

Golden Friends Newsletter

Happy reading from all the team at Hospitality Action

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Welcome to the Golden Friends Newsletter

Welcome to the November/December edition of the Golden Friends Newsletter. As reported in our July/August edition, the look and branding of the charity has undergone some changes in recent months which we are all very excited about. In keeping with the new look, our Golden Friends Newsletter has also had a makeover too! Camilla Woods, our new Services Director (read more about Camilla on page 2), Marketing Director Jeremy Gibson and I have collaborated on this new look issue and we hope you like it as much as we do.

It's hard to believe this is the last edition of 2019 already! As we prepare for one of the busiest times of the year, we would like to make you aware of another change. This year our Christmas card and gift vouchers will be sent out separately. Although both will still be sent out in early December, gift vouchers will be mailed direct from the supplier rather than from our office in London, so do keep your eyes peeled for these arriving in the post.

Throughout the year I have enjoyed speaking with many of you and hope to have the opportunity of speaking with even more of our wonderful Golden Friends as we head into the New Year.

With the days getting shorter, never ending rain, and a definite chill in the air, we would encourage you all to keep warm and keep well this winter. Keeping warm is especially important as we head into winter. Please see page 3 for an update on the Government's Winter Fuel Payments. Information relating to Hospitality Action's one-off Winter Fuel Grant to help our Golden Friends on low incomes with payments towards their winter fuel bills can be found on page 12.

As you are probably aware, we are all becoming more and more focused on wellbeing and mental health. We believe it is important for older people to look after their mental health also and hope you find the information on page 4 on this topic useful.

As this is the last edition of 2019 I would like to wish you all a very happy, healthy and peaceful Christmas and New Year.

Cathie Brennan - Scheme Coordinator



Photo by Matthew Bennett on Unsplash

Mention in the Golden Friends Newsletter does not imply support or recommendation by Hospitality Action

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HA news

Camilla Woods has recently stepped into the role of Services Director at Hospitality Action (HA) taking over from Laura Clyne who recently left the charity after 21 years to work for Support Network the support charity of the Institution of Mechanical Engineers.

Camilla is now responsible for the management of the Grants and Advisory service, HA's Employee Assistance Programme (EAP) as well as the Golden Friends scheme where she works alongside Cathie Brennan, the scheme co-ordinator. She was previously responsible for the development and management of the EAP and has been at HA since October 2013.



She is looking forward to meeting Golden Friends at their events in the not too distant future and working with Cathie to continue developing this very successful and popular scheme.

Camilla started her career working in the press office at Hodder & Stoughton publishers before joining the British Hospitality Association (BHA). Her final role at the BHA was that of Policy Director where she led on a range of BHA advocacy and policy campaigns including accessibility; health and wellbeing; and sustainability. In her free time, Camilla likes to spend time outdoors with her family and also enjoys a good crime novel.

Health/wellbeing

Keeping well in winter

As we get older it is more important than ever to ensure that we have enough to eat, especially in winter. Not eating enough can cause weight loss which makes it more difficult to keep warm and fight off infections. Eat at least one hot meal each day throughout winter and have plenty of hot drinks throughout the day. Include a good range of foods in your diet and try to eat five portions of fruit and vegetables daily to ensure you are getting enough nutrients and vitamins.

And remember Try to stay active! Keeping active helps generate heat and helps keep us warm. When indoors, move around and try not to sit still for more than an hour at a time.

Those aged 65 and over, as well as carers and people with health conditions that make them susceptible to complications from contracting the flu virus, are eligible for a free flu jab. As the flu virus is changing all the time the Government recommend those eligible have a flu jab every year to avoid flu developing into pneumonia. If you are unsure if you are eligible speak with your GP or pharmacist.

Credit: ageuk.org.uk



Keeping warm in winter

At this time of year, many people start to worry about the cost of keeping their home warm. Government figures show that around 2.5 million households in the UK cannot afford to heat their homes to an adequate temperature. A cold home can have a significant impact on your physical and mental health and wellbeing.

Help is at hand. If you're on a low income you could be eligible for a Winter Fuel Grant of £150 from Hospitality Action. See page 12 for information on how to apply for a grant.

If you're struggling to pay your energy bills, did you know that there's other help available to keep your home warm this winter?

