



THE ELDER



Summer Newsletter 2016

Issue
13

Communication with Residents

Communication is important. We aim to have good communication with all our tenants and your views can influence the way we manage the Society.

The recent satisfaction survey undertaken by Acuity has now closed and I thank all of you who took the time to take part. 208 or 72% of you responded, which provides a high confidence in the overall results. We follow guidance from HouseMark, the leading provider of social housing data, and undertake these surveys every three years. I have seen the draft report and Acuity will be presenting the details at the Society's Board meeting in October. The overall result is very encouraging and shows improvement on the last survey of 2013, with 95% satisfied with the services provided by the Society.

We are also planning the next six-monthly tenant meetings which will take place around late October. A Board member will be at each meeting, as

usual, to hear your views. Details will follow nearer the time and please come along if you can.

Mike Allen – Chief Executive

Memory – The Explanation!

Brains of older people are slow because they know so much. People do not decline mentally with age, it just takes them longer to recall facts because they have more information in their brains, scientists believe. Much like a computer struggles as the hard drive gets too full, so, too, do humans take longer to access information when their brains are full.

Researchers say this slowing down process is not the same as cognitive decline. The human brain works slower in old age, said Dr. Michael Ramscar, but only because we store more information over time. The brains of older people do not get weak. On the contrary, they simply know more.

Also, older people often go to another room to get something and when they

stand there wondering what they came for, it is NOT a memory problem, it is nature's way of making older people do more exercise. SO THERE!

Now when I reach for a word or a name, I won't excuse myself by saying "I'm having a senior moment". Now, I'll say, my disk is full!

I have more friends I should send this to, but right now I can't remember their names.

Anon, Eleanor Road

10 Ways to Look After Your Mental Health

Anyone can make simple changes that have a positive impact on their mental health and wellbeing. The Mental Health Foundation published ten practical ways to take care of yourself and get the most from your life. Mental health is about the way you think and feel and your ability to deal with the ups and downs of life. Making simple changes to how you live doesn't need to cost a fortune or take up loads of your time. Anyone can follow their advice.

1. Talk About Your Feelings

Talking about your feelings can help you stay in good mental health and deal with times when you feel troubled. Talking about your feelings isn't a sign of weakness. It's part of taking charge of

your wellbeing and doing what you can to stay healthy.

2. Eat Well

Food can also have a long-lasting effect on your mental health. There are strong links between what we eat and how we feel – for example, caffeine and sugar can have an immediate effect.

3. Keep in Touch

Friends and family can make you feel included and cared for. They can offer different views from whatever's going on inside your head. They can help keep you active, keep you grounded and help you solve practical problems.

4. Take a Break

A change of scene or a change of pace is good for your mental health. It could be a five-minute pause from cleaning your kitchen, a half-hour lunch break at work or a weekend exploring somewhere new. A few minutes can be enough to de-stress you.

5. Accept Who You Are

Some of us make people laugh, some are good at maths, others cook fantastic meals. Some of us share our lifestyle with the people who live close to us, others live very differently. We're all different.

6. Keep Active

Experts believe exercise releases chemicals in your brain that make you

feel good. Regular exercises can boost your self-esteem and help you concentrate, sleep, look and feel better. Exercise also keeps the brain and your other vital organs healthy.

7. Drink Sensibly

We often drink alcohol to change our mood. Some people drink to help them deal with fear or loneliness, but the effect is only temporary.

8. Ask for Help

None of us are superhuman. We all sometimes get tired or overwhelmed by how we feel or when things go wrong. If things are getting too much for you and you feel you can't cope, ask for help.

9. Do Something You're Good At

What do you love doing? What activities can you lose yourself in? What did you love doing in the past? Enjoying yourself helps beat stress. Doing an activity you enjoy probably means you're good at it and achieving something boosts your self-esteem.

10. Care for Others

Caring for others is often an important part of keeping up relationships with people close to you. It can even bring you closer.

**CHANGE LIVES
WITH EVERY SLICE
AT**

LANCHESTER COURT

When: 29 SEPTEMBER
Where: Conservatory
Time: 10-30 AM

Why: Together we can make sure that
no one faces cancer alone.

Come and join us.

Macmillan Cancer Support, registered charity in England and Wales (263075), Scotland (SC039997)
HAC03987

WORLD'S BIGGEST COFFEE MORNING

WE ARE MACMILLAN CANCER SUPPORT

Please turn over

In the UK, you can never be more than 70 miles away from the sea.

The UK is the only country not required to name itself on its postage stamps

Puzzle Corner!

1) A man is sat in a pub, feeling poor. He turns to a rich man next to him and says "I have an amazing talent; I know almost every song that has ever existed." The rich man laughs. The poor man adds: "I am willing to bet you all the money you have that I can sing a genuine song with a lady's name of your choice in it." The rich man laughs again and says: "OK, how about my daughter's name, Samantha Collins-Smith?" The rich man goes home poor. The poor man goes home rich. But what song did he sing?

