

Arkwright Flyer

October 2016 Edition

Welcome to our new volunteers For more details about new volunteers and their roles please see the noticeboard at Arkwright House or visit www.55plus.org.uk Volunteering. Without you we could not provide the services we do.

Frances won the best Easter bonnet competition and was presented with the first prize by Mary, one of the volunteers. Other volunteers are Joyce, Karl and myself. I have written a small article hoping that you could put it in the Arkwright Flyer to put us on the map, so to speak, and to show your many readers what is happening around Preston with Age Concern. Bill Gunter, Volunteer. Where is this you may say? Isherwood Street, Thursday morning drop in. For the full story and pictures visit the noticeboard at Arkwright House or contact 01772 552850 to find out the full address and details of where and when.

The Access to Benefits team wanted to say how vital volunteers are in providing support. They suggested we tell you about Arthur, their much appreciated long term volunteer, who has a universally approachable manner to all our service users. He quietly gets on with all the tasks we ask of him with blistering efficiency. He reassures the service users and often gets an excellent result in the form of increased income for them. Furthermore, he has a better understanding of the technology required for these benefit applications than the staff! He is very proactive in shaping the Access to Benefits service for the future. He is always looking as to how we can offer more, or improved, services.

If you would like to join the team please do get in touch via Sylvia, our Volunteer Recruitment Officer, as the team are out most of the time.

Health and Safety update The new Health and Safety Manual and Handbook have now been approved by the Board of Trustees and a hard copy of the Handbook has been circulated to every Age Concern Central Lancashire premises for all staff, volunteers, students and work placements to read. The Manual and Handbook are now accessible on www.55plus.org.uk. Please see your line manager if you have not already been approached to read the Handbook.

Update on volunteer information Have you had your introduction into the organisation which is the overview of our services? If you have not yet been invited, and want to choose a date in advance, just leave me a message on 01772 552865 with what date and who you are. Current choices are: 1:00pm Tuesday 1st November 2016, 10:00am on Thursday 3rd November 2016 or 11.30am on Wednesday 9th November 2016 (these sessions are all informal and take just less than an hour).

More important reading information We have two new documents that relate to the awareness of Safeguarding, the incorporation of Prevent within the 2015 Care Act and the five principles of the Mental Capacity Act. Please ensure you take the time to ask your manager for sight of the documents and read and understand them. Should you have any queries please contact your line manager in the first instance or Julie Newton on 01772 645721. Julie is based at Charnley Fold and, if she is not available, a member of staff will take a message.

Older and Out The Older and Out LGB&T (Lesbian, Gay, Bi-sexual and Transgender) 'Get Togethers' have now changed venue. We now meet at Creativity Works Preston (CWP), 33 Shepherd Street, Preston, PR1 3UE. It is a great opportunity to meet new people, chat, have fun and find out what is going on in the LGB&T community. We meet on the first and third Thursday of each month from 6:30pm to 8:30pm. Why not come along and meet in a lovely relaxed environment. For details contact Barry Eagers on 01772 552897.

Retail update We would like to let you know about some changes that are taking place regarding the way in which we operate our shops. We believe that these, along with our existing and growing volunteer base, should continue to provide the levels of support required within each shop. We have undertaken a refurbishment of the shop floor at Market Place to improve the layout and fittings and our Ashton Shop will become a clearance outlet. Come along and see the changes for yourself.

Promoting Independence team update We have new roles both for staff and volunteers and a new manager. We need new volunteers too. If you would like to see what opportunities there are for you or your friends please visit the website for more details or call Sylvia on 01772 552865 and leave a message if the answerphone is on. Someone will then contact you.

Dementia Services has welcomed a number of volunteers recently. Here are some of their views:

"I love coming to 'work' on a Monday morning! It sets me up for the rest of the week."

"Greeting the people coming for clinic appointments and putting them at ease makes me feel my volunteer duties are benefiting all."

"Enjoy watching 'true' person centred approach in action in supporting people with memory concerns and their carers."

"I enjoy volunteering because it gives me more self-esteem and I feel like I am helping so much."

If you, or anyone you know, who would like to volunteer within Dementia Services, please feel able to contact Sylvia at Arkwright House on 01772 552850, or the Dementia Services Manager, Julie, on 01772 645721.

What is the Lancashire Wellbeing Service? A free service offering short-term, practical support for the people of Lancashire who may be struggling with issues affecting their happiness and health. Find out about how you can volunteer and assist a Wellbeing Worker to improve the quality of life for the people we support. Contact Claire Hewitson on 07990 816733.

We hope you enjoyed the October 2016 edition of the Arkwright Flyer. If you would like to write an article for our website please email us at volunteering@55plus.org.uk, or call us on 01772 552850.