Winter Fuel Payment

If you were born on or before 5 April 1954 and receive the state pension or another benefit, such as Pension Credit, you should automatically receive a Winter Fuel Payment of between £100-£300 to help with your heating bill. If you don't receive one of these benefits, you may need to make a claim for the payment by calling 0800 731 0160.

Warm Home Discount Scheme

You may be able to get up to £140 off your electricity bill under the Warm Home Discount Scheme. You'll automatically qualify for the discount if you get the Guarantee element of Pension Credit – you should get a letter about this by the end of December. Other people on a low income may qualify for the Discount too. Check with your electricity supplier to find out if you're eligible and how to apply.

Energy Saving Improvements

If you're on a low income or in receipt of certain benefits, you may be able to get help with energy

efficiency measures such as insulation or a boiler replacement through the Energy Company Obligation (ECO). This is a government scheme to tackle fuel poverty and help reduce carbon emissions.

Those living in England and Wales can get impartial and independent advice about energy efficiency, including the ECO scheme, by visiting their website www.simpleenergyadvice.org.uk or phoning their free helpline on 0800 444202. For advice from Home Energy Scotland you would need to make a free call to 0808 808 2282. Those living in Northern Ireland should call the Energy Advice Line on 0800 142 2865.

Switch Energy Supplier

You could save on your gas and electricity bills each year by switching your supplier. Price comparison websites are the easiest way to look at the deals from different suppliers. For example, sites like www.energyhelpline.com or www.moneysupermarket.com make it quick and easy to find the best deal for you and to make a switch that will save you money throughout the year.



Mental health in later life

Did you know that mental health problems affect around one in every four people? As we get older, difficult events or changes in our situation can make us more vulnerable to feeling low, depressed and anxious, but mental health problems are not a natural part of ageing.

What affects mental health?

- ill health
- bereavement
- loneliness
- loss of independence
- loss of social contact after retirement
- becoming a carer for a loved one
- relationship breakdown
- loss of income or money worries
- moving house and losing contact with family and friends

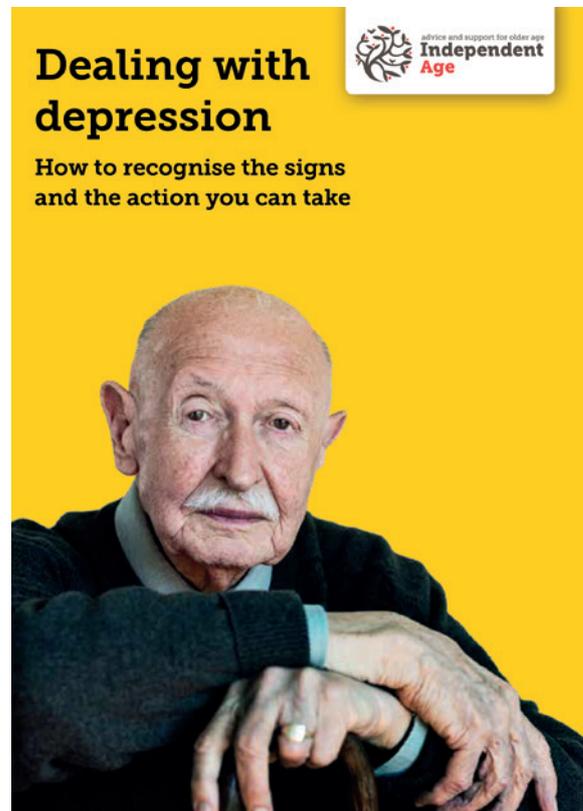
If you have been feeling low for a while and are finding it difficult to cope, seek help by:

- talking to your GP
- telling someone you trust
- call an emotional support helpline like the **Samaritans (116 123)**, or the **Silver Line (0800 4 70 80 90)** or **Hospitality Actions Helpline** on **0808 802 0282**
- call a specialist mental health helpline like **Rethink (0300 5000 927)** or **Mind (0300 123 3393)**

If you're worried about someone else

It can be difficult to tell if someone else is suffering from depression. People, especially men, with depression generally don't want or feel able to discuss their feelings or they may not realise that they are actually depressed. Depression can be difficult to spot. Here are a few things to look out for:

- they have stopped enjoying things they used to
- they are losing contact with friends or family
- they appear tired or restless more than usual
- they have started speaking or moving more slowly
- they find it difficult to concentrate on things
- they start sleeping more or less than usual
- their appetite has changed
- they say they are feeling down or hopeless



Credit: Independent Age

Independent Age provide information and advice on mental health and depression in older people and have produced a free booklet entitled **Dealing with depression**. You can order a free copy by visiting their website www.independentage.org/information/advice-guides-factsheets-leaflets/dealing-depression or calling **0800 319 6789**.

