

Summer 2020



Hospitality
Action

Golden Friends Newsletter

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Welcome to the summer edition of our Golden Friends newsletter – we hope you are all staying safe, keeping well and in good spirits despite the difficulties of lockdown.

The coronavirus and its effects have been making the news for some months now and will continue to do so for some time to come. As I prepare this edition, the recent easing of restrictions is beginning to bring a ray of hope to so many who have been affected by having to self-isolate, and by the loss of social interaction with loved ones, friends and neighbours.

Since March, when speaking with many of you, I have become aware that the speed of news reporting on the coronavirus has at times caused confusion about what it is appropriate to do and how safety, particularly for older people, can be maintained. On page 9 we share the latest update from the government and include some useful sources of information and guidance, which I hope will reassure you all. There is also an update on Over 75 TV Licences on page 20.

We at HA have adapted to new ways of working to ensure we can continue to support our wonderful community of industry retirees. As we look to the future of post-coronavirus support we feel the time is now right to send out our annual questionnaire. This will be posted to you in early August. Once received, we would encourage you to complete and return it to us as soon as possible to guarantee continued membership and benefits of the scheme.

On behalf of myself and the whole HA team, stay well and stay safe and remember – for any of you in need of support, we remain only a phone call away. **#wevegotyou**

Cathie



Photo by Matt Seymour on Unsplash

News from HA

Golden Friends

Like the majority of businesses, Hospitality Action closed its office doors on 20th March. We followed government guidelines and began working remotely from our own homes whilst continuing to deliver much needed support. Uppermost in our minds was the wellbeing of all our Golden Friends.

On 23rd March, my colleague Nicola and I, supported by a small army of volunteers from both inside and outside of our industry set about making calls to all those Golden Friends for whom we had a telephone number to say 'hello' and to offer whatever support we could where it was needed.

We worked at speed, linking many of our Golden Friends to their local Covid-19 support groups who in turn helped with delivering emergency food packages, provided assistance with collecting and delivering prescriptions, and even helped with finding volunteer dog walkers too!

And, thanks to our volunteers, we were able to successfully match over 200 of you with a volunteer 'HA call buddy' for on-going telephone friendship too! These telephone friendships are now blossoming, and we have been overwhelmed by the messages of appreciation for the help and support we have been able to offer.



Without the support of our amazing team of volunteers we would not have been able to reach out to you all so quickly – we are enormously grateful to all of our 'HA Heroes' and cannot thank them all enough.

We have been truly humbled by the spirited way in which so many of you have coped with and continue to cope during these strange times. And on occasion, we have been moved to tears on hearing about the difficulties some of you have experienced, including having to deal with the death of a partner or close relative and how this has impacted on your mental health.

All too aware of how pre-existing mental health conditions, addictions, or family tensions can worsen during these uncertain times, we have collated the best of our advice in our new Covid-19 Wellbeing Hub:

www.hospitalityaction.org.uk/advice

Remember, we remain only a phone call away. Don't worry alone. Talking to others helps keep a perspective on current events, so speak to family and friends as often as you can, and don't let a worry fester into an anxiety. If you are worried about anything, please call our **24/7 Helpline on 0808 802 0282**.

#Wevegotyou



Photo by Andre Ouellet on Unsplash



Introducing Nicola

Nicola joined the HA team at the beginning of the year as our Business Development Manager. You could say hospitality is in Nicola's blood as her father spent his whole career in hospitality with her mother then joining when they became joint hoteliers. Nicola herself followed in their footsteps also working in hotels for many years within events sales and her last role being Director of Events at Chewton Glen and Cliveden House Hotel, where she met her husband who was also in the industry - it's gone full circle you could say!

As Business Development Manager, Nicola will be working with the industry in order to spread awareness of the charity itself and secure fundraising opportunities so we can grow the work that we do across all of our services. During Covid-19, Nicola has been working with Cathie in order to enlist industry volunteers to reach out to and check in with all of our Golden Friends at this difficult time. Nicola said, 'It has been an absolute privilege to be able to be involved with the Golden Friends Scheme during this unprecedented time. Having the opportunity to chat to and buddy up individuals with industry volunteers as phone befrienders has been wonderful. I think it's safe to say that both parties have brought support, friendship and enjoyment to each other.'

Nicola lives in West London with her husband, and they have recently been joined by Mindy, a one-year old black Pug. Nicola loves to cook and try new recipes, food is a big passion and she enjoys nothing more than the London restaurant scene. She's trying to recreate as much as she can from home at the moment!



Fundraising and Grant Giving

During these extraordinary times, when the hospitality industry has faced its worst ever crisis, staff at Hospitality Action have remained ready and available to meet the needs of all those who needed our support.

The Fundraising and Grants teams adapted quickly to the new way of working, entering the brave new world of virtual meetings through the medium of Zoom – something akin to watching *The Brady Bunch*, for those of us who remember this 70s TV programme!