2) What do these three things have in common?

JUMP SWIM THREEPIECE

3) What does this say?

Kidding
Kidding
Kidding

4) What is special about the following sequence of numbers?

8 5 4 9 1 7 6 10 3 2 0

5) What does this say?

SSSSSSSSSS
MATCH

6) The name of three European cities are hidden in the sentence below. Can you spot them? (The letters are in consecutive order.)

She said, Otto , slow down or this little boat will hit an iceberg, ending our lives.



Annual meeting and AGM on Wednesday 28 September 2016

Norwich Older People's Forum (NOPF) is celebrating International Older People's Day by holding its annual general meeting (AGM) and a full forum meeting on Wednesday 28 September at Blackfriars Hall, St Andrews Plain, Norwich, NR3 1AU starting at 10am.

This year our meeting is titled **Ageing with disability** and our guest speakers will be Tom Shakespeare, Professor of Disability Research at UEA, and Kate Wyatt, Vice-Chair to the Board of Trustees of Equal Lives.

The AGM will be held at 10.00am followed by refreshments and then the full forum meeting will start at 10.45am. After an introduction by NOPF's chair, Verity Gibson, we will hear from our guest speakers and an opportunity for discussion and questions to the speakers will follow. The meeting will finish at 1.00pm with a light lunch. If you are planning to stay for lunch and have any special dietary needs (vegetarian options will be on offer), please inform Debbie Cronk at debbiecronk@norwich.gov.uk or on 01603 212378 by 16 September.

Lots of organisations will also be there with helpful information for older people.

This is a public meeting and everyone is very welcome to attend. There is no need to book a place.



Our last two summer events at Eleanor Road have been a story of two halves. First the Queen's Birthday Party where we all got soaked and had very floppy flags. The second was our annual Strawberry Tea which was blessed with beautiful weather! Both days were enjoyable and we had fun which is the main thing.

An Observation – Living in Harmony

Living in sheltered housing, and in particular blocks of flats, means that you may have to make adjustments from your previous home. Consideration must be given to those around us.....i.e. the person adjacent/below/ or above you may not appreciate a rousing classical piece of music at 11pm or wish to be woken up at 4am with chatting on Radio 4! So please be mindful of levels of noise – you would be amazed at how many residents fall foul of their neighbours over something that just needs a bit of thought.

Please remember – no plastic bags in the recycling bins. We get left notes if we do and eventually a fine.

The Attendance Allowance Campaign

Plans to pass the responsibility for Attendance Allowance to local councils will put this vital benefit for older people under threat. Please support Age UK's campaign by signing their open letter to the Government.

What is Attendance Allowance, and why does this matter?

Attendance Allowance is a weekly payment that helps older disabled people meet some of the extra costs they face. It's a vital means of support that allows hundreds of thousands of older people to stay healthier and live independently in their own homes, without having to turn to local authority social care for help.

As we get older, many of us will find ourselves having to cope with illness and disability. Very often this comes with a higher price tag for things like specialist food, equipment, clothing, and paying for transport to get out and about.

Why is Attendance Allowance under threat?

Like other disability benefits, such as Personal Independence Payment (PIP), Attendance Allowance is managed nationally by the Department for Work and Pensions (DWP). But the Government is proposing to pass the responsibility for the Attendance Allowance to councils, which would

create a postcode lottery of support for older disabled people and put the future of the benefit under threat.

As well as taking away the freedom for older disabled people to decide what help they need to maintain their independence, it's likely that council budgets won't be able to keep pace with the needs of their ageing populations. And this will mean many older people who become disabled in future could be left to struggle by with less help or even no support at all.

How you can help?

There is still time to change the Government's mind, but they need your help. Age UK have written an open letter to the ministers who will make the final decision on the proposal, and they would encourage as many people as possible to sign the letter.

Please support their campaign and sign their open letter by visiting:

www.ageuk.org.uk

A family member may be able to help you with this, or you can contact the Norwich Housing Society office on 01603 625078, who can sign the letter on your behalf.

Lanchester Court Celebrates The Queens Birthday

Sunday June 12th saw Lanchester Court hold a party in honour of the Queen's official birthday. Thanks to everyone who supported this event which made the superb efforts of Maureen, who was responsible for the excellent buffet, all worthwhile.



Monday July 11th Lanchester Court had a visit from the 'Singing Squad'. A superb group of ladies who come along to Lanchester Court twice a year to entertain us with their wonderful mix of songs. Some traditional English songs that are instantly recognisable, but one or two rather more obscure, but still

enjoyable and usually sung in different languages. Clever ladies, all held together by their Musical Director on keyboards, sadly not in the picture.