Credit: Independent Age

Be wise to scams

A scam is a way to dishonestly making money from deceiving people and there are many different types of scams, such as pension and investment scams, phone scams, post and email scams, fake lotteries and prize draws, fake psychics and clairvoyants, doorstep scams bogus callers, rogue tradesmen and many more.

Scammers are clever and work hard to find information about you before they contact you. They use flattery and emotional manipulation to draw people in, and often target older people and those who live alone, and who may feel lonely and want to talk. They also target those who are at home during the day and those who have savings and/or valuables.

Spotting a scam

To gain your trust a scammer may approach you in person, by phone/post/email or on social media. As a general rule, if something seems too good to be true, it probably is! Things you should look out for include offers that come out of the blue, requests for you to share or verify bank account PIN numbers or account details, prizes that require you to send money before you can claim the prize, people/companies that call you repeatedly and keep you talking on the phone for a long time, an offer that has a time limit where you need to make a decision quickly.

Protecting yourself

Scammers are ruthless and will do anything to get hold of your personal details. Be very careful about who you give your personal details to. Never send money to someone you don't know or trust. Your bank or the police will never ask for your PIN or password or ask you to transfer funds for fraud reasons.

When approached in person

- don't be pressured into letting anyone into your home if you do not know them.
- always check the ID of anyone who calls to your home without an appointment, and take your time to check their credentials
- if you are being offered a service that you are interested in, get two or more quotes for comparison.
- beware of cold callers. Hang up if you think they could be a scammer.

When approached by phone

- register with the Telephone Preference Service to opt out of marketing calls. The TPS is a free service that enables you to opt out of marketing calls. If a cold-caller contacts you and asks you to pay to register, this is a scam.



When working online

- never click on links or attachments in an unsolicited email, even to unsubscribe. Go to the organisation's own website to check they are authentic.
- never reply to scam emails even to say 'no' as this lets the scammer know the account is active.
- never carry out financial transactions over public WiFi (eg online banking or shopping).

When using social media

- check your privacy settings regularly to make sure they're up to date.
- double-check with that person through another medium, such as by calling them, if you receive a message from someone asking for money.
- don't advertise when you are going on holiday as people will know when your home will be empty

By mail

- always destroy or shred receipts or post containing credit card or other personal details
- stop direct marketing mail by registering with the Mailing Preference Service
- stick a 'no junk mail' sign on your door.
- if you are concerned about someone who may be vulnerable to financial abuse, contact your local council's adult social care service or safeguarding team. You will find their contact details at [gov.uk/find-your-local-council](https://www.gov.uk/find-your-local-council).

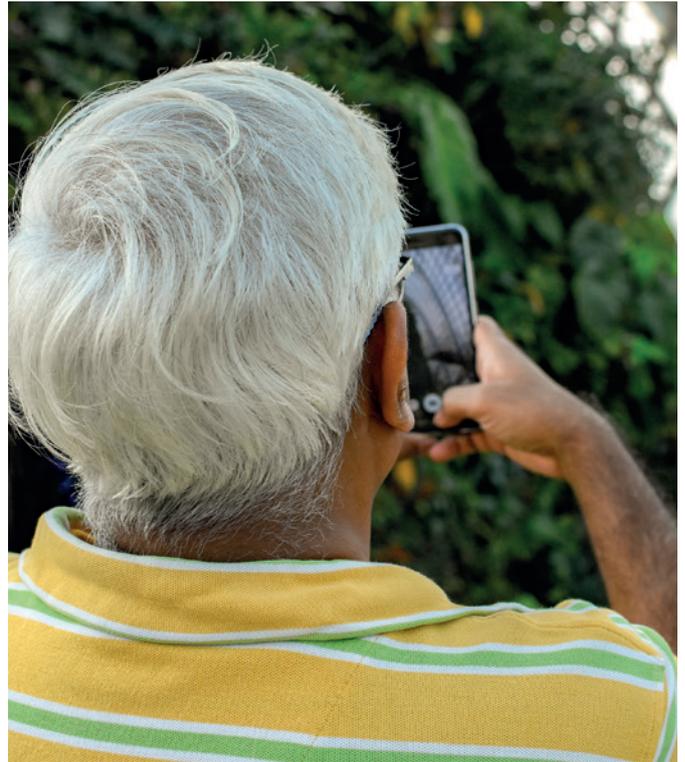


Photo by Gervyn Louis on Unsplash

Independent Age have produced a handy booklet containing lots of helpful advice and tips on spotting, avoiding and reporting scams. Contact Independent Age. To order a copy visit their website www.independentage.org/information/advice-guides-factsheets-leaflets/ or calling **0800 319 6789**.

