

# Independent Living

# HILS



magazine

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Issue 06

The magazine of Hertfordshire  
Independent Living Service

*Please take your free copy*

## Inside:

- Puzzles
- Recipes
- Life stories
- Memories

**and  
much  
more!**

## A Life of Sport

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the front line:  
Fred tells us  
about his life  
as a sportsman  
and World War II  
photographer**

**Interview with Motor-racing  
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poems by Margaret Ginz**

**Food and Mood:  
A Winter Warmer**



# Delivering more than just a meal



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## Welcome to the sixth edition of our annual HILS Magazine, 'Independent Living'

**H**ello everyone. It's been quite a year since the last addition of Independent Living, but amidst the challenges I have seen numerous examples of people looking for, and finding, enjoyable things to do and ways to stay positive.

One of the things that I have enjoyed doing is re-reading some of the books that I loved as a child. Mark Twain (author of two of my favourites - Tom Sawyer and Huckleberry Finn) lived through challenging times over a century ago, but many of his insights are just as relevant today.

His advice to "Focus more on your desire than your doubt, and the dream will take care of itself", is an approach that one of HILS' amazing clients (featured on pages 4 to 5) exemplifies. Fred must have doubted whether his aspiration to play professional football would ever be realised, when he was called-up to serve in the Royal Navy on the same day that Spurs offered him a contract. After a remarkable career, he did play again, and then spent 40 years helping subsequent generations of grassroots footballers.

On pages 12 to 13 and 18 to 19 there are features on two more inspiring HILS clients who followed their dreams. Mr. McLennan completed his final motorcar race at the age of 77, and Margaret Ginz published a book of poetry at the grand age of 95, proving that, in Mark Twain's words: "Age is an issue of mind over matter. If you don't mind, it doesn't matter."

Another thing that has inspired me over the past year is seeing the exceptional care, commitment, and passion demonstrated daily by my wonderful HILS colleagues. Despite having to work differently, learn new ways to keep everyone safe, and sometimes change roles at a moment's notice, the teams have remained positive, and in doing so have demonstrated the wisdom of Mark Twain's words: "The best way to cheer yourself up, is to try to cheer someone else up." There are lots of ways to be healthy, happy, and active, and you will find some top-tips from our HILS team on pages 6 to 10.

I hope that you will enjoy reading this edition of Independent Living as much as I have. The articles have reminded me that, in the words of Mr. Twain, "There is no such thing as an ordinary life." Each and every one of us is special, and has a story to tell and wisdom to share. Everyone makes a unique contribution to the world: we all have extraordinary lives, and all of us matter.

With warmest good wishes,



**Sarah Wren, MBE**

Chief Executive  
Hertfordshire Independent Living Service

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# A Life of Sport

With football on the television and surrounded by mementoes of sporting achievements, we sat down with our Active Ageing client, Fred, who was delighted to share his story and passion for everything sport-related.

**F**red grew up in North London and was always involved in some kind of sport, be it football, cricket, or athletics. "I was always captain. Of everything!" he recalls.

Between the ages of 11 and 18, Fred was already making great strides in his sporting career, playing for Tottenham Hotspur's Junior Team and Walthamstow Avenue Football Club, alongside being in the Navy Cadets. Until one day in May 1944, when Fred was forced to leave his beloved football behind.

As usual, the postman arrived very early in the morning. But on that day he had two letters - both for Fred. "I will always remember that day", Fred says. "I remember being surprised at receiving anything, I never got letters back then."

In one envelope, Fred found an offer to play professional football for Tottenham Hotspur. In the other, his conscription papers to join the Royal Navy. "I was upset, of course, and disappointed", Fred remembers. "It was the offer of my dreams to play professional football for such a renowned team. But I guess it just wasn't to be." Just a few weeks later, Fred was waving goodbye to his mum at the train station as he set off, headed up north to a Butlin's camp where he would be trained to be a Navy Officer.

When he arrived, Fred immediately noticed signs everywhere calling for signallers, who were essential for military communications. But while he was great at flag signalling and had a knack

for morse code, he was very talented in photography. After showcasing his photography skills, Fred was recruited to be a photographer in the Royal Navy.

Before long, Fred was on his way down south to Bognor Regis where he completed a four-month photography school course, learning to photograph terrain from an Avro Anson aircraft. "I'd sit on the floor next to the pilot, place my camera over a large hole, lay down on my belly and take photos, telling the pilot where to go. You could develop the pictures and create a map using lines. The generals wouldn't make a move without seeing these maps beforehand."

In addition to air photography, Fred was also taught how spy on enemy soldiers using a dinghy boat and stealth tactics to hide while photographing them. Luckily, his Captain never actually sent him on these spying missions because they were very dangerous.