Wednesday July 13th, a party from Lanchester Court had a trip to Heacham and Hunstanton, a cool but very pleasant day which included a show by 'The Batchelors', yes folks two of the three original Batchelors. Remember, 'Charmaine', 'Diane', 'I wouldn't trade you for the world' and many others. A trip down memory lane for many of us. 'We shall return' was our verdict.



Roy Westgate – Resident, Lanchester Court

Big Chewy Chocolate Chip Cookies

Ingredients:

- 250g Plain Flour
- ½ teaspoon Bicarbonate of Soda
- ½ teaspoon of Salt
- 170g Soft Unsalted Butter
- 150g Soft Brown Sugar
- 100g Caster Sugar
- 1 teaspoon Vanilla Extract
- 1 Egg
- 325g Chocolate Chip Cookies

Method:

- Preheat the oven to 170 C / Gas mark 3. Line baking trays with greaseproof paper.
- Sift together the flour, bicarb and salt; set aside.
- In a medium bowl, cream together the soft butter, brown sugar and caster sugar until well blended.
- In a separate jug beat together the vanilla extract and the egg. Add this to the creamed mixture and beat until light and creamy. Mix in the sifted ingredients until just blended then stir in the chocolate chips by hand using a wooden spoon.
- For each cookie use one tablespoon of dough. Roll in a ball and flatten slightly on to the baking tray. Bake for 15 minutes in the preheated oven, or until the edges are lightly toasted. Cool on baking trays for a few minutes before transferring to wire racks to cool completely.



Sarah Tiffen made these cookies for the office staff and we all thought they were delicious! You can't beat an old fashioned cookie!

Looking After Your Drains

For new tenants and those that may have forgotten, here's a reminder about your drains. Blocked drains are a serious problem. They can cause:

- Expensive repairs
- Properties flooding with sewage
- Public health risks
- Infestation of rats or insects

An oily, fatty problem...

We all use oils and fats for frying and roasting. It also drains out of meat when we're cooking it. But as we don't eat it, we're left with waste fat that we need to dispose of.

DO NOT POUR IT DOWN THE DRAIN!

Many fats are liquid when hot but turn to gooey gloop on contact with cold drains. They will congeal, accumulate and eventually block the drains!

Dispose of oils and fats in your bin or food caddy, NOT down the drain. Washing-up liquids and dishwasher tablets will only disperse small amounts left over. Even better, pour your oils into old bottles and take them to your local recycling centre where they can be turned into clean fluids or disposed of sensibly.

Foods to Avoid Putting Down the Kitchen Sink

Raw meat. Putting raw meat down the sink is a no-no; especially if it's fatty meat, or meat containing gristle.

Rice and Pasta. It doesn't matter whether it's cooked or uncooked. Either way, putting rice or pasta down your kitchen sink is bad news. It expands when soaked in water, so running loads of water to wash it through is a fallacy.

Potatoes and potato peel. Both are full of starch which ultimately transforms into a sticky goo.

Flour. Flour and water make glue. Avoid putting it down the sink. It will cause problems if it's allowed to build up.


Tea-leaves. Many of us stick ardently to the loose leaf, rather than using tea bags. Loose leaf tea is another thing that will build-up; eventually causing a blockage.

We advise once a week you pour a solution of hot water and weak bleach down your kitchen sink to flush it through

Can I Flush it?

Toilets cope with many litres of waste every day, but household drainage systems are relatively delicate pieces of engineering, designed largely for the removal of liquids and bodily waste.

Many call-outs for unblocking drains turn out to be entirely preventable. They are caused by residents attempting to flush things down the toilet that should be disposed of in the bin.



10 things you & your visitors should NEVER flush

1. Baby/make-up wipes
2. Sanitary towels
3. Nappies
4. Tampons
5. Paper towels
6. Cotton wool & buds
7. Paper
8. Rags & towels
9. Plastic bags & wrappers
10. Waste food

If the result of a blocked drain, whether it be from your sink or toilet, transpires to have been caused by tenant carelessness, and we have to pay for a call-out, then that tenant will be re-charged.

Puzzle Answers

1. Happy Birthday
2. They are all suits
3. All kidding aside
4. The numbers are in alphabetical order, 8 = eight, 5 = five, 4 = four, 9 = nine, 1 = one, 7 = seven, 6 = six, 10 = ten, 3 = three, 2 = two, 0 = zero
5. Tennis match
6. Oslo, Nice and Bergen

What would you like to see in the next newsletter?

If you have any stories, poems, jokes, interesting hobbies, recipes, holiday stories or if you would like to see anything else in the newsletter; we would love to hear from you, please get in touch on: 01603 625078 or email:

reception@norwichhousingociety.co.uk

Editor : Joanna Oakley