

Independent Living

HILS

magazine

The magazine of Hertfordshire
Independent Living Service

Issue 5:
Winter

Inside:

- Puzzles
- Recipes
- Client stories



Top tips for staying safe and well this winter



Worrying about the winter ahead? We are here to help

Winter can be a difficult time, particularly if you are on your own. Come and stay with us in one of our comfortable, modern care homes and enjoy the warmth of the company of others.



As an established not-for-profit organisation, we offer friendly and well-trained staff who provide the security, stimulation and human warmth that our residents deserve - in a comfortable, homely environment.

If you need care and support over the coming months, whether for a short break (including over the festive period) or a longer term stay, then please contact one of our friendly team who can explain all the options available.

If you would like more information about our services please call **01707 368294** or email enquiries@quantumcare.co.uk

Our Homes

- Anson Court, Welwyn Garden City
- Beane River View, Hertford
- Belmont View, Hoddesdon
- Courtland Lodge, Watford
- Dukeminster Court, Dunstable
- Elizabeth House, Welwyn Garden City
- Elmhurst, Bishop's Stortford
- Fosse House, St Albans
- Garden City Court, Letchworth Garden City
- Greenacres, Hatfield
- Heath House, Bushey Heath
- Jubilee Court, Stevenage
- Mayfair Lodge, Potters Bar
- The Mead, Borehamwood
- Meresworth, Rickmansworth
- Mountbatten Lodge, Hemel Hempstead
- Pinewood Lodge, Watford
- Providence Court, Baldock
- Richard Cox House, Royston
- Trefoil House, Luton
- Tye Green Lodge, Harlow, Essex
- Vesta Lodge, St Albans
- Willow Court, Harpenden

New Admissions during (Covid-19) Coronavirus Pandemic

At Quantum Care, the health, safety and wellbeing of residents is our utmost priority. We are taking the Coronavirus outbreak extremely seriously and have implemented robust policies and procedures in line with Government and Public Health England (PHE) guidance. For more information about our approach to New Admissions during Covid-19, please visit <https://www.quantumcare.co.uk/covid-19-aware> or contact us.

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Send your comments and contributions to Hertfordshire Independent Living Service:

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To find out more visit:
www.hertsindependentliving.org

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Welcome to the winter edition of our fifth HILS magazine, 'Independent Living'

At the start of this year, I remember saying to my HILS colleagues: "2020 is going to be an amazing year!" I'm sure that like me, you did not anticipate the challenges that 2020 has brought to us all.

In times of difficulty, we often search for wisdom from those who have gone before us, and I always find inspiration from the words of our great wartime leader, Sir Winston Churchill. Keeping the nation positive was as vital then as it is now, and Churchill recognised how important it is to look for the best in every situation:

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."

In this edition of Independent Living, we share how our teams and our clients have found new opportunities and new ways of helping each other, in the midst of the coronavirus pandemic. I loved reading about Terry, who was one of our first clients to experience Active Ageing exercise support via the internet! His determination to get back to his garden and his greenhouse reminds me of another of Churchill's words of wisdom: "Attitude is a little thing that makes a big difference".

It can be very difficult to keep a positive attitude when we can't see our friends or family or do the things that we enjoyed in former times, but sharing our challenges and our joys, and remembering that we are all in this together can help. I know that all my colleagues in the HILS family want to help as much as they can, so if you ever feel worried or alone, please remember that we'd be honoured to help you.

To close, I'd like to share one last thought from Sir Winston Churchill: "Out of intense complexities, intense simplicities emerge." The world feels very complicated at the moment, but during these difficult times, the simplest of things have become the most important: faith, hope, and love.

With warmest good wishes to you all.



Sarah Wren, MBE
Chief Executive
Hertfordshire Independent Living Service



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Active Ageing goes digital



Terry tells us about getting stronger and more physically active with our digital exercise sessions.

Terry was an active and outgoing person, but poor health and several nasty falls eroded his confidence and made it difficult to get out and about. Terry joined our Active Ageing programme and was making great progress until the Coronavirus pandemic forced us to temporarily suspend home visits. That's when Terry, and his instructor Tania, got creative and started doing their exercise sessions through online video calls. We caught up with Terry, his wife Sally, and Tania to find out how this has gone.

How did you find out about Active Ageing?

Terry: I have to visit the hospital three times per week for dialysis treatment, when I was there some of the nurses and doctors told me about the service. I didn't have any expectations really, but my wife Sally encouraged me and said it would help!

What were you hoping to achieve when you first started?

Terry: I wanted to be able to walk around the house more easily and to be able to get to my greenhouse at the bottom of the garden without using my wheelchair. Now I have finished the programme, I feel like I can walk further and more easily. I have less fear, and I'm also only using my walking stick rather than my frame to get around now.

What have you most enjoyed about doing the exercises?

Terry: I feel better after doing the exercises, I am also more aware of things...So if my body begins to get stiff, or tight, I know that I need to move. I feel like I have discovered a new way to relieve my aches and pains through the exercises.

