

AGE CONCERN HEATHFIELD & DISTRICT NEWSLETTER

Spring 2016

EDITORIAL TEAM:

This free publication is widely distributed in the Heathfield area 3-4 times a year.

If you would like a LARGE PRINT version, or more copies for friends, please contact:

Mike Hepworth on **01435 862329** or email to the address below.

If you would prefer to have this newsletter emailed to you in the future, please send an email request to:
ageconcern21@hotmail.co.uk

Please can you let us know of any new or different services you have discovered that may be of interest to others, or if you would like us to investigate particular areas of concern / interest, so that we can continue to help as many of you as possible.

Distribution Points for this Newsletter

These are the distribution points in Heathfield, Horam, Broad Oak, Mayfield, Burwash and Punnetts Town where you can pick up a copy of this Newsletter. Due to the increasing cost of postage we no longer post Newsletters, except for large print and for very special cases.

Both mini buses	Holdenhurst
Hospital car service cars	Parkside
All Doctors' surgeries	Risingholme
Pharmacies	Mary Burfield Court
All Churches	Waldron Court
Community Centre	Davenport Park
District Nurses	Millcroft
Health Visitors	Oaklands Court
Parish Council Office,	Cherry Tree Court
Heathfield Library	Rectory Court Burwash
High Street Charity Shops	Harrison's hairdressers
Jason's Greengrocers	Post Offices
High Street Cafes	Dental Surgeries
Some local stores	Veterinary Surgeries
"Pop-in" Lunch Clubs	Broad Oak Spar
Red Cross Hall	Holy Cross Priory

Our Car Service

Our Community Car Service, staffed by volunteers using their own vehicles, has been running for many years. It exists to help with journeys for elderly people who do not have their own cars, cannot get help from friends and cannot afford taxis.

For the past 17 years and up until the end of December last year, the service was run by John Willson who, on receiving a request, would do his best to find a volunteer driver that was willing and able to undertake the journey.

When John took over the Car Service in 1999 requests were averaging about six per week. At the current count we deal with over 1500 journeys each year and at times, more recently, we have been unable to meet all demands.

In the last edition we wrote extensively about the difficulties of recruiting more volunteers. We reiterate here a plea for our readers to encourage anybody (family or friends) to consider putting their name on our register. The more volunteers we have the less each one will be called upon to help and we can keep this valuable service running.

Following John's retirement **Mrs Carol Ewart** has taken over the administration of the Car Service.

Consequently, **our telephone number has changed to:**

(01435) 882121

All our drivers have small stickers for you to attach to your telephone as a reminder. So, please ask for them.

Regular users of our Car Service will already know the 'ropes' but for the benefit of anybody new this is an opportunity to spell out the criteria under which the service operates.

1. **It is for essential journeys only**, by which we mean trips to the doctors' and dentists' surgeries or the opticians or the chiropody clinic at the Community Centre in Sheep Setting Lane. We also transport to the regional hospitals in Uckfield, Eastbourne, Tunbridge Wells, Brighton and Hastings, as well as the Horder Centre in Crowborough.
2. **We need as much notice as possible**: - several days at least for appointments. We are unlikely to reliably find a driver at anything shorter than 48 hours' notice because all our volunteer drivers are people who already lead busy lives.
(N.B. We are fully aware that daily doctor appointments cannot be made until after 8.00am each day and for the same day. It is only in exceptional circumstances that we might be able to provide transport but this certainly cannot be guaranteed.)
3. The cost of a journey to the passenger is 45p per mile plus a £1 administration fee, preferably payable in cash to the driver on completion of the journey.

We will always do our best to find a car for any journey that meets the above criteria but please bear in mind that the service is run by volunteers on a non-profit-making basis. It is **not** a commercial, on call at any time, taxi service.

The NHS Hospital Transport Service

Hospital outpatients, with serious incapacities, are entitled to call for special transportation provided by the NHS. If you think that you require this service, provided by trained professionals, then you should call either your hospital, doctor's surgery or clinic.