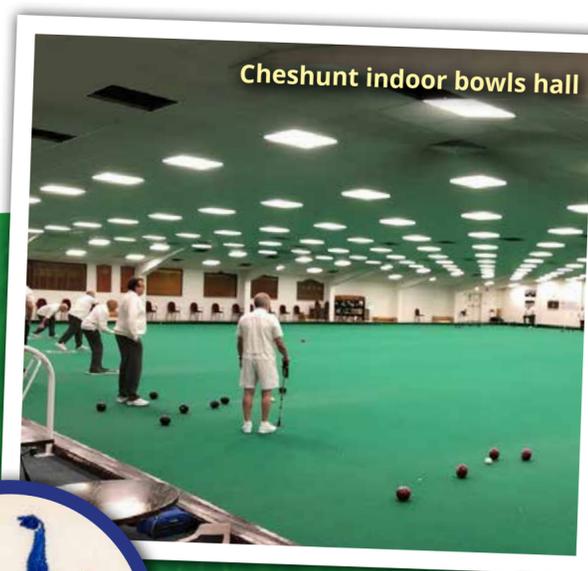
"It was known that only one in seven photographers came out alive. My captain said, 'No way are you going, they can't have you. You're too important to us. We want you here.'"

Fred saw some beautiful places during his time in the Navy, but despite all the rigorous training in firearms, photography, and aviation, his true calling was always sport. His captain knew this, so he appointed Fred to be a Physical Training Instructor instead. This gave him access to the Officers' Mess, where he helped high-ranking army officials to stay in shape.

Overall, Fred spent two and a half years training with the Fleet Air Arm, exploring his love for photography and



1948-49 Post-Season Friendly at Hastings United



Cheshunt indoor bowls hall



sports. This meant that Fred never had to serve on the front line: "One thing you should know is I've had a bit of luck all my life".

The Navy may have taken one sporting opportunity away, but it certainly provided many more. Fred represented the Navy playing cricket, athletics, and of course football. He was also able to travel to several big sporting events and games, both as a player and as a photographer.

When the war ended, Fred was finally able to return to his beloved home team, Walthamstow Avenue Football Club (WAFC), in 1947. He then went on to play in a number of well-documented games including the FA Cup second round play offs against Oldham in 1948/49. After a 2-2 draw on 11th December 1948, the match was replayed that following Saturday where Walthamstow Avenue unfortunately lost 3-1. But not without putting up a

good fight!

Settling back into 'civvy street', Fred spent several years as a Sales Representative for Hoover before getting married and moving to Cheshunt. He would go on to spend the next 40 years as Chairman and Director of Cheshunt Sports Ground, which was ideally situated right behind his house. During this time, he transformed the club by building an indoor

bowls hall and increasing club membership to 1,500 local people.

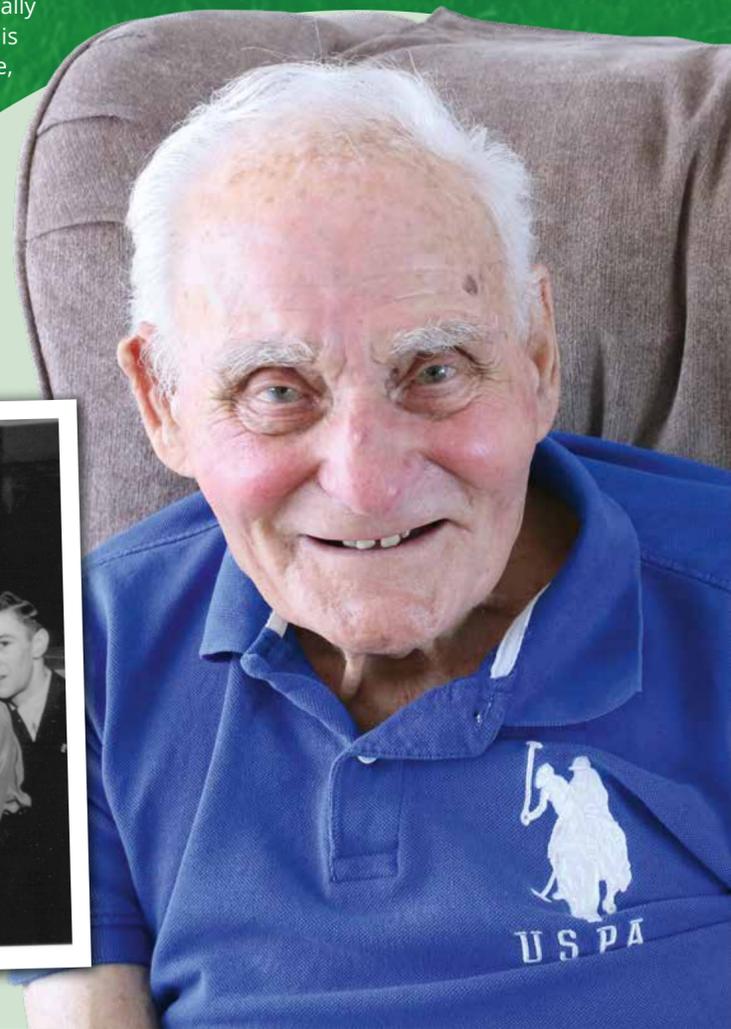
Despite his many achievements, ultimately, Fred's passion will always be football. "I was faster than most - I could chase that ball before the players even thought about where to go! At games people would say 'Fred Sturgeon's here, don't get involved, he's good.'"