Credit: Independent Age

We're here for you.

We do all we can to support our Golden Friends, after a rich career serving others in our fantastic industry we want to provide you with the support you may need.

If you're worried about any of the issues highlighted in this newsletter, from money worries, to scams or even concerns about your own mental health; we're here for you.

You can call us on: 0808 802 0282

We've got you.



Gardening in November/December



Photo by Behzad Ghaffarian on Unsplash

Protect tender plants

It is now time to move any tender plants into the greenhouse, conservatory or porch to shelter them from frosts. Protect fuchsias and any other exotic plants from winter weather with straw and hessian on the crown and around the trunk.

Plant spring-flowering bulbs

November is a good time to plant other spring-flowering plants like pansies and wallflowers as well as spring flowering bulbs such as tulips, daffodils, snowdrops and grape hyacinths as these need to be in the ground over winter to flower in spring. Protect from waterlogging and rotting by using the 'lightbulb' technique – push and twist the bulb into the soil. If you simply place the bulb in the soil, you could leave gaps for rainwater to collect, rotting the bulb.

Tie in tall plants and structures

Stake tall plants, climbers and young trees. The stakes should be sturdy enough to withstand strong winds. Check ties are not cutting into the stems, and loosen them if needed. Check arches, pergolas and fences are secure and make any repairs now to avoid damage in high winds.

Mulch borders

Protect perennial plants from severe winter weather. Mulch your borders with 5cm of compost, leaf mould, bark chippings or well rotted manure. Mulching has many benefits. It insulates roots and tubers against frost, enriches the soil and encourages beneficial soil organisms. Mulching protects plants roots from extreme temperatures and helps retain moisture in soil in the summer.

Brighten up containers

Plant up empty containers with evergreens and winter-flowering plants such as ivy, pansies, cyclamen and winter heathers. This will make an attractive display and cheer up those dark winter days, and plant up hanging baskets too. Bring some of the garden inside using bunches of holly, fir branches, twigs and pine cones to make a natural festive indoor display.

Clear leaves

Remove leaves from lawns, patios, borders and ponds, and clear off any winter debris too. This keeps the garden looking tidy and also healthy. If there are a lot of leaves in the garden, why not make leaf mould? Put them in a black bag and punch a few air holes to let them rot down. Shred large or thick leaves to speed up the process, and keep the leaves moist. In one to two years you'll have some great leaf mould for your garden.

Seasonal Recipes

Pumpkin soup

Ingredients

- 1 large onion, chopped
- 2 carrots, peeled and chopped
- 2 garlic cloves
- 1 bay leaf
- 25g/1oz unsalted butter
- 2 tbsp olive oil
- 1 medium pumpkin (prepared weight about 850g/1lb 14oz) deseeded and roughly chopped
- 1 medium-sized floury potato, such as Maris Piper, roughly chopped
- 1 litre/1¾ pint vegetable or chicken stock, a little extra may be needed
- 100ml/3½fl oz double cream
- 3 tbsp pumpkin seeds
- salt and freshly ground black pepper

Method

1. Put the onion, carrots, garlic bay leaf, butter and half the olive oil into a large pan. Cook over a low–medium heat for about 10 minutes until the vegetables are tender but not coloured.
2. Add the squash and potato, mix to combine and cook for a further 2–3 minutes. Pour in the stock, season well and bring to the boil. Reduce the heat to a gentle simmer, half cover the pan with a lid and continue to cook for about 40 minutes until the squash is really tender when tested with the point of a knife.
3. Pick out the bay leaf and blend the soup until smooth using a stick blender.