Our New Minibus

After a long and protracted Government procurement process our new minibus has at long last gone into production. We are hoping to take delivery early in the summer.

John Willson

As was mentioned earlier and reported in a January edition of the Courier Newspaper, John Willson, our Car Service Manager, retired on the 31st of December last year.

With the greatest respect for John's wishes for us "not to make a fuss" it would be entirely wrong for us not to publicly acknowledge his selfless dedication over the past 17 years. We thank him most sincerely on behalf of the Senior Citizens of Heathfield.

We presented John with a TV at a tea party at Holy Cross just before Christmas. The residents also gave him a cheque in recognition of his support.

May we also say thanks for the many donations that were given to us and that enabled us to purchase a £100 garden token to keep John busy over the forthcoming summer.

Our New President.

We are extremely pleased to announce that John Banks, our former Chairman, has been elected, at our recent AGM, as our new President. He succeeds Dorothy Cull who retired last year.

The Post Office Saga.

We promised that we would monitor the situation regarding the re-installment of a Post Office in Heathfield. Many of you will have read, in a local newspaper, that there is a proposal to site the Post Office in the rear of Unique Wines in the Parade off the High Street.

A Post Office consultation exercise asked for comments before January the 8th. We hope that some of you took up the opportunity to say what you thought.

Our response is that we believe that this is an unsuitable site for many reasons, especially for the elderly (and the young!) and we have detailed our objections in a letter to the Post Office. (A copy of this letter is available on request).

It is nothing short of astonishing that this issue has been going on for close on a year and that a declared resolution will not happen until next April. It seems to us that the Post Office has totally lost sight of a long held view that it should be a service to the public.

**Since writing this, a decision to go ahead with provision in Unique Wines has been taken by the Post Office.*

New leaflet on paying for care

Together with other advice specialists in the county, East Sussex County Council has put together a leaflet called 'Paying for care: information and advice'.

Many people don't know that unlike the NHS, care and support usually isn't free. In fact, 9 out of 10 people pay towards their care and support, even when it's organised through the council. The leaflet is a good start to finding the right information and advice for someone's individual situation.

Whether they're making arrangements now or starting to think about the future, paying for care can feel like a big worry, especially when it involves so many uncertainties. Someone might be thinking about care for themselves, or for a partner, family member or friend – either way, there is information here to help.

The leaflet has been put together as part of the council's duty under the Care Act 2014, and it has been issued as an initial print run to test its usefulness.

You can find the leaflet at most council offices across the county, with Citizens Advice Bureaux and other voluntary organisations, as well as from Adult Social Care.

For more information, please email careact@eastsussex.gov.uk

There is also a summary of the information on the website: <https://new.eastsussex.gov.uk/socialcare/getting-help-from-us/cost-and-payments/what-do-social-care-services-cost/>

Medical Information.

To date we have distributed over 50 of the Lions International Medical Information pots for you to keep in the fridge. We have done this mostly through passengers on our minibuses. We have ordered more and these, together with our passenger medical information wallets, will be available for car users if they want one. You are reminded that the Lion's pots can also be obtained from the High Street doctors' surgery.

Donations

We are very grateful to everybody who made donations to us over the Christmas period. It is our policy not to reveal individual donors other than by mutual agreement. However, we would like to particularly thank the Union Church, Punnetts Town Lunch Club and the Old Heathfield short mat bowls club for their substantial support.

Expanding our services

We are conducting a survey to determine whether there is a demand for us to provide extra services. We are particularly targeting the more isolated communities outside Heathfield and to this end a separate questionnaire has been inserted in this edition for distribution to some villages.

Also, we have been approached, from time to time, about providing a monthly or occasional trip to one of the larger supermarkets in either Eastbourne or Tunbridge Wells. If you would like us to consider this or

other ideas, including the reinstatement of swimming sessions at the Hailsham Leisure Centre, then we would be pleased if you will let us know by mentioning it to one of our drivers or dropping a line or email to our editor.