Walthamstow Central team in 1945



Oldham players and their friends



# FIVE WAYS TO

# Wellbeing

with Hannah Louise

Wellbeing & Lifestyle Writer, Hannah Louise, shares her tips for getting the most out of daily life with the Five Ways to Wellbeing.

**M**aking time for yourself can help you to feel your best and cope better during unpredictable times. Read on for tips to get your mind stimulated and your body moving in the simplest of ways.



## CONNECT

Staying connected can ease feelings of loneliness and depression, improving general wellbeing and mental health. We are human beings after all, designed to talk, share, laugh, and embrace. Sometimes the simplest exchanges can really make a difference. Call a friend or get out a pen and paper and write a letter or poem to someone you care about. Making the effort to chat to a neighbour over the garden fence just might brighten both your days. If you don't have many people around you to talk to, or connect with, check our 'Useful Contacts' section on page 21 where we have included organisations that may be able to help.

Technology can be confusing, but there are some easy ways to reach out, even if you aren't able to see people in person. Turn to page 12 for an in-depth guide on getting connected.

## BE ACTIVE

Moving your body is key to maintaining health. Exercise improves mobility and reduces the risk of illnesses such as heart disease, diabetes, cancer, and can help you to be steadier on your feet. Keeping active also helps to reduce anxiety and low mood. It's a win-win.

Start off slowly and only do the exercises you feel comfortable with and can do safely. Even a few simple arm stretches on the sofa can get the blood flowing. Can you go for a short stroll with a friend or neighbour? This will combine physical activity with a good chat - a simple recipe for improving your mood.

If you need tips or a more structured physical activity plan, flick over to page 10 for the 'Active Ageing at Home' guide.

## KEEP LEARNING

Finding ways to stimulate the mind can be great for your overall wellbeing and give you a sense of accomplishment, or excitement, as you discover interesting new things. This can help to improve your self-confidence as well as being a lot of fun. What's not to love?

Practice painting, listen to a new song, or enjoy our word search and puzzles on page 16. How about reading a new book each month? Setting yourself small challenges and goals is strongly associated with greater levels of wellbeing, as well as improving memory and cognition. If you need some inspiration, go to our 'Useful Contacts' section on page 21.

## GIVE

Small acts of kindness can help you feel great - giving back to those around you will often help to boost your sense of wellbeing and community participation. Set yourself a goal of doing one kind thing each day. Recycling your household waste to help the environment, or donating things you no longer use to charity, are simple ways to put kindness out into the world.

Did you know 42% of people aged between 65 and 74 volunteer once a year? That's higher than any other age group. Local volunteering is a great way to give back and meet new people. If it is difficult for you to get out and about, you may be able to volunteer from your living room by writing letters for Post Pals, taking note of the birds and plants through your window to help map biodiversity, and even crocheting or knitting for charity. Check out our 'Useful Contacts' section on page 21 for more information.

## TAKE NOTICE

Taking notice of the world around us as well as how we feel inside can help us feel more connected to ourselves and our surroundings. It can also ground us back to reality when we feel anxious.

Be curious and savour the moment. Really take the time to enjoy your lunch today, or have a stroll around the garden and see how many flowers you can name.

Another great way to bring your awareness to your surroundings is to practice gratitude. At the end of each day, write down a couple of things that made you smile. Lovely cup of tea? Jot it down! Laughed at a funny joke on the telly? Into the journal it goes! Looking back on these entries can help you to remember good time, and feel warm and fuzzy - even on a cold winter's day.



**Making time for wellbeing can help us to feel happier, healthier, and more fulfilled - as well as help us to get through rough patches. Use these tips to improve your mental and physical wellbeing today.**

# Getting Connected



**Technology can seem daunting, but it doesn't have to be. Getting online has many benefits: from staying connected with loved ones, to playing games, and even managing your finances, or shopping online. Take a look at this guide to begin your digital journey and start using the internet safely and with confidence.**

## What can I do online?

### Speaking to loved ones

Using the internet to keep in touch with the people you love is a great way to reduce loneliness and improve your overall wellbeing. Video calls and messaging services such as Skype and WhatsApp can make speaking to friends and family easy.

You can also connect with other like-minded people and new friends. You could do a virtual exercise class, join hobby groups, or find old friends by using social media and forum-based websites.

### Online shopping

Shopping online is convenient because you can purchase from most major supermarkets and high street shops, as well as smaller independent retailers, all from your device at home. It's fast, secure and takes the hassle out of shopping.