Turkey pasta bake

Ingredients

- 300g/10½oz dried pasta shapes, such as penne or fusilli
- 2 tbsp sunflower oil, plus extra for greasing
- 4 rashers smoked streaky bacon, thickly sliced
- 1 onion, finely chopped
- 500g/1lb 2oz jar tomato and basil pasta sauce
- 150ml/5fl oz double cream
- 350g–500g/12oz–1lb 2oz leftover cooked turkey, cut into small chunks
- 75g/2½oz mature Cheddar cheese, coarsely grated

Method

1. Half fill a large saucepan with water and bring to the boil. Add the pasta and cook for 10 minutes, or until just tender.



Photo by Cayla1 on Unsplash

4. Add the cream and a little more stock if the soup is on the thick side, taste for seasoning, adding more salt and pepper as required.
5. Meanwhile, heat the remaining oil in a frying pan over a medium heat and add the pumpkin seeds and fry quickly until the seeds start to pop. Remove from the pan.
6. Ladle the soup into bowls and serve with a swirl of cream and the toasted pumpkin seeds.

Credit: www.bbc.co.uk/food/recipes/

2. Preheat the oven to 200C/180C Fan/Gas 6. Lightly oil a large, shallow, roughly 2.5 litre/4½ pint lasagne dish, or similar pie dish.
3. Heat the oil in a large frying pan and fry the bacon and onion for 8 minutes, or until lightly browned. Stir in the pasta sauce and cream. Add a large ladleful (around 100ml/3½fl oz) of the pasta cooking water and bring to a simmer. Stir in the turkey pieces and season with ground black pepper.
4. Drain the pasta in a colander, then return it to the saucepan. Stir in the pasta sauce and turkey meat.
5. Transfer to the greased dish and sprinkle with the cheese. Bake for 15–20 minutes, or until the cheese is melted and beginning to brown. Serve hot.

Awareness days

November 13th – World kindness day

World Kindness Day was first launched in 1998 by The World Kindness Movement, an organisation formed at a 1997 Tokyo conference of like-minded kindness organisations from around the world. There are currently over 28 nations involved in The World Kindness Movement which is not affiliated with any religion or political movement. The mission of the World Kindness Movement and World Kindness Day is to create a kinder world by inspiring individuals and nations towards greater kindness.

If you can be anything at all in life, be kind.

November 13th - Blue Wednesday in aid of Mouth Cancer Awareness

For most mouth cancer patients, their cancer blues will almost never leave them. There will always be a reminder of what they went through every day. Whether it's their speech, their ability to eat and drink, or even just the ability to breathe properly, there is no getting away from it. For this year's Mouth Cancer Action Month, people are being asked to show their support by making Wednesday 13 November 'Blue Wednesday'. To show support you can wear a blue ribbon badge, blue clothing or don on a bright blue lipstick to help raise awareness of mouth cancer.

November 14th - World Diabetes Day

The theme for World Diabetes Day 2019 is again 'The Family and Diabetes'. The aim is to raise awareness of the impact that diabetes has on the family and support network of those affected, as well as promoting the role of the family in the management, care, prevention and education of diabetes.



Photo by Sandra Chile on Unsplash

November 19th – International Men's Day

This year International Men's Day seeks to address many different issues surrounding mens mental health and aims to raise awareness of male suicide.

The event has been running for a number of years and many charities, including Hospitality Action, are trying to raise awareness around this very difficult and emotive subject.

In October HA lent its support to World Mental Health Day by highlighting the need to talk about mental health and highlighted the story of one young man who sadly took his own life. Visit our website at <https://www.hospitalityaction.org.uk/blog-and-news/2019/october/on-world-mental-health-day-we-need-to-talk-about-suicide/> to read more.

13th December - Christmas Jumper Day

Christmas Jumper Day is an annual charity event it is held on December 13th, in aid of 'Save the Children'. Individuals and Organisations, businesses and schools, find their most festive jumpers and wear the jumpers to work for the day instead of normal clothes or uniforms, to raise funds through sponsorship. Why not don your festive jumper and join in the fun!