The Heathfield Information Hub

This was mentioned in our last edition after which a steering group was set up to make recommendations about how the volunteer section might operate. We have two representatives on this group and we can report that there will be a formal opening by our MP, Hugh Merriman, at 10.00AM on Saturday the 9th of April at the Parish Council Offices in the High Street. After which there will be times advertised when anyone wishing to find out information about volunteering opportunities in our area may call in.

At this moment people are welcome to pop in at any time between 1.00pm and 3.00pm every Thursday to find out more information and for us to canvas your views.

There are also survey questionnaires regarding the Hub in many outlets in the town (look out for the attractive wallpapered boxes!) We would very much like to hear what you think on the subject of volunteering. (It can also be done on line at <https://www.surveymonkey.co.uk/r/HeathfieldVCSurvey2015>)

Regular Events

Every Monday

Extend' exercises (gentle movement to music) are held at the State Hall, Station Road, Heathfield, courtesy of the Kings Church, between 11.15am and 12.00noon. These classes are run by Alison Salters, a qualified instructor (01825 766 293). The cost is £4 per person, and Includes refreshments.

Every Second Monday of the Month

Why not go along to the Heathfield Hard of Hearing Group to meet others with hearing difficulties in an easy-to-communicate atmosphere? The group meets at the Red Cross Hall in Streatfield Road between 2.00pm and 3.30pm.

Different speakers are there each month to talk on a variety of subjects and equipment of help to hard-of-hearing people is demonstrated. You will learn how to communicate with deaf and hard-of-hearing people so your friends and family might want to come too. For further information, ring the East Sussex Hearing Resource Centre on 01323 722 505.

Every Tuesday

Every Tuesday the Holdenhurst centre in Mill Road is looking to recruit for new participants. It is open for Day Care between 10am and 15:30pm and Costs £25 per day. For further information or to book a session please contact Maureen on 07850987130 or Age UK East Sussex Lewes Office on 01273 476704 (EXT 222).

The centre is a place where social skills can be maintained and enjoyment experienced in a friendly and supportive atmosphere. It can also provide a day of respite for families and carers.

Heathfield from 10.00am to 12.00 noon.

Door to door transport can be arranged by Age Concern Heathfield.

Every Tuesday

Citizens' Advice sessions are held at the State Hall, Station Road. No prior appointment is necessary.

Every Tuesday

HEATHFIELD SOCIAL GROUP

10am to 12 Noon, Heathfield Fire Station, High St. Heathfield Please come along and join a new group meeting in Heathfield on Tuesdays aimed at people experiencing mental health difficulties such as anxiety and depression. We would like this to be YOUR group so please come along and tell us what you'd like to see from such a service. For more information, please telephone 01323 849524 or emailsharon.mcintosh@sussexoakleaf.org.uk

Every Other Tuesday

Tuesdays Together. From 2 - 4 p.m. you are invited to the Union Church Hall, Heathfield, for coffee or tea and cake and to have a chat, play a board game, and meet people of all ages. For further information, call Rosie on 01435 860964

Every Other Tuesday

There is a Senior Citizens' Lunch at the Union Church Hall, Station Road, Heathfield, from 12.30 pm, £3.50 for 2 courses followed by tea or coffee, there's always lots of "friendly chat". For a place at the lunch please call. Jean Plummer on 01435 883483. Minibus transport from and to your door is also available, please ring Clarence Pont on 01435 813284 to check availability.

Every Other Tuesday

Learn a craft or practise with friends: knitting, crochet, decoupage, quilting etc., at St. Richard's Church Hall, Park Road, Heathfield, 1.30 to 3.30pm. Call Loraine on 01435 865789

Every Third Tuesday of the Month

The University of the Third Age (U3A) have launched a new group in Heathfield, meeting in the Community Centre, Sheep Setting Lane, for more info contact : Lyn Plant on 01435 862449.

The idea is that people meet and exchange their knowledge. Sometimes you may be the student and another time the teacher. Cost £15.00 p.a.