### Online banking

Managing your finances at the click of a button can save you long trips to the bank. It can be useful seeing everything in one place and make managing your money much easier. You can check your balance whenever you want, make payments and transfers, and keep track of costs.

### Entertainment

The internet gives you access to all sorts of entertainment and education, including stimulating puzzles and word games. The website YouTube offers free access to endless videos, including music, tutorials and 'how to' guides, and funny animal clips to keep you entertained.

Websites like BBC iPlayer and ITV Hub are available to catch up on your favourite TV shows, or perhaps you'll discover something new to watch on a paid subscription service like Netflix.

## Getting Started

### Choosing a device that's right for you



**Desktop** computers are more powerful than laptops, can store more information, and come with large screens. As the name suggests, it is set up at a desk or table and remains plugged in, meaning they are not easy to move and can't be used on the go.



**Laptops** are much smaller than desktop computers, making them easy to use just about anywhere. They are less powerful than desktops, but more powerful than tablets and very easy to take with you wherever you go.



**Tablets** vary in size; they can be as small as book or the size of a magazine or larger. A tablet is the most portable option so far because it is just a big screen, but this also means they can be fiddly because they do not have a mouse or keyboard. Instead, similar to a smartphone, you need to touch the screen to select options and type.



**Smartphones** are the newer, more advanced version of a regular mobile phone. Smartphones have almost the same capability as a desktop computer but are small enough to fit in your pocket. The screen can be quite small, but the device is lightweight with user-friendly functions. In addition to allowing you to make and receive phone calls and text messages, a smartphone will allow you to connect to the internet just like all the other devices above.

## Choosing the right internet plan

There are many companies that can provide you with access to the internet via 'broadband', which is just a method for transmitting messages (similar to radio). These are called Internet Service Providers. You can purchase different 'packages' (meaning different levels of service, from cheaper to more expensive) but for most online activities you won't need highspeed broadband. 'Highspeed' simply means how quickly your internet works. The more complicated your online activities are, the faster your connection needs to be otherwise doing things online can get very slow. The most important thing is to select a package deal that you can comfortably afford.

## Getting an email address

One of the first things you should do online is set up an email (electronic mail) account. This is how organisations will communicate with you and it will allow you to set up accounts to access online services, as well as being a useful way to stay in touch with friends and family.



## Downloading Apps

Applications, or 'apps', are programmes you can download onto your device. They allow you to do a variety of things like online banking and shopping, social media and staying in touch with people - often in a faster, more user-friendly way than some websites.

For example, WhatsApp can be downloaded onto your tablet, or smartphone and allow you to instantly send and receive messages.

You should only ever download applications from trusted places such as the Google Play Store, or the Apple Store. Make sure you check the reviews of an app before downloading and keep an eye on your device storage to ensure you don't run out of space.

## Staying Safe Online

Alongside all the useful things the internet can offer, it's important to protect yourself and your personal information from scammers.

### Protect personal information

Always be vigilant and ask yourself, 'does this website or email message feel legitimate?' Take your time and ask someone you trust for help if you're unsure. Sites should not ask for your bank details unless you are knowingly purchasing something. Generally, anything that 'pops up' unexpectedly and promises you something (for example, that you have won money) should be treated with suspicion and closed down immediately.

### Use strong passwords

Strong passwords are an effective way of preventing somebody from getting access to your online accounts. Use a different password for every account, avoiding anything that is easy to guess, and use a variety of letters, symbols, and numbers.

### Protect your wireless network

Ensure you have a 'key' or password on your wireless network hub at home so no one else can access it. The WiFi router will come with instructions for how to set this up.

### Keep your devices safe

Anti-virus and anti-spyware software can prevent, detect, and remove digital viruses and prevent unwanted ads on your computer. Make sure you get this installed on your internet browser and computer.

## Where can I get support with getting connected?

Reach out to begin your digital adventure:



**AgeUK Hertfordshire (0300 345 3446)** has plenty of helpful online resources about getting connected and even runs some digital skills training classes.



**HertsHelp (0330 123 4044)** has lots of information about local opportunities and services to match your needs.



**AbilityNet (0800 048 7642)** is a charity that exists to support people to use digital technology to improve their quality of life.

# Active Ageing at Home

Hi, I'm Nicki, and I am a member of the HILS Active Ageing team. Staying mobile and moving regularly is important for physical and mental wellbeing. It can help you feel more positive, keep you warm, and build strength and flexibility to help you do everyday tasks such as getting in and out of your chair safely, or lifting a heavy kettle. Even a short regular exercise routine can have a big impact and can easily be incorporated into your daily or weekly routine. It can be difficult to stay mobile and motivated during the winter months – so here are a few ideas to help you stay warm and keep moving.