Credit: awarenessdays.com / unsplash / charity campaign websites

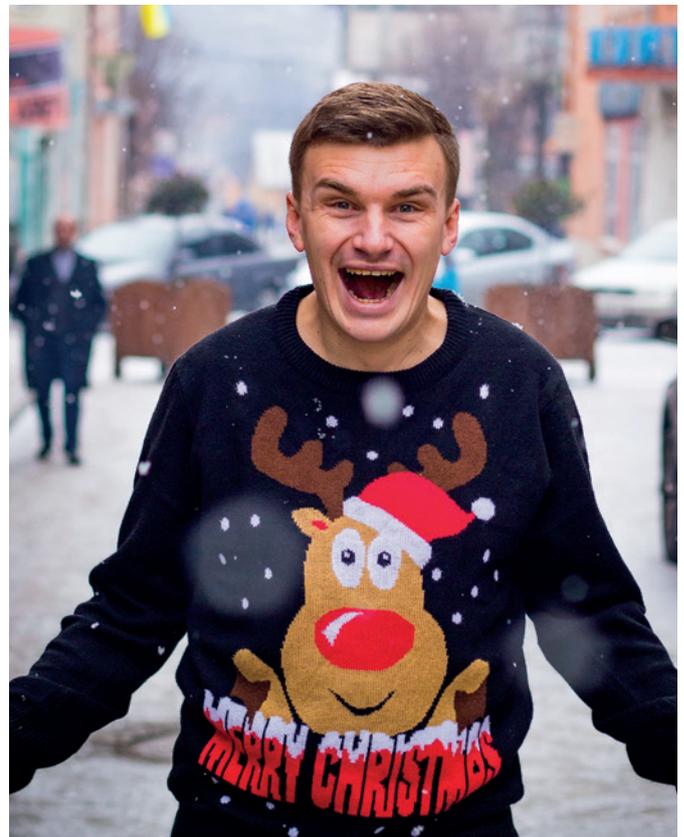
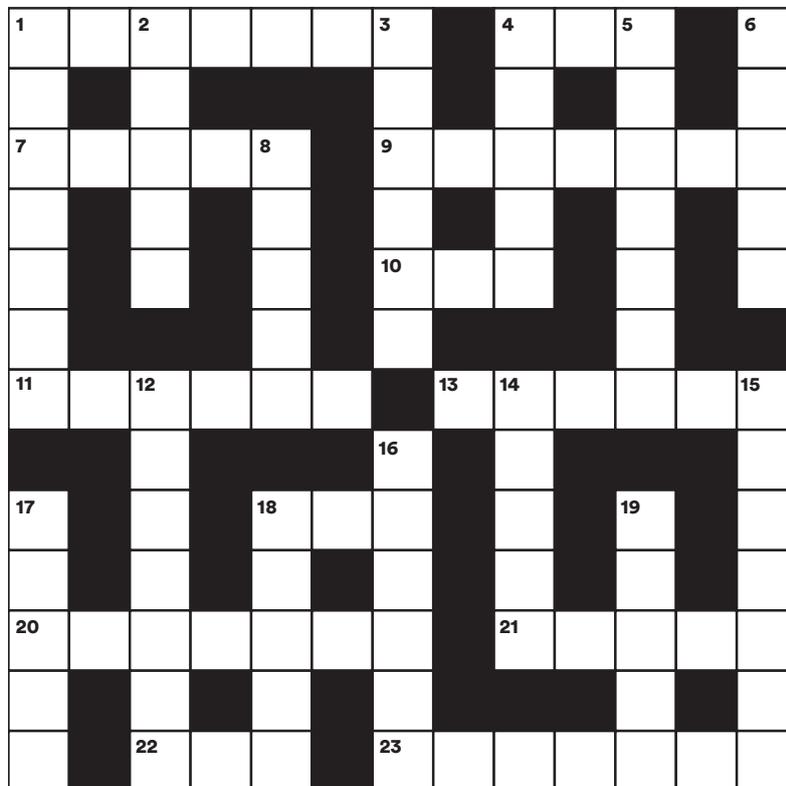


Photo by Matthew Bennett on Unsplash

Competition – Crossword

This edition's competition is a crossword. For your chance to win just complete the grid, fill in your name and address and return the page to us by **Monday 16th December**. All correct entries will be placed in a 'hat' and winners selected at random.