Every Wednesday Morning

For Horam residents, the Age Concern bus will pick up around Horam at 9:15am and transport you to Heathfield. The bus will return you back home at approximately 10:30am. Ring Clarence Pont on 01435 813284 for more information

First & Third Wednesday of the Month

East Sussex Hearing Resource Centre volunteers undertake maintenance of hearing aids and provide new batteries at the Red Cross Hall on the first & third Wednesday of every month between 10 am and 12 noon. For further help or information please telephone them on 01323 722 505.

Every Wednesday & Friday Morning

Equipment for the disabled is available on loan to those in need at the Red Cross Centre Streatfield Road, Heathfield between 10.00am and 12 noon. The equipment, which includes wheelchairs, commodes and other items are loaned in return for a donation to the British Red Cross. Telephone 01435864 122 for further information

Every First Wednesday of the Month

Heffle Tea Group meet the first Wednesday of each month for a cup of tea and a piece of cake from 1.30pm - 3.30pm at St. Richard's Hall, Park Road, Heathfield. Open to All. Please come and join us, feel free to bring a friend. Contacts: Fiona: 01435 868942, Lorraine: 01435 865789

Lunch & Chat' on the first Wednesday of the month at Oaklands Court Nursing Home, Vines Cross Road, Horam TN21 0HD. 3 Course meal for £5 from 12pm. For booking contact 01435 813030

Every Other Wednesday

A Country lunch is now offered every other Wednesday at Punnetts Town Village Hall. The minibus can still pick you up to get you there for a 12.15 pm start and take you home at 2.00pm. To book please contact Mrs. A Kenward on 01435 862 618. No lunches during July & August.

Every Third Wednesday of the Month

Volunteers from the Rest Christian Centre in Punnetts Town welcome visitors to a cooked lunch - £4 for 2 courses including tea or coffee. For the lunch please call Barbara Lovett 01435 882241. A minibus may be provided if sufficient people are interested.

Every Thursday

1. Another session of 'Extend' (gentle movement to music) exercise sessions are held at the West End Room, Christ Church Centre, Horam between 2.00pm and 3.00pm. The cost is £2.50 per person, includes tea and biscuits, plus a 50p donation towards the upkeep of the Hall. For information, ring Jane Morris on 01323 483 529.

2. For residents of Heathfield, Broad Oak, Cade Street, Old Heathfield and Cross-In-Hand, the Age Concern Heathfield Shopping Bus is on the road morning and afternoon. It will pick you (and your trolley) up at your door and deliver you to Heathfield High Street.

You may like to do your shopping and then make your way to the Union Church 'Do Pop Inn' where you will receive a warm welcome any time between 10.00am and 3.30pm. You can enjoy a cup of what you fancy, a snack or light lunch and a chat.

Ring Clarence Pont to book a seat on the minibus.

3. The Whist drive run by the 'Out and Abouters' has moved to Mary Burford House, Station Road, Heathfield, still commencing at 7.00pm. The cost is £3.00 per head and everyone is welcome. Ring Sue on 01435 862 577 for details.

Every 2nd Thursday of the Month

There is a new market every 2nd Thursday of the month between 11 a.m. and 1 pm at Holy Cross Priory, Cross in Hand. Priory is situated on B2IO2 Lewes Road between Cross in Hand and Blackboys. There is free easy parking. The Market incorporates a drop-in centre which offers free coffee and biscuits and the opportunity to purchase homemade cakes, biscuits, crafts, preserves and knitwear.

For more information contact: Roy Wilkinson 01435 812931

If 8 or more people would like to use the minibus to visit the market, please contact Clarence Pont on 01435 813284

Every 3rd Thursday of the Month

Welcome Baptist Church, Alexandra Road, Heathfield Cedars are offering an afternoon of live music and chat, plus a free tea normally every 3rd Thursday of the month from 2pm to 4 pm. Come along and join in the fun. For more information, please call Phil Brierley on 01435 864646

Every 3rd Thursday of the Month

Care for the Carers Heathfield Group meet at 2 p.m. in the Heathfield Community Centre. Come along and meet other Carers, exchange ideas, get information, support & help from Mark (from Care for the Carers).