## NICKI'S WINTER WARMER EXERCISES

Make sure you breathe steadily whilst doing these exercises and stop if you feel any discomfort.

**Tinkle the Ivories:** this is a great, simple winter warmer way to loosen up cold or stiff fingers. But don't worry if you don't have a piano – just put on your favourite song, follow the tune with your fingers to get the same results. You can also warm up your feet by doing toe taps – just sit back in your chair and tap your toes on the floor.

**Shake it out:** a good vigorous shake of the hands helps to encourage blood flow to those cold extremities.

To do this safely, simply drop both arms down by your sides, then bend at the elbows to lift your hands up and give them a few flicks from the wrist. Repeat five times and see those white fingertips turn a healthy pink.

**Wrist and Ankle Rotation:** here's one to really loosen up those joints by warming up the synovial fluid, which is like the body's built-in oil can. All joints have synovial fluid, but the amount of fluid can decrease as we age and stiffen up when we get cold.

To do this exercise, hold your hands out as if you are about to shake someone's hand, then begin to draw a circle in the air. Repeat your circles six times in both directions with each hand. For your ankles, start by sitting back comfortably in a chair or on the sofa. Lift one leg up and start circling your ankle, drawing a circle with your toes. Repeat six times in both directions with each foot.

**Heels, Toes, Heels, Toes (or 'doing the Charlie Chaplin'):** this is a fun movement to do with your feet, which can also help strengthen and loosen up the ankles.

Sit forward in your chair and make sure the soles of your feet are firmly on the floor. Keeping your feet together, point your toes forward and make sure your knees are directly over your ankles. Then move both heels out to each side while keeping your toes together. Then move your toes out to each side. Keep doing this until your legs and feet are wide apart, then bring them back together by reversing the move. Just remember: Heels, Toes, Heels, Toes. Do this sequence a few times.

**Catching a ball (or 'doing the Steve McQueen'):** throwing a ball up in the air, or from hand to hand, is a great way to improve your response time and co-ordination. It will also raise your heart rate slightly to help you keep warm, without having to move around too much.

All you need is a small ball, or even a piece of fruit (apples and oranges are best). Start by throwing it straight up in the air (not too high so you can't catch it easily), then throw it from hand to hand.

**It's behind you!** This is a great movement practice because it will help improve mobility and flexibility in your neck.

Start by sitting straight and leaning forward slightly in your chair. Use your eyes to follow your gaze as far round to one side as you can and then repeat to the other side.

Repeat this a few times.

**Let's Twist Again:** this little number will help to mobilise and stretch through your waist and sides, but don't worry – you can do this while seated.

Sit forward in your chair and bring your arms in front of you to shoulder height. Put one hand on top of the other then slowly turn to one side allowing your waist to gently twist. Following your eyes around will help you turn further. Then come back to the centre and repeat in the opposite direction. Try to do this four times in each direction.

**Rolling Rolling Rolling on a River:** this one will really help to mobilise and stretch your shoulders.

Start by lifting your shoulders up towards your ears, then roll them back gently drawing your shoulder blades together. Repeat this six times backwards and six times forwards.

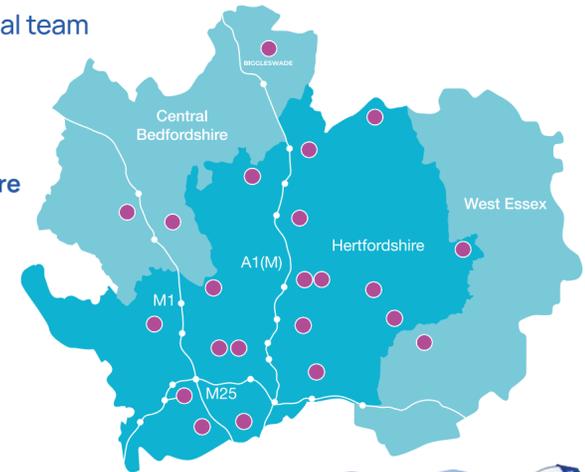


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# Mr McLennan: Motor-racing and Me

From wall to wall, Mr McLennan's home is full of glistening trophies and endless photographs from his racing days. Having raced cars from his teens to his seventies, Mr McLennan reflects on life lived in the fast lane.



**When did you first realise that you were passionate about motor-racing?**

When I got my first car. I was 17 and it was an old MG.

**What was your first race like?**

It was an amateur race at the old Silverstone circuit. I was very much a novice, and it took me a while to figure out why all these crazy people were out-racing me.

**Did you ever have a car that felt too fast?**

No! You always want to go quicker. You sit there on the straight with your foot to the floor, thinking 'come on, come on!' My fastest speed was 180mph in a tuned-up Porsche.

**How did racing make you feel, did it give you a rush?**

Yes, I thoroughly enjoyed it. But at first, I was too slow. I got another car, it was an MGA, a newer model of my original MG. I could win a few classes with that particular car, but it still wasn't up to scratch. So, I decided to put a supercharger on it, but then I realised I couldn't stop! The brakes would start failing after about three corners.