1st Prize £20 Gift Card 2 Prizes 2 x £10 Gift Card



Credit: puzzlechoice.com

Across

1. Small piece of toasted or fried bread; served in soups or salads (7)
4. North Atlantic food fish (3)
7. Cake topping (5)
9. Kitchen implement (7)
10. Consumed (3)
11. Main course (6)
13. Often used to coat 4 Across (6)
18. Small vegetable (3)
20. Rich bread usually made with chopped candied or dried fruit, nuts and spices (7)
21. Hard outer layer formed during baking (5)
22. Beer (3)
23. Large drinking vessel (7)

Down

1. Culinary art (7)
2. Edible bulb (5)
3. Nuts or fruit pieces in a sugar paste (6)
4. Small very thin pancake (5)
5. Dish served as the last course of a meal (7)
6. Mostly greens served with a moist dressing (5)
8. Small juicy fruit (5)
12. Granular preparation of cassava starch (7)
14. Jelly based on fish or meat stock (5)
15. Cooked with a dry heat, usually in an oven (7)
16. Hard wrinkled edible seed (6)
17. Alimentary paste (5)
18. Edible seed of a pod-bearing plant (5)
19. Mild Dutch cheese (5)

Name

Address

Post Code

Thank you to all those who entered our Sept/Oct Sudoku competition, and congratulations to our winners:

1st Prize Winner

Mrs R Hodder, Somerset

2nd Prize Winners

Mrs M McDonald, Middlesbrough

Miss C Robinson, London

Mrs R Smith, Penarth

Mrs M. Dowdeswell Lawrence, Dunoon

Hospitality Action's fresh, new look.

These are busy times at Hospitality Action, and as we prepare for the future we've been taking a look at how we present ourselves, as you may have noticed from the eye-catching new design of this newsletter!

This summer we unveiled a new look for the charity. After months of listening, researching and collaborating with people across the industry, we're thrilled with our fresh new look that signifies the start of an exciting new chapter in the charity's 183 - year history.

Our work here at HA can be summed up in one simple phrase: **We've got you.** We are all prone to life's challenges and HA has a rich history of helping people in times of crisis, whether that's through illness, a change in family circumstance or mental health problems or supporting those who now retired from the industry.

Our help takes many forms and it can be something as simple as providing grants to cover essential living expenses, employee care and training to those still working in hospitality, opportunities for families on limited incomes to share a day out together, as well as supporting our industry retirees, our Golden Friends, with Winter Fuel Grants, staying connected through our newsletters as well as access to our befriending service when needed.

We are also working hard on our 2020 events programme to provide the opportunity for as many of our Golden Friends as possible to meet up regionally at lunches and afternoon teas that have been kindly donated to us for the enjoyment of our Golden Friends by hotels and restaurants around the country.

As we move towards 2020 we will be looking towards increasing the numbers of volunteers who assist us in our work.

HA's Winter Fuel Grant

We are delighted to announce that our Trustees have once again agreed a one-off Fuel Grant to help Golden Friends on low incomes with their winter fuel bills. Though this year the grant is increasing to £150 per household.

If you are not receiving a regular grant from us then you can apply for a Winter Fuel Grant by completing and returning the cut-off slip below.

To qualify for the grant you must satisfy the following criteria:

- Live in your own home (not a nursing home/residential care home or with family).
- Have no non-dependant members of your family living with you (other than your spouse/partner).
- Have a total weekly income of no more than £177.25/week (single) or £265.25/week (couple).
- Have limited savings—below £5,000 if you are on your own and below £8,000 if you are a couple.

Please note that if you are in receipt of Disability Living Allowance, Personal Independence Payment or Attendance Allowance you will not automatically qualify for this grant.

If you meet all of the above criteria and would like to apply for the £150 grant please complete and return the cut off slip below with a recent full month's bank statement showing all your income and any savings. Please note that we will be unable to process your request for help if you do not send in a recent bank statement from all of your accounts.

If you qualify for a Winter Fuel Grant we will then arrange for payment to be credited to your account in late January 2020, for you to use towards your next fuel bill. If your account cannot accept an electronic payment we will be in touch to discuss options once you have applied.

We can accept applications for this grant up to 31st March 2020 or until this fund is exhausted.

If you fall outside of the above criteria you can still apply for the grant, but please contact us for a full Winter Fuel Grant application form.



Please tick each of the statements below to confirm your eligibility, then fill in your details below and send this slip with a recent full month's bank statement to: **Hospitality Action, 62 Britton Street, London, EC1M 5UY**

- I/we live in our own home (not a nursing home/residential care home/with family).
- I/we have no non-dependant members of our family living with us (other than my spouse/partner).
- I/we have a total weekly income of no more than £177.25(single)/£265.25(couple)/week.
- I/we have savings below £5,000 (single)/£8,000 (couple).
- I/we have not received a Winter Fuel Grant from another charity (not the DWP Winter Fuel Payment)

Name

Signature

Address

Post Code