Help with respite time for you. Speakers, tea and coffee for everyone.

For more information, please ring Betty on: 01323 738390

1. As listed under 'Every Wednesday Morning', equipment for the disabled is available on loan from the British Red Cross in Streatfield Road Heathfield between 10.00am and 12 noon.

2. **Chair-based exercises** in the lounge at Mary Burfield Court, Heathfield, from 11 to 12.00 noon, £3 per person including refreshment. Open to non-residents. Everybody welcome, but please call us to let us know you are coming.

For more information, please call Ann on 01424 774 764.

3. **Art and craft coffee morning** at Kings Church Heathfield 10 am to 12 noon. Enjoy art, knitting, quilting, card making, etc. Everyone welcome. For more information, contact 01435 863786.

Every Friday

Every Friday the Holdenhurst Centre in Mill Road Heathfield, which is run by Age UK is looking to recruit new participants it is a long standing and valuable asset for the benefit of Heathfield and the surrounding villages. It is open 10am till 15:30pm.

Age Concern provide door to door transport. For further information, please contact Andrea on 07748 1366248 or Age UK Lewes on 01273 476704 (EXT 222).

It provides a wide range of in-house fun and serious activities and outings of all kinds throughout the year. The centre is a place where social skills can be maintained and enjoyment experienced in a friendly and supportive atmosphere. It is especially recommended for those who have limited opportunities to meet with others. It can also provide a day of respite for families and carers.

A lunch and snacks are provided throughout the day. The experienced staff will welcome any enquiries from newcomers. They also offer free trial days for those who would like to sample what is on offer.

REMINDERS REMINDERS REMINDERS

The Wealden and Eastbourne 'Lifeline'

Emergency Response System is a combined telephone and alarm unit which is programmed to call a Control Centre automatically when a red emergency button is pressed. Once alerted, Control Centre staff quickly summon assistance. The system is ideal for those living alone who may occasionally need help. Ring Control Centre in Eastbourne on 01323 644422 for details.

Community Legal Service Direct is a Government funded confidential advice service for those on low income or in receipt of State Benefits. It offers advice over such problems as with benefits, tax credits, debt, employment and housing. In some circumstances the service may take on your problem and help solve it. Contact the service on 0845 345 4345.

The Wealden Senior Citizens' Partnership is a member of ESSA - The East Sussex Seniors' Association - "The Voice of Older People" See website: www.essaforums.org.uk or telephone Linda Graham on 01892 770487 for more information or to get involved.

If you are aged 65 or over **STEPS** can support you to **stay living independently**. **STEPS** can visit you at home and help you work out what support you personally need to keep living independently. STEPS is funded by East Sussex County Council and provides a free, confidential, short-term service. If you want to find out more about STEPS - Telephone: 01323 436 414

East Sussex Hearing Resource Centre in Eastbourne provide information on aids and equipment that can help you with your daily life. They can offer a variety of advice and training for coping with deafness. Telephone: 01323 722505

East Sussex Association of Blind & Partially Sighted People provide information on aids and equipment that can help you with your daily life. They can offer a 'Try before you Buy' scheme for some equipment. Contact Steve Saunders on 01323 832252

Wealden Talking News provides a weekly memory stick of local news plus one magazine memory sticks per month for the blind or partially sighted. The memory sticks are free and are also mailed at no charge. The organisation is a registered charity and is entirely staffed by volunteers.

A memory stick player can be supplied on loan. Ring 01435 862 304 for details.

The Alzheimer's Society Dementia Support

If you care for a person who is suffering from Dementia the North Wealden Dementia Support Service offers information, advice and support to people with dementia and those who care for them. For the few who wish to receive advice and support there is a support group operating in Crowborough. For further information about this and other activities please contact Sarah Burchett, the Dementia Support Worker, on 07525 403854 or email: sarah.burchett@alzheimers.org.uk

The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers. Chairwoman Ms Rantzen said she hoped the phone line number **0800 4 70 80 90**, would be remembered by all older people.