Tania: We had fun during our sessions. We would always play a bit of Johnny Cash or Roy Orbison to get us going. I made sure I had a playlist of all his favourite musicians and this helped him to exercise.

Was it difficult adapting to doing virtual sessions, instead of face-to-face?

Terry: The first one or two sessions it took a bit of getting used to seeing someone on a screen. Sometimes it was challenging to see exactly what I needed to do as it's quite a small screen on the tablet I use, but with Tania it was easy because she explained everything so clearly.

Tania: Luckily Terry already had a tablet, so we were able to help him start using it as soon as we went into lockdown in March. We are now offering online exercise sessions to lots of other clients, as well as doing home visits again. We help them get set up on their devices, show them what to do, and even lend them free tablets while they are on the programme. This is a great alternative for clients who don't want people coming into the house.

What changes have you noticed since completing the programme?

Sally: He walks a lot better than he did before, he can get dressed more on his own now whereas I used to have to help him a lot. He is also happy to walk down to the greenhouse on his own without my company.

Terry: The exercises have definitely made me feel more confident. The fact that I can access the greenhouse now is great! I used to look at my feet a lot when I was doing things in order to not trip over as I would be quite wobbly, but now I don't need to look down anymore.

What advice would you give to someone who was thinking about doing online exercise sessions?

Terry: Always try. Even if you don't succeed, always try. Although I have finished the programme, I still use the booklets and have a stair-climbing goal. I am also using ankle weights and getting lots of help from Sally.

Tania: Terry has been amazing, so determined and willing to 'go virtual' to achieve his goals. He wants to keep it up, and now he is online, I have shared some great YouTube video channels and online classes for him to join.

Well done, Terry! If you are interested in our online or in-person Active Ageing programme, please visit our website or give us a call.

Terry and Sally during their virtual exercise session with Tania



HLS Dietitian, Phoebe Markwick

Winter weather can be dull, but your food doesn't have to be. A good diet contains a variety of nutrients (such as folate, iron, and vitamins) which the body needs to stay well. The best way to make sure that you are getting plenty of these nutrients is to eat enough and to enjoy a wide variety of foods.

What should I be eating?

Green is good! Fruit and vegetables are a great source of vitamins and nutrients, even if they come frozen or in a tin. But they can be quite low in energy – make sure you are also eating higher energy foods, such as...

- Potatoes, bread, rice, pasta and other starchy carbohydrates.
- Beans, pulses, fish, eggs, meat and other protein.
- Dairy (milk, cheese, yoghurt) or alternative products (soya, oat, nut products).
- Small amounts of unsaturated fats (such as vegetable oils).

Top tips for winter

As the weather gets colder, enjoying soups and pies with hot gravy can help you to stay warm and well nourished. If you find it difficult to maintain a healthy weight, or easily lose your appetite, add sauces,

Staying well-nourished during the winter months

Our Community Dietitian Phoebe shares her top tips

or fortify your meals by adding butter and cream, to increase energy and protein intake. Add biscuits to your afternoon cup of tea, or snack on nuts and dried fruit throughout the day, especially if you find it difficult to finish your meals.

Remember to drink enough

Even in winter we can become dehydrated, so remember to keep a jug of water, juice, or whatever you enjoy, topped up beside you and aim to drink between 6-8 cups of fluid per day.

Hot drinks such as tea, coffee, or even soups, are also good ways to stay hydrated... and they will warm you up too!

Stocking up

It can be useful to have a store of basic foods, particularly if you find it difficult getting to the shops.

Shopping List

- Tinned or frozen fruit and vegetables, such as peas, sweet corn, pears, and berries
- Tinned meat and fish – holiday favourites such as corned beef and sardines are great to have on hand
- Long-life, evaporated, or condensed milk
- Quick and easy breakfast, or snack foods such as cereal, porridge, crackers, and biscuits

Did you know HLS can also deliver frozen meals for you to cook and enjoy later? Get in touch with our team for more details, call 0330 2000 103.

Need some inspiration? Why not try this delicious mulled apple juice recipe to stay hydrated and warm up when it gets chilly.

- Mulled apple juice (Serves 1)**
- 3/4 cup apple juice
 - 2 tbsp allspice
 - 2 cloves
 - 1 cinnamon stick
 - 1 teaspoon brown sugar



Step 1
Add all ingredients to a pan or microwaveable cup.

Step 2
Bring to a simmer on the stove or pop in the microwave for 2 minutes or until hot.

Step 3
Carefully remove the cloves and cinnamon stick with a wooden spoon before pouring into a mug.

Step 4
Let it cool down a bit - then enjoy!