Our Chief Executive, Mark Lewis, rallies the troops at the end of each working day with motivational words, and praise for the efforts of all those who continue to help us in our work. Together, we are proud that we have been able to continue to help those of you who have needed our support.

As a charity, Hospitality Action relies heavily on donations to deliver this support. We coordinated an industry-wide emergency appeal to harness the goodwill of those who wished to support us and raise funds to help hospitality workers impacted by widespread job losses due to the coronavirus.

The charity has experienced a level of support that has never been seen before. Celebrity chefs like Angela Hartnett, Tom Brown, Raymond Blanc, Simon Rimmer, Monica Galetti and Tom Kerridge took to the airwaves and to their social media platforms to reach out to their audiences and ask for help. The donations poured in, with customers donating the price of a meal and fellow hospitality workers giving whatever they could to help colleagues in a more precarious position than their own.

Covid19 Emergency Appeal.

Donate now to help us build a significant fund to enable us to make a one-off award to eligible workers suddenly facing hardship.

We've got you.



Businesses across the UK also reached out to us, and are continuing to do so, donating funds from orders of drinks, food, cookbooks and cookery utensils across the UK.

The charity received a great response to its emergency appeal and by mid-May had received donations of **over £500K** towards helping those most in need.

The deluge of demand for our help has also been unprecedented. We developed a new Covid-19 Emergency Grant to respond to this demand and awarded a one-off grant payment of £250 to anyone from the industry who met the criteria.

When we announced the opening of applications for the grant it created huge interest. News spread to over 2 million people on Facebook alone (we normally reach closer to 2,000) and our website traffic increased from a few hundred visitors a day to over 51,000.

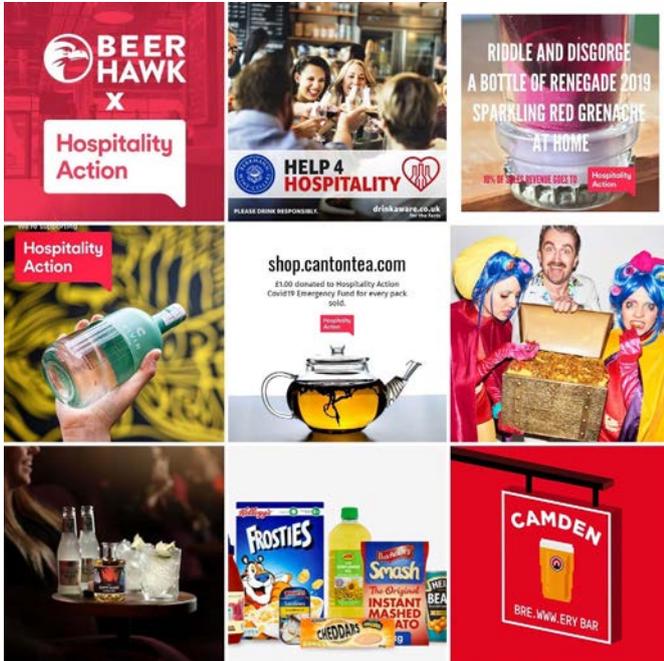
Within the first hour of opening the scheme we received an unprecedented number of applications. To ensure those who met the criteria for financial help received support the pace of grant application processing moved at a fast pace.

Through our outreach work, those Golden Friends identified as being in critical need of financial assistance, were also awarded an emergency grant.

While it is true to say that there remains uncertainty around the future of our industry, one thing is clear: HA is here if you need us. We're at the end of the phone on our **24/7 Helpline 0808 802 0282**. And you can keep an eye on our website or follow us on Twitter, Facebook, LinkedIn and Instagram for all the latest updates.

Our supporters

Since the outbreak of Covid-19 countless UK businesses, associations and individuals have been fundraising on our behalf. Here are just some of the weird and wonderful things our supporters have been up to in recent weeks:



Camden Town Brewery

Our friends at Camden Town Brewery auctioned off a freshly pulled pint of Hells lager delivered direct (well, 2 metres away) to the winning bidder's front door. The pint sold for £800 and the brewery kindly agreed to match the donation meaning one pint alone raised a staggering £1,600!



Comfort Cookbook

Top chefs, food and drink producers, and industry insiders from across the West Country came together in a show of solidarity to produce the Comfort Cookbook. Cornwall Content, The Maverick Guide & Ali Green Photography worked together in our honour and chefs including Nathan Outlaw, Jude Kereama, Mitch Tonks and Paul Ainsworth all contributed recipes.



Dabbers Bingo

The fun folk at Dabbers Bingo have taken their bingo nights online and kindly donated 10% of ticket sales to us. Their new exciting digital game, where participants decipher the answers to quizzical conundrums are every bit as uplifting as bingo as we normal know it!

Honest Burgers

Burger chain Honest Burgers caused an online frenzy when they released 50 'make at home' burger kits a day for five days in a row. Those lucky enough to get their hands on a kit were asked to donate what they could. The funds raised were split between Hospitality Action, Landworkers' Alliance and The Trussell Trust who each received £2,933.