**Do you enjoy the engineering side of racing?**

Yes, I've done all that. Preparing the car is more of a challenge than actually racing.

**What was your biggest racing achievement?**

Winning a 24-hour race class at Snetterton in a Triumph Dolomite against 35 other people.

**Have you had any accidents?**

At Mallory Park I slightly overdid it and hit the barriers, I had to be airlifted from the track. The helicopter took me to Leicester Hospital. Funnily enough, I wasn't thinking about myself, I can just remember thinking as I was sliding towards the barriers, 'what's this gonna cost?' Then in June 1970 at Brands Hatch, I could feel that the car wasn't handling properly. I soon realised what the problem was – obviously on three wheels a car doesn't work as well! Luckily, that time there was no need for a helicopter.

**Where was your favourite place to race?**

Definitely Mallory Park in Leicestershire. It's got an interesting collection of corners. Some extremely fast, some pretty slow. I've even raced at Brands Hatch on the grand prix circuit – but you need a quick car for that one!

**Did you have a favourite car?**

I loved my original MG but my urge to go faster was more than the car could do. The final car I raced was a Suzuki Swift which I tuned up and got it going a lot quicker. It was very good.

**If you could transport yourself back to one race, where would you go?**

That's a tough one, because every circuit is unique in the way you approach it. But, if I had to choose, maybe Mallory Park in my Suzuki Swift.

**And finally, how do you become a great racing driver?**

Practice. I think everyone should be made to drive around a racing circuit at speed and experience driving a fast car.



# Food and Mood: A Winter Warmer

# Recipes

## How food affects how we feel

As we move into winter, the days get shorter and the weather turns chillier, and this can really affect our mood. We may experience changes in our energy levels such as feeling sleepier during the day and less motivated to get up and go. We might also notice changes in our sleeping patterns and feel a bit grumpier than we do during the warmer, sunnier months. This is quite normal, but there are some steps we can all take to help lift our spirits this winter and food can play an important role.

While there is not one specific food, or drink, that can boost our mood, food in general can affect how we feel in many ways.

## Energy and nutrients

Food provides us with energy to fuel our brains and bodies to carry out all our daily activities. When we don't get enough of the nutrients that we need from food, this can result in us not feeling our best. Around 90% of serotonin, known as our happy hormone, is made in our digestive system. This means that having a healthy gut can actually help us to feel happier.

A balanced and varied diet which includes a variety of different foods and vegetables should give our bodies all the nutrients that it needs. Check out the HILS 'Eating for Good Health' leaflet on our website for more information.

## Comfort food

We associate foods with reward and/or past experiences that made us feel good, such as celebrations. These associations can affect how we feel when eating certain foods. Eating foods that remind us of Christmas, weddings, or days out at the beach, can be nostalgic and comforting, whether we share them with others or enjoy them alone.

## Winter warmer

Although we cannot control the weather, we can warm up our bodies with hot foods and drinks which can help lift our spirits. Crack out the soup and fill up the teapot for some extra warmth and comfort this winter.



## Eat regular meals and snacks throughout the day

Eating regularly helps to ensure that our bodies are getting enough energy. Not eating for long periods of time can make us feel grumpy, or even dizzy and unwell.

## Have a source of carbohydrate with each meal and as snacks

Carbohydrates are found in rice, pasta, cereal products, bread, chapattis, and potatoes. They are an important source of energy as well as certain vitamins, minerals, and fibre.

## Get your Omega-3

Oily fish (such as salmon, mackerel, pilchards, or sardines) is a rich source of Omega-3, which is a type of fat, and has been shown to help keep our brains working well. Eating two portions of fish a week, including one portion of oily fish, is a good healthy eating habit. If you don't eat fish, other sources of Omega-3 fats include nuts and seeds (such as walnuts and flaxseed), vegetable oils (such as rapeseed and linseed).



## Stay hydrated

Not drinking enough can make us feel tired and rundown. Aim to drink between six and eight glasses of fluid per day and remember that tea and coffee count towards this. During the winter when the weather is cold, we may not feel as thirsty, so it is important that we drink regularly throughout the day.

There are plenty of places you can go for more advice and support with staying well physically and mentally, take a look at our 'Useful Contacts' on page 21 to find out more. If you are worried about your physical or mental health, speak to your doctor or a health professional for more help and guidance.