Dementia Supper Clubs for Carers and People with Dementia

(Supported by East Sussex County Council).

Would you like to get out and meet other people with dementia and their carers across East Sussex Share experiences, increase your support network, get together, meet new friends, have a meal or just a drink and chat.

Dementia Supper Clubs as part of the Carers Breaks Dementia

Engagement Service - The Catts Inn, Rotherfield, 5pm. The only charge is the cost of the meal.

All enquiries regarding Heathfield/Surrounding areas & Uckfield/Crowborough clubs, please call:

East Sussex office – 01424 773687

Or Email: east.sussex@alzheimers.org.uk

Message from Sussex Police

Never give out your bank details to someone who has contacted you on your home phone unsolicited. Especially if they say they are the police and then ask you to call them back. The Police will never ask for your bank details.

If you receive any calls of this nature, please do not give them any information and call the police immediately (local 112) but do not use the same phone on which you received the call unless you can hear a dialling tone; or safer still use your mobile instead.

Protect yourself:

- Payments made via bank transfer are not protected should you not receive the item.
 - Always make payment via a credit card or PayPal where you have some avenue of recompense should you not receive your product.
 - Conduct some online research on the website, company name and business address to identify any poor feedback or irregularities.
 - Check the authenticity of websites before making any **purchases.**
 - A "who is" search on the website will identify when the website has been created, so be wary of newly formed domains. This search can be conducted using the following website - <https://who.is/>
- If the item advertised seems too good to be true, it probably is. If you believe that you have been a victim of fraud you can report it online at http://www.actionfraud.police.uk/report_fraud or by telephone on **0300 123 2040.**

Message from Action Fraud Alert

Fraudsters are sending out virus infected emails that claim a package has been seized by HM Revenue & Customs upon arrival into the United Kingdom. The official looking scam emails claiming to be from Royal Mail contain a link to a document which will install malicious software on your computer designed to steal credentials like account names, email addresses and passwords.

An example email reads:

Title: Your parcel has been seized

Royal Mail is sorry to inform you that a package addressed to you was seized by HM Revenue & Customs upon arrival into the United Kingdom.

A close inspection deemed your items as counterfeit and the manufacturers have been notified. If your items are declared genuine then they will be returned back to you with the appropriate custom charges.

You may have been a victim of counterfeit merchandise and the RM Group UK will notify you on how to get your money back. Please review the attached PDF document for more information.

Document (RM7002137GB). Zip

Please accept our apologies for any inconvenience this may have caused.

To help the spread of the virus, the email also says: "you will need to have access to a computer to download and open the Zip file". If you receive one of these emails, do not click on any links or download any attachments and report it to Action Fraud

Protect Yourself

- Royal Mail will never send an email asking for credit card numbers or other personal or confidential information.
- Royal Mail will never ask customers to enter information on a page that isn't part of the Royal Mail website.
- Royal Mail will never include attachments unless the email was solicited by a customer e.g. customer has contacted Royal Mail with an enquiry or has signed up for updates from Royal Mail. Royal Mail have also stressed that they do not receive a person's email address as part of any home shopping experience.

If you believe that you have been a victim of fraud you can report it online:

http://www.actionfraud.police.uk/report_fraud or by telephone: 0300 123 2040

Footnote to make you smile.

A child asked his father, "How were people born?" So his father said, "Adam and Eve made babies, then their babies became adults and made babies, and so on." The child then went to his mother, asked her the same question and she told him, "We were monkeys then we evolved to become like we are now." The child ran back to his father and said, "You lied to me!" His father replied, "No, your mom was talking about her side of the family."

SERVICES

MINIBUS TRANSPORT.....

HOSPITAL CAR SERVICE

UNION CHURCH SENIOR

CITIZENS' LUNCH

NEWSLETTER Updates

Additional copies of Newsletter.

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