#Poundsforpuds

Our Patron Raymond Blanc OBE started a virtual dessert challenge and encouraged keen home bakers to make a dessert in our honour and ask their friends to do the same. Countless home cooks shared their dessert photos on social media and made a donation in our honour. Our CEO Mark even made these rather delicious Welsh Cakes!



Sharp's Brewery

Valued supporters Sharp's Brewery donated 10% of all sales from their online shop in March and April and raised £5,789. Cheers to that!



Richard Yates from Ellis Wines undertook the ultimate challenge in support of HA and climbed the full 8,848 metres of Mount Everest from his very own home! Richard climbed his staircase a mind-boggling 2,020 times to help UK hospitality people in crisis and raised thousands of pounds in process.

#Hairforhospitality

Being at home for so long has left many of us in need of a haircut. Supporter Matt Holy took things one step further and raised £1,210 by letting everyone who made a donation choose his new look.



Thank you!

Our heartfelt thanks to everyone who has raised funds for us since the outbreak of Covid-19. The funds received have made the world of difference to all those we have been able to support.

Volunteers

Without our volunteers, it would simply not have been possible to reach out to so many of you in recent months. Alongside those who have volunteered with us for many years, we welcomed many volunteers who had, until the pandemic, worked tirelessly in the industry and who wanted to support the charity in whatever way possible during the crisis.

Nicola and I, along with our growing army of volunteers, reached out to all those of you we had telephone numbers for. This we could not have done on our own, and we owe an enormous debt of gratitude to all those who have offered their time to volunteer with us, many of whom have gone on to develop telephone friendships with a large number of our Golden Friends.

Our much-loved Golden Friends social events have understandably had to be cancelled for this year and there remains uncertainty around if/when these will be re-instated as businesses attempt to recover in the months ahead.

Nevertheless our outreach work is continuing with scheme membership benefits still being sent out. Despite a reduced postal service, we are delighted to have received expressions of appreciation by phone and by email for calls made and cards sent at a time when these were not expected.

In addition to our “HA Heroes” we would like to share the amazing work of Sue Kiltie, wife of our Finance Manager, David Kiltie. Sue and a group of friends have been hard at work making and distributing scrubs for NHS keyworkers at her local hospital in Hillingdon. Sue says: “At the beginning of the lockdown a friend, who volunteers at Harefield Hospital, asked if I would make some laundry bags to be used by staff to carry uniforms home so they could go straight

into the washing machine. Within a week we had managed to make 90 laundry bags. This was just the beginning...I soon moved on to making scrubs for the NHS staff at our local hospitals with a group volunteers called *For the Love of Scrubs - Hillingdon*. Initially we up-cycled donated duvet covers and sheets, and these scrubs went to the maternity and children’s wards at Hillingdon Hospital as their scrubs had been diverted for use in intensive care.



The group expanded and the demand grew as the number of Covid-19 patients in our local hospitals increased. We gained an experienced seamstress, Sital, who became our organiser. She set up a fundraising page and used the money raised to purchase

fabric. Sital is a real powerhouse. She spent hours cutting five sets of scrubs at a time and another administrator in the group recruited a team to collect our finished work and deliver new sets for sewing.

So far, we have delivered 1210 items: 430 scrubs, 200 hats, 500 bags, 60 gowns, 800 of which were delivered in one week! Everyone worked as hard and as fast as they could to address the desperate and urgent need.”

Well done to Sue, and all her colleagues for their amazing efforts!

In our next issues we will shine the spotlight on some of the charity’s wonderful volunteers who are busy supporting our work and offering telephone friendship to many of you during these testing times.



GF Scheme Annual Questionnaire

It may surprise you to know that over two thirds of our registered Golden Friends do not use technology to communicate with us.

The impact of the coronavirus pandemic has highlighted the need for us to look to new ways of communicating with our Golden Friends and, as you can see from the number of website addresses mentioned in this edition alone, we acknowledge the world is changing rapidly and technology is having a huge impact on the way we now live our lives, from the way we keep in touch to the way we pay our bills.

Research has shown that despite increasing numbers of older adults accessing the Internet, and many recent retirees having used computers during their careers, the digital divide between older adults and younger people still exists. Older adults use significantly fewer digital applications and spend less time online than younger adults.

Older people are more at risk of being left behind if they live alone, have one or more long-term health conditions, are over 80 and/or have never used technology in their working life.

Digital technology continues to transform our lives, particularly with regard to how we now communicate, work, access services and spend our leisure time. So those older people who are not online will find it increasingly difficult to engage with public services, participate in their community, stay in touch with friends and family, and enjoy the opportunities technology can offer.



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There are lots of reasons older people may not be online. They may not know how, they may not know the benefits that technology can bring them, they may not feel they will be able to afford devices, or they may be scared of falling victim to scammers. They may prefer to speak to friends and family face to face, or like many, feel that it will be ok as their friends and family can work devices for them.

Digital technology has the potential to offer many benefits to people of all ages, which include connecting and reconnecting with others, access to services such as online shopping, getting practical help and information, opportunities to learn new skills, and pursuing hobbies and interests.

Whilst many of our Golden Friends are already comfortable using technology, we would like to do more to encourage Golden Friends to get online, but at your own pace.

Over the past two months we have had the pleasure of speaking with many of you in person. We have been privileged that you have been willing to share so many details with us about your circumstances, as well as what you like about the Golden Friends Scheme.

Therefore, our annual questionnaire is being designed to confirm membership of the scheme is still required by you individually, as well as to help us collect details that will enable us to develop the scheme to improve our communication with you in the future.

Please take the time to complete this questionnaire and return it to us at **Hospitality Action, 62 Britton Street, London, EC1M 5UY** as soon as it is safe for you to venture out.

Alternatively, feel free to call me direct on **020 3004 5501** for assistance with completing this form over the phone.

Thank you.

Cathie

Health and wellbeing



Credit: Unsplash

Feeling anxious is almost inevitable during times like the one we're living through. No one knows what the future holds, and our own health, and that of the people we love, is a constant concern. Many of you, we know, have family and friends working in the NHS. This in itself has added to levels of stress and anxiety.

There remains much uncertainty around when the world as we have known it will return to normal. From conversations with many of you we are aware how the volume of information and misinformation around what to do in these uncertain times has created anxiety.

We hope the following information, and trusted sources of reference for any further information you may need, will help ease any worries you may have.

Coronavirus (Covid-19) is a new illness that affects the lungs and airways. After its initial outbreak in China, the disease spread globally, with significant outbreaks in Italy, Spain, France, Germany, the US and the UK.

Following the recent easing of restrictions, advice to the general public, places of education and businesses is changing rapidly. The most recent advice issued by the government in England is to:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly
- do not leave home if you or anyone in your household has symptoms

NHS England continue to advise that you should not leave home if you or someone you live with has any of the following symptoms:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

If you are worried that you or someone you live with may have contracted the virus you can check your symptoms and seek advice by visiting 111.nhs.uk/covid-19

The government's advice to vulnerable groups, those shielding due to underlying health conditions, those over the age of 70 and those in care homes is also changing rapidly. For up to date details of what you can and cannot do visit www.gov.uk/coronavirus

We should point out that the advice provided via this website applies only to those Golden Friends living in England. If you are a Golden Friend living in Scotland, Wales or Northern Ireland you should visit your respective government's website:

Scotland

www.gov.scot/coronavirus-covid-19

Wales

www.gov.wales/coronavirus

Northern Ireland

www.nidirect.gov.uk/articles/coronavirus-covid-19-overview-and-advice



Maintaining good mental health is important, especially for those still isolating and not yet able to re-connect in person with family and friends. Here are a few ways to help you maintain good mental health while continuing to isolate.

Stay connected

Many of our Golden Friends have told us how they have been comforted by hearing the voice of a loved one over the telephone or seeing the faces of family and friends via a video call and how this has lifted their spirits. Being able to talk to those we love brings great joy and helps boost our mental health too.



Keep moving

The benefits of physical activity are well known and feature in every issue of our Golden Friends newsletter, but we appreciate you may be finding it hard to follow the Government guidelines of 150 minutes of moderate exercise per week at present.

The focus should be on reducing the amount of sitting time as much as possible and finding alternative ways to inject physical activity into your daily routine.

Why not try marching on the spot whilst brushing your teeth or walking briskly around your home whilst waiting for the kettle to boil. A good tip to break up your sitting time is to set an alarm every 20 minutes, so you're reminded to stand up, walk around, stretch, walk up and down the stairs... anything that makes you move.

And don't forget exercises to build muscle and strength – you could raid the cupboards for things such as tins and packets of sugar or flour to use as hand weights.

The key is, whatever you decide to do, do it regularly. Allocate 30 minutes a day to exercise, whether it's on a home bike, watching an online exercise video or taking part in a virtual class, there are many options available to since lockdown began.

Aim to stretch daily, include major muscle groups such as your back, legs and also your neck. To maintain overall flexibility, hold stretches for 6-10 seconds, but for a deeper stretch to improve flexibility, hold for 20-30 seconds. And remember to always finish with a stretch. Stretching is important as it helps keep our muscles and ligaments flexible, enabling us to function at our best.

Building regular exercise into your daily routine will help to relieve stress, improve memory, help you sleep better and, overall, help boost your overall mood.

Practice mindfulness

Mindfulness is the way of focusing on the present and accepting your thoughts. Practising mindfulness can help to calm an over-anxious mind, and research suggests it can also help to improve health.

Make time for yourself

Put aside 30 minutes a day to do something for you – this could be anything from doing some exercise, learning a new skill, reading a book, listening to music or simply taking a relaxing bath.

Sleep well

Try to maintain regular sleeping patterns and keep good sleep practices – like avoiding television and computer screens at least half an hour before going to bed, and cutting back on caffeine.

