as the Summer Starbucks Challenge. Their aim was to raise £500 and to bring some order to the back storing room.

Starbucks and ACW staff, along with some of our regular volunteers all pitched in to create a fun atmosphere.

Starbucks provided free coffee, tea and snacks for our loyal customers (and one or two for the staff as well).



Everyone celebrating at the end of the day

**Summer Canal Ride for Club members**



On Thursday 27<sup>th</sup> July 2006, twenty six members of the Leonora and Covent Garden Clubs were invited to enjoy a narrow boat cruise from Little Venice to Camden Lock.

The cruise lasted for 3 hours and was a relaxing and informative day out, giving a great insight to living on a barge. The weather was perfect for a summers day on the water.

The tour was provided by the Rotary Club of Paddington and Beauchamp Lodge. All of the clients thoroughly enjoyed the outing with picturesque views of Regents Park and London Zoo.

Clients and staff would like to thank the Rotary Club for giving us this chance and also for the hospitality of the staff of the Beauchamp Lodge and Skipper!

## Dementia Service Launched at Pullen

At the Pullen centre in Pimlico we launched a specialist Dementia service one day a week in June 2006. This service is specifically for clients suffering from more advanced stages of dementia. They will be able to receive more specific assistance and helped to engage in stimulating activities. To ensure a personalised service for all clients only ten people attend on the dementia day.

With recognition of the development of services provided at the Pullen Centre, we were invited along with several service users and their carers, Lianne, Martin, the Lord Mayor and other service providers to attend an official launch of dementia services in south Westminster. Teresa presented a typical client assessment and how we would liaise with other agencies and use person centered care approaches to provide the best possible tailored care.

## Winsome entertains Ken

Leonora regular Winsome Yauill showed the Mayor of London, Ken Livingstone, how much she enjoyed electronic pinball at the launch of the Maxitech recycled computer scheme at the Leonora Club on 7th June 2006



## Limbo stars at Elgin

Elgin held their second annual African and Caribbean Day on Tuesday 18<sup>th</sup> July 2006. The weather, food and entertainment made it seem like they really were spending the day in the Caribbean.

Joyce Vigille, an Elgin client said "I have just come back from Jamaica this was like being home".

Traditional African and Caribbean lunch was cooked on the day by Olga Anderson, and Yvonne McKrieth. There was Limbo Dancing to the sounds of Calypso classics performed by staff and clients. Paul Stopes, an Elgin client said "I loved the food and dancing, its my first time at something like this".

The clients had sing-a-longs to island favourites such as 'oh my island in the sun' and 'Yellow bird'. Live music performed by the Tropicanos steel band who "rocked the house" according to centre manager Breeze McKrieth,

There was a staff 'Cultural Dress Fashion show' with representatives from the islands of Jamaica, St Lucia and Barbados, and Africa finest strut their stuff from Nigeria, Uganda and Egypt received great applause.

Joan Roberson, a client, said "This was a fantastic day full of colour and music, I can't wait for next year".

## Focus on ... Odd Jobs

ACW started an odd job service for older people at the beginning of 2005. The aim of the service is to help older people with small jobs that they are not able undertake themselves any longer, such as putting up shelves, mending a table leg or putting together some flat pack furniture.

We have had some excellent feedback, particularly over the last 3-4 months when our long term volunteer Kebede Akwak has taken up the role. In just this last two weeks Kebede has fixed a bed, put up a flat pack wardrobe and is planning to fix another bed and put up screening on a balcony for a 92 year old man in Pimlico.

We respond to 2-3 jobs a week and unless we can find a way to clone Kebede on a shoestring budget we will have to keep things to one day a week.

We are always keen to work with more volunteers to help us put on a better service, so please do not hesitate to contact Rita Lilala or Alex Dalton on 020 7724 9342 if you think you would like to try your hand at one of these opportunities.

## Our Direct Payments Guru

One of our dedicated advice workers, Mehruz Ahmed, has been promoted to be our Direct Payments Guru.

Mehruz is in charge of the project, working closely with Westminster City Council, to increase the take up of direct payments by older people locally.

Mehruz is on hand to help older people through the application process and support people, whilst on direct payments. He can be contacted on 020 7724 6930



## A warm welcome to new staff at ACW

In the past two months we have had two new staff join the team at Edgware Road. Albeiro Betancur has joined us as the new General Assistant. Albeiro has quickly become a firm favourite with staff and volunteers with his helpful and friendly nature. Albeiro has already got stuck into the job working in the shop and making a number of improvements to the office and shops.

Yang An Sai Wu (known to us as An Sai) has joined us as the new Day Services Administrator. An Sai is with us four days a week and is also studying to be a Legal Secretary. An Sai has already helped the charity and the Day Services team by securing a cheaper quote on PAT testing and taking control of the Day Services client questionnaires.

Everyone at Age Concern Westminster would like to warmly welcome them both and wish them an enjoyable time with us.