## Mouth-watering Minestrone

serves 2 or leaves plenty of leftovers for the next day

- 125g mixed frozen vegetables
- 200g mixed beans – *drained and rinsed*
- 200g chopped tomatoes
- 500ml of chicken or vegetable stock
- 50g (small handful) spaghetti – *snapped into smaller pieces*
- Salt and pepper to taste

1. In a pot add your stock and chopped tomatoes and bring to the boil on a medium heat.
2. Add your spaghetti pieces.
3. Once the mixture comes to the boil again, add your mixed vegetables and mixed beans.
4. Leave to simmer on a low for 12-15 minutes or until spaghetti and beans are soft. Turn off the heat and leave to rest for 5-10 minutes before serving.
5. *Why not enjoy with a thick slice of buttered bread!*



## Delectable Hot Chocolate Orange

serves 1

- 4 heaped tablespoons of your favourite hot chocolate powder - *we love Cadbury's!*
- 3 segments of a Terry's Chocolate Orange - *you can save the rest for another day*
- 200ml of full fat milk
- Whipped Cream - *optional*
- Marshmallows - *optional*

1. Place the hot chocolate powder, Terry's Chocolate Orange segments and milk into a large microwavable jug.
2. Heat in 30-second to one-minute intervals, mixing after each interval.
3. Once the milk is hot and the chocolate has melted, mix once more before pouring into your favourite mug and enjoy!
4. *If you fancy it, top with a squirt of whipped cream and marshmallows for an extra boost.*

# HILS PUZZLE PAGE

## SNACKSEARCH

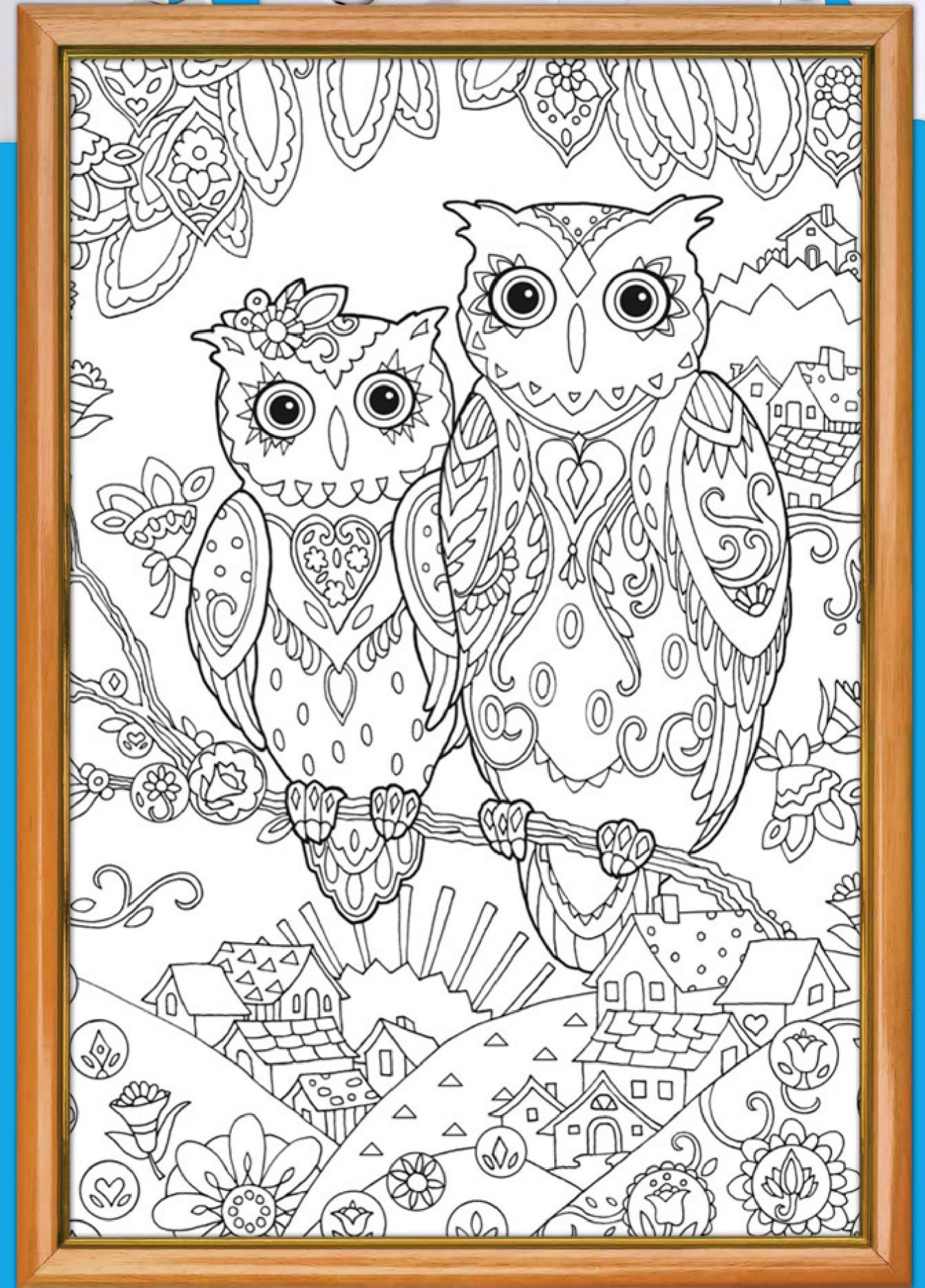
- APRICOTS      SATSUMA
- CUCUMBER    YOGHURT
- FLAPJACK     CHEESE
- COOKIES      WALNUTS
- POPCORN     JELLY