Take a break from the news

Many of you have talked to us about your concerns arising from news reporting so why not consider taking a break from keeping up to date with the daily news. Try skipping a day and opt to read a good book or watch a favourite TV programme or film, or listen to a favourite piece of music instead.



Learn something new

We have heard from many of you how, whilst in lockdown, you have found that using technology has not only helped you keep in touch with loved ones but given you new ways to connect with the outside world by joining online communities and taking part in virtual activities too!

Learning something new boosts our sense of accomplishment and self-confidence, and also helps us stay curious. Whatever our age, we are never too old to learn a new skill. One of the positives of lockdown is the emergence of a number of free online courses. Online courses are a convenient and flexible way to learn new skills and subjects.

Why not browse the internet and see what new skills you could develop:

The **National Careers Service** has information about mainly career-focussed courses, great if you are a Golden Friend still working and looking for a career change or want to progress in your existing job when things get back to normal:

nationalcareers.service.gov.uk

Open Learn by the Open University offers lots of free online courses on a range of topics:

www.open.edu/openlearn/free-courses/full-catalogue

Future Learn is a website offering free online courses from universities around the world on a wide range of subjects, including medicine, management, history and languages:

www.futurelearn.com/courses

If you're not interested in online courses, and want to get out and interact with other people, once normal life resumes, then finding courses in your local area is a great place to start:

Local libraries have details of local courses and computer facilities if you need them for the course.

Your **local council** can give you details of courses for adult learners in your area. You can find them in the phone book.

The **University of the Third Age (U3A)** consists of local groups of older people whose members run informal courses, study groups and talks. At the heart of their ethos is the belief that continuing to learn, develop your interests, make friends and try something new, is a life-long passion. Visit their website to find out if there are groups in your area on topics you're interested in:

www.u3a.org.uk

Learn Direct has a network of local centres offering computer-based teaching. Their courses are mainly vocational skills, English, maths and business. Courses in English, Maths and IT are free:

www.learndirect.com

Your **local paper** should also have details of things going on in your area, such as classes, workshops and talks.

Age UK offer a free course finder service:

www.ageuk.org.uk/information-advice/work-learning/education-training/classes-and-courses

Re-engage with your hobbies

Engaging in your favourite hobbies helps to relieve and manage stress, and ultimately lifts our mood. Get back to crocheting, knitting, piano playing, model building, gardening, digitising all those old photographs, baking etc. If you've ever wanted to write that novel. Now is definitely the time.



Sightsee from your armchair

The outbreak of the coronavirus forced the closure of museums, art galleries, cinemas, theatres and other public places. However, in place of social interaction came the new phenomenon of virtual interaction through the medium of video calls, virtual meetings and online quizzes.

Some of the world's most famous museums and art galleries are offering free online virtual tours for those who are missing the outside world. If you have never tried it before, why not take part in one of the many virtual tours that are available; and all from the comfort of our own homes!



Here are our suggestions for some interesting virtual tours, home and away:

The British Museum, London
artsandculture.google.com

The National Gallery of Art, London
nationalgallery.org.uk

The Louvre, France
louvre.fr

The Picasso Museum, Barcelona
bcn.cat

Acropolis Monuments, Greece
acropolisvirtualtour.gr

Van Gogh Museum, Amsterdam
artsandculture.google.com

NASA, USA
nasa.gov

Guggenheim Museum, USA
artsandculture.google.com



Or why not take a virtual tour of London and access the wealth of art, culture and attractions the city has to offer, and all from the comfort of your own home:

www.londonxlondon.com/virtual-tours-of-london

360.visitlondon.com

Coping with bereavement

During our recent communications with our Golden Friends we are aware how difficult it has been for those of you having to cope with the death of a loved one, and the difficulties you have faced in trying to arrange a funeral. Your stories have touched our hearts.

Knowing what to do when faced with having to arrange a funeral in these difficult times can help to lessen the stress and anxiety of those faced with this most emotional of challenges.

Considering the increased risk of transmission of coronavirus where families and communities come together following the death of a loved one, the government have provided guidance on managing a funeral during the pandemic:

www.gov.uk/government/publications/covid-19-guidance-for-managing-a-funeral-during-the-coronavirus-pandemic

The publication is aimed at providing helpful information and advice, with specific information on what you need to know, who can attend a funeral, social distancing rules and other important information. It balances the need to respect the grieving process and related formal and informal rituals of individual families in the midst of their grief.

If having to arrange a funeral, it's worth thinking about the following before contacting a funeral director:

- Who you want to attend, being mindful of those in high-risk groups who may wish to attend.
- Consider arranging service sheets as service books are unlikely to be available.
- Consider recording the eulogy on a phone or other recording device so those not in attendance can listen or watch at another time.
- Services may need to be shorter so the venue can be cleaned between services.



The death of someone close to us can be one of the hardest things we ever have to deal with – grief is never easy. But at the moment it is so much more difficult when we are more detached from our usual support networks.

For those bereaved, supporting someone bereaved or supporting a child following the loss of a beloved grandparent, support is available.

NHS England offers helpful information and advice on how to cope with bereavement:

www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement

Cruse Bereavement Care offers advice and support to those dealing with bereavement and grief during the coronavirus outbreak:

www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief

Phone: 0808 808 1677 (Monday and Friday 9.30-5pm; Tuesday, Wednesday and Thursday 9.30am-8pm, excluding bank holidays)

Email: helpline@cruse.org.uk

AtaLoss.org also provides signposting and services across the UK:

www.ataloss.org

Email: office@ataloss.org

The death of a beloved grandparent can be especially difficult for grandchildren, especially during this period of enforced isolation.

The Childhood Bereavement Network has information and links to both national and local organisations and provides support to children who have experienced a bereavement and are finding it difficult:

www.childhoodbereavementnetwork.org.uk/help-around-a-death/covid-19.aspx

Unfortunately, those Golden Friends who have experienced loss in recent months and have not been able to attend the funeral of a loved one have found this particularly difficult to cope with.

Take comfort from knowing there are things we can do to help us to be part of the celebration of the life lost, and to say goodbye; light a candle at home, sit in quiet reflection on the day, or record a reading that can be played at the service. Or you could ask for the funeral to be recorded so that you can watch it later.

These simple gestures can help ease our sense of loss when we are not able to contribute in person to the service.



Help with funeral costs

The cost of a funeral, including fees and any third party expenses can be very high, and depends largely on the choices we make when arranging the funeral, as well as where the funeral is arranged.

Many funeral directors offer helpful advice on pre-payment funeral plans as well as information on the different types of funerals on offer. Funeral cost calculators found on many of the big name funeral provider websites can help us understand the costs involved, and are worth using before making any arrangements.

Those in receipt of qualifying benefits may be able to get help from the Social Fund towards the cost of a funeral. Visit the government website for advice on what to do in the event of a death, what help may be available, eligibility criteria and how to make a claim:

www.gov.uk/funeral-payments

Many charities also offer help towards the cost of a funeral but, in most cases, you will need to have approached the Social Fund first and provide a copy of the decision letter confirming the outcome of your application as well as a copy of the funeral director's bill when making an application.

Hospitality Action offer grants towards funeral costs to those on low incomes currently working in hospitality or who have worked for five years or more in the industry during the course of their working life.

Referrals often come to us via **Down to Earth**, a charity offering help to those on low incomes where a funeral has not yet taken place, or when a funeral has already taken place and debt has been incurred. Contact Down to Earth for help with planning a low-cost affordable funeral:

www.quakersocialaction.org.uk/we-can-help/helping-funerals/down-earth

Phone: 020 8983 5055

Email: downtoearth@qsa.org.uk

Summer gardening tips



The sun is shining, plants are flowering and it's time to keep your garden in great summer shape. For a short stretch, the summer garden is wistful but it's not all deckchair sleeping, there is some work to be done. Two jobs that that will keep us busy are watering and deadheading.

Water, water, everywhere

Pot plants lose a lot of water which needs to be replaced. For those of you with long term health conditions, carrying a watering can in the heat would be out of the question, as would be standing with a hose, so instead why not try using ice cubes. Three ice cubes per pot in the late morning works well for the health of the plant, four for a larger plant and five for a particularly big one.

Trim tomato plants

As soon as the tomatoes have four flowering trusses (clusters of small stems that eventually yield fruit), snip off the tops of the plants to prevent any more. By the end of July, start to remove leaves, especially those emerging from between the vertical stem and the main branches of the plant, leaving tomatoes and nothing else.

Deadhead flowers

Deadheading encourages new flowers to grow and will ensure your garden looks its best.

Prune lavender

When lavender has mostly finished flowering, the shoots should be reduced approximately by one third. This prevents the lavender plants from investing too much energy into seed production. The following year, your lavender will be back with a strong bloom.

Divide lilies

By the end of the summer, move on to dividing up the lilies that have finished flowering. Lilies are really easy to propagate. The bulbs bear little bulblets, sometimes known as scales. Pull them off and plant in compost in a frost-free place, and they should come up by next spring. Keep them well fed for the next year and expect flowers the following year. After this, you can divide them every three years.

Cut strong growing hedges

To make sure that hedges grow densely and evenly, they should be cut several times a year. After the main breeding period of birds from March to late July, you can start cutting your hedges again.

Shape Boxwoods

To preserve the details of boxwood trees or bushes which were cut in shape, you should now cut back boxwoods and other evergreens. For perfect shapes you can create templates from cardboard.

Divide shrubs

Should the flowering of shrubs get weaker or should the blossoms get bald inside, it's time to give your summer shrubs a rejuvenating cure by dividing them. August is a good month for dividing spring and summer flowering shrubs. Dig the shrubs out with a spade or a fork and divide the plants into parts. The single parts should be at least as big as a fist. Remove sick and withered root parts as well as bald spots.

fun! quiz

Unfortunately, due to the continuation of lockdown, it has not been possible to confirm the winner(s) of our March/April edition as post from March onwards has not yet been delivered to the office. Therefore, we hope you will enjoy completing our two quick quizzes in place of a wordsearch – answers will be printed in the next issue of the newsletter.

Quick flower and gardening quiz

1. A tropical flower named STRELITZIA is also known as which kind of bird?
2. Which flower can change its colour from blue to pink by adding acid into the soil?
3. Which famous French artist painted a series of paintings of water lilies?
4. Saffron is extracted from which flower?
5. From which movie does the song Edelweiss come from?
6. What young girls name is associated with Green Gables?
7. What flower does Dame Edna Everage give away at the end of each show?

Retro TV Trivia Quiz

Can you name these 60s TV shows?

1. Set in Chicago in the 1930s, this crime show was based on real life exploits of Elliot Ness.
2. One of the most popular western series of the 60s, it was the story of the Cartwright family from Ponderosa.
3. Largest running soap opera, set in Manchester, following the lives of ordinary Northern folk.
4. This show, based on novels written by Leslie Charteris, starred Roger Moore as Simon Templar.
5. This show's star was a horse that could talk.
6. An American family sitcom starring Fred McMurray as a widower trying to raise 3 young boys.
7. A great British sitcom featuring a father and son rag and bone team.
8. A medical drama set in a hospital and starring Richard Chamberlain.
9. The star of this 1964 show was a dolphin.
10. Gomez and Morticia were the parents of this macabre family.
11. A great comedy from 1962 about a backward family who strike oil and become millionaires overnight.
12. Set in Gotham City about a millionaire named Bruce Wayne.
13. First appearing in 1964 this sitcom featured a young mother who twitched her nose to make magic happen.
14. An African adventure starring Clarence the cross-eyed lion.



Awareness and Celebration Days

Yorkshire Day – 1st August

Named after the biggest county in England (if you unite North, South, West and East Riding of Yorkshire, which is sort of cheating), it's no surprise that Yorkshire has its own day of celebration. So, whether you're a Golden Friend from Yorkshire or not, celebrate like one of the locals on 1st August by donning a flat cap in honour of Yorkshire Day!



International Cat Day – 8th August

Did you know that an estimated 500 million cats are thought to be frolicking in neighbours' gardens across the world?

And, owning a cat has been shown to improve mental health and to relieve stress, anxiety and depression so all the more reason to recognise and venerate one of humanity's oldest and most beloved pets on International Cat Day.

So roll out the red carpet and the catnip for your furry feline friend on 8th August on that one day in the year when black cats bring good luck.



National Allotments Week – 10-16th August

Many of you, I know, have been visiting your allotments throughout lockdown to produce low-cost, healthy fresh fruit and vegetables, and to get physical exercise. I've heard many of you describe the benefits to your mental health of being able to also have social interaction with your allotment community buddies during the long and difficult weeks of lockdown while you have been tending to your allotments.

National Allotment Week aims to promote and celebrate allotments. Due to the current situation preventing outdoor events in celebration of the week, plot-holders are being encouraged to enter the National Allotment Week competition where they are invited to produce videos and storyboards about their allotment story. For more information visit:

www.nsalg.org.uk/news-events-campaigns/national-allotments-week/





World Humanitarian Day – 19th August

World Humanitarian Day is celebrated each year on the 19th August and its purpose is to raise awareness of the plight of civilians around the world who have become caught up in conflicts, and also honour and raise support for the humanitarian workers who risk, and sometimes lose, their lives to help.

Did you know that over 130 million people throughout the world are currently in crisis, either through war or natural disasters and need humanitarian aid?

World Humanitarian Day was established in 2008 by the United Nations General Assembly and was first officially celebrated in 2009. The date of 19th August was chosen as it marks the anniversary of the bombing of the Canal Hotel in Baghdad, an event in which the United Nations High Commissioner for Human Rights, Sergio Vieira de Mello and twenty others lost their lives.

Each year a different theme is chosen for World Humanitarian Day. In the past, themes have included We Are Humanitarian Workers, One Humanity, and in 2017 Not A Target, reaffirming that civilians caught up in war zones should not become targets. This year, the United Nations has chosen to focus on female humanitarians, sharing the stories of 24 women who are affecting change in cities and towns and villages around the world.

Organisations worldwide honour this day in a range of ways from fundraisers to lectures and other events all aimed at raising awareness.

World Photo Day – 19th August

World Photo Day is an annual, worldwide celebration of the art, craft, science and history of photography.

On 19th August, photography lovers across the globe will be celebrating World Photo Day. The main aim of World Photo Day is to inspire positive change across the world. Connecting people and raising awareness through the use of photography.

Founded in 2009 by the Australian photographer Korske Ara, the date of the 19th was chosen to celebrate World Photo Day as it is the date that the patent of the daguerreotype (an early method of photography) was purchased by the French government.

So many of us have old photographs stored away. On 19th August, take time to look back over these and revel in the nostalgia these evoke. For those of you who share a passion for photography, be sure to share your best photos on social media and tag using #WorldPhotographyDay.