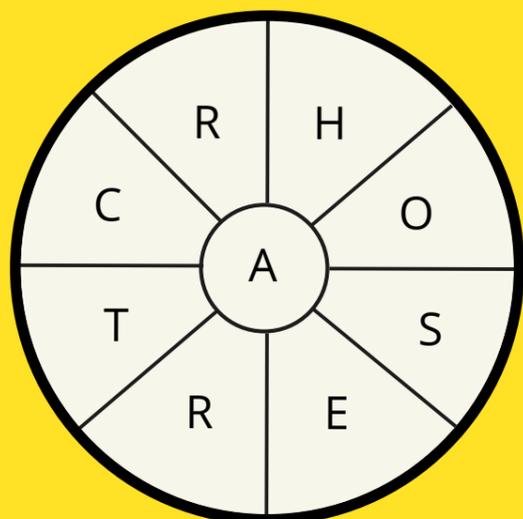
Why not also try hot blackcurrent squash made with blackcurrent cordial and boiling water?

HILS PUZZLE PAGE

Word Wheel

Find as many words as possible using the letters in the wheel. Each word must use the central letter and at least two others.

Can you find the 9 letter word?



NUMBER PUZZLE

Easy
 $11 \times 2 - 4 \div 3 + 4 - 80\% \times 16 = \square$

Medium
 $7 \times 42 - 222 + 24 \div 8 \times 5 \times 10\% = \square$

Hard
 $42 \div 7 + 24 \div 6 \times 15 \times 2 \times 10\% = \square$

Riddle me this

Mr and Mrs Mustard have six daughters and each daughter has one brother. How many people are in the Mustard Family?

How do you make the number 7 an even number without addition, subtraction, multiplication or division?

What can you hold in your right hand, but not in your left?

SUDOKU TIME!

MEDIUM

1		3	2		5
5			3		
		2			6
3		5	6		1

HARD

5		1	3		
		3		2	
		1		5	
		2	4		3

ANSWERS
 9 letter word: Orchestra
 Number Puzzle
 Easy: 32
 Medium: 6
 Hard: 15
 Riddle me this
 1: 9 people in the Mustard Family
 2: Remove the letter 5
 3: Your left hand

Be scam aware with Citizens Advice

citizens advice

Hertfordshire Independent Living Service has teamed up with Citizens Advice Hertfordshire to share important information about scams.

What is the Citizens Advice?

Citizens Advice is a charity that offers people free, confidential, independent, and impartial advice to anyone. If you have a problem, Citizens Advice will try to help you solve it.

They also work to improve life for citizens by campaigning locally and nationally about the issues that matter to people's lives such as employment during Coronavirus, and Scams Awareness.

Why are Citizens Advice talking about scams?

One of the best ways to protect yourself, and others, against scams is to talk about it. Often, people don't like to admit that they have been scammed which can make it difficult to talk about scams with others - but this actually helps the scammers!

If you think that you have been scammed, or if you're worried about scams in your area, contact Citizens Advice. They can give you advice about how to stay safe.

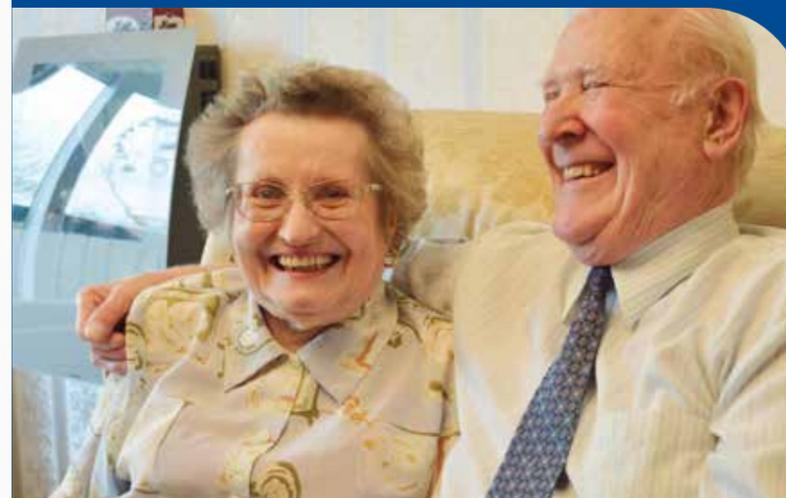
Top tips to stay safe

- 1 Discuss any important or unusual purchases with someone you trust.
- 2 Don't pay in cash for any large or unusual purchases, and don't buy anything from a door to door trader.
- 3 If you get a phone call from TV licensing, HMRC, the police, or a court, it is a scam. Don't pay any money and hang up the phone.
- 4 Trust your instincts: if you feel uneasy about something, talk to family or friends.
- 5 It's okay to say 'No.' Only scammers will try to panic or rush you.
- 6 Never give anyone your PIN number for your bank account - not even your bank will ask for this information.

Remember, don't buy anything from a door-to-door trader. If you are concerned call Citizens Advice

03444 111 444

www.citizensadvice.org.uk



Thank you for reading!

If you would like to talk to us about any
of our services call 0330 2000 103.

For any other advice about getting support,
or about help to stay warm and well in
winter, call Hertshelp on 0300 123 4044.



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