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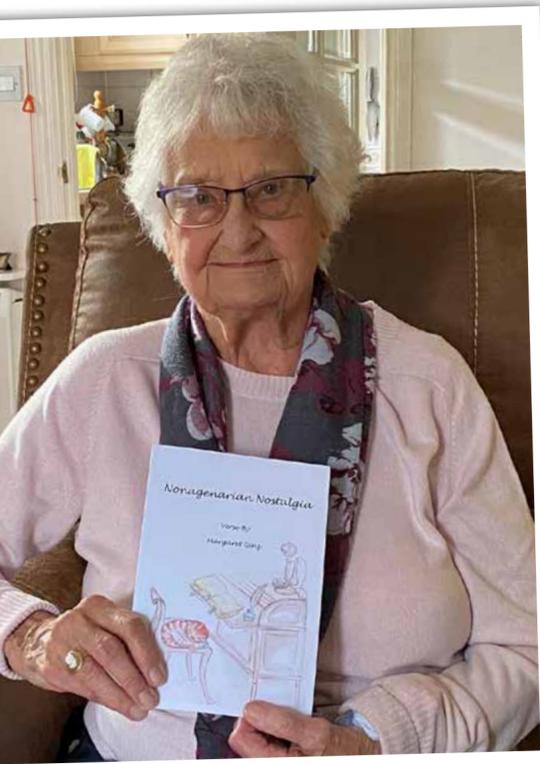
## SPOT THE 10 DIFFERENCES BETWEEN THESE BURTON'S BISCUITS!



HILS has been Burton's Biscuit Company's Charity of the Year since 2019. In that time they have donated thousands of biscuits to our clients and even repainted parts of our Jubilee community centre.



# 'Nonagenarian Nostalgia' poems by Margaret Ginz



*Dear Reader, My name is Margaret. Having written poems for most of my life, at the age of 95, I thought it would be a good idea to create a collection of my work. Here are a few poems from my book 'Nonagenarian Nostalgia'.*

## Nightfall

The earth now dons her cloak of grey  
To end the shining summer's day.  
The sun sets golden in the west,  
This is the time of sleep and rest.

Yet with the coming of the night,  
Whilst creatures slumber, others might  
Come suddenly to life as they  
In daylight have to hide away.

So now sleep on, you rustic squire,  
Sleep like the cattle in your byre.  
Just dream your dreams of love and lust  
And let those stay awake who must.

For life goes on from dusk 'till dawn  
And though you wake up in the morn  
Some creatures hurry to their rest  
To sleep 'till sun sets in the west.

## The sparrows in my garden

The sparrows in my garden  
Are a joyous sight to see,  
They vie for places on the fence  
And crowd the rowan tree.

They fight and chirp and quarrel  
Like a host of noisy tots,  
They peck and scratch the soft brown earth  
And dance round flowerpots.

They never seem to worry  
When the tabby cat strolls by  
And when she stops and stares at them  
They never blink an eye.

They shout out for their breakfast,  
It must be there by eight.  
I feel extremely guilty  
If ever I am late.

So I am never lonely  
They are always there to see.  
With the sparrows in my garden  
We are one big family.

## Mother's Day

Last Mother's Day I thought I would have a quiet day.  
The year before, my children both, had let it slip away without remembering.  
Not their fault, I told myself, they have such busy lives.  
They owe me nothing after all. Imagine my surprise  
When at the door at half past nine, there stood a handsome boy.  
His arms were full of blooms, his face just beamed with purest joy.  
'I hope you have a lovely day' he said, then drove away.  
The card said 'Lots of love to you, and Happy Mother's Day!'

My house transformed was fragrant with these blossoms bright and sweet  
I rearranged them once again, and then just by my feet  
A piece of paper floated down and on it in clear view  
The number of the house stood out, and it said Number Two!  
Now I was in a pretty state, the bouquet all undone,  
I'd got to wrap it up again - I live at Number One!  
The cellophane was in the bin, the ribbon all in tatters.  
Whatever am I going to do? I wonder if it matters.  
Shall I just take them there as they are, arranged in jugs of water,  
Or just keep quiet, pretend they're mine! I really shouldn't oughta!

As I stood cogitating thus, the door knocker went bang.  
There stood the smiling youth once more, 'Another for you Ma-am!'  
This time it really was for me and all I had to do,  
Was change the label stuck on there from One to Number Two.  
We both enjoyed our Mother's Day. I never had to tell.  
I had her flowers, she had mine