Credit: www.daysoftheyear.com/days/photography-day/



World Alzheimer’s Month – 1-30th September

World Alzheimer’s Month is an annual international event, always held in September and run by Alzheimer’s Disease International (ADI).

The aim of the month is to raise awareness and challenge stigma surrounding Alzheimer’s and dementia. The event has been running since 2012, and 21st September is World Alzheimer’s Day.

Dementia is a degenerative brain condition that affects over 50 million people internationally and which robs a person of their memory, competency, comprehension and behavioural awareness, usually slowly, over years. It is a sad condition to live with or to witness in a loved one. There are over 100 forms of dementia, the most common being Alzheimer’s disease at 50-60% of all dementia cases.

Globally there is thought to be poor understanding and a great deal of stigma surrounding dementia, so the work of World Alzheimer’s Month is vital and is growing, targeting the stigma and lack of understanding and knowledge surrounding Alzheimer’s disease and dementia as well as supporting those suffering with the disease.

World Alzheimer’s Month is an opportunity for sufferers, carers, professionals, press and media and communities to work together against dementia as well as raising awareness of the realities of it, while combating stigma and misinformation and lobbying the government for better help and care.



Festival of Learning ‘Have a Go’ Month– 1-30th September

Festival of Learning is the biggest celebration of lifelong learning in England. The aim of the festival is to celebrate the benefits of lifelong learning and inspire more people to have a go at learning for themselves.

Have a Go Month is when organisations and learning providers are encouraged to offer free learning activities for adults, such as taster sessions, online learning, talks, lectures, and more. For more information visit: www.festivaloflearning.org.uk/have-a-go-month/



International Day of Charity – 5th September

Poverty exists in every country around the globe, from powerful industrial nations to developing countries. It continues to affect millions of people, regardless of their social and cultural situations, and is a barrier to true prosperity and equality.

Poverty presents an enormous global challenge for the international community, and is a significant threat to sustainable development. The UN 2030 Agenda is focused on how best to meet the needs of the world’s poorest and most vulnerable citizens.

As part of the United Nations 2030 Agenda on Sustainable Development, adopted in September 2015, the UN has recognised the importance of eradicating poverty in all forms.

In recognition of the significant role that charities and individuals have undertaken to alleviate human suffering and humanitarian crises, the UN General Assembly, under resolution A/RES/67/105PDF, designated 5th September as the International Day of Charity. This date was chosen as it is the anniversary of the death of Mother Teresa, and the resolution is, in part, a tribute to her work and dedication to charitable causes.

To learn more, visit: www.nationaltoday.com/international-day-charity/

World Suicide Prevention Day – 10th September

Since 2003, World Suicide Prevention Day has been an awareness day observed on 10th September every year, in order to provide worldwide commitment and action to prevent suicides.

In the UK, men are three times more likely to die by suicide than women. In the Republic of Ireland, the rate is four times higher among men than women. While there has been a reduction in the number of people completing suicide over the last ten years, the numbers are still worryingly high. World Suicide Prevention Day aims to start the conversation about suicide and to show that recovery is possible. For more information and stats, visit: www.iasp.info/wspd2020/

At HA we regularly receive cases where a person has attempted to, or has sadly taken their own life. We support individuals who have considered taking their own lives, and we also support families, colleagues and friends in the terrible aftermath of a suicide. Read more about Suicide Awareness – including – on our website:

www.hospitalityaction.org.uk/advice/suicide-awareness/

At HA we're always here to talk. If you're worried about yourself, or you notice worrying behaviours in a colleague, friend and/or family member – call our **24/7 Helpline on 0808 802 0282**.

#wevegoty

Important update on changes to Over 75 TV Licences

Free TV Licences, funded by the Government, for all over 75s came to an end in July 2020. From 1 August 2020, there is a new scheme.

TV Licensing will be writing to all over 75 licence holders starting from early August to let you know how you may be affected and what you will need to do next. This letter will let you know what action you'll need to take for your next licence.

If you are aged 75 or over and hold a free TV Licence which has expired or is due to expire on the 31st July 2020, you don't need to do anything to stay licensed until they contact you.

Pension Credit

Under the new scheme, anyone aged 75 or over receiving Pension Credit will be eligible to apply for a free TV Licence, paid for by the BBC. Pension Credit can be in the name of the licence holder, or in their partner's name if they are a couple living at the same address.

If Pension Credit is not received – either in the licence holder's name or their partner's name if they are a couple – the TV Licence will need to be paid for.

If you are receiving Pension Credit you can apply for your free licence now, but there is plenty of time so please don't feel you need to apply straightaway if you are worried about leaving your home to post your application to the TV Licensing authority.

If you have already applied for your new licence and sent TV Licensing information about your Pension Credit, TV Licensing are still processing these applications and will be in touch.

For further information including a list of Frequently Asked Questions, visit:

www.tvlicensing.co.uk/age?wt.mc_id=bbc_pr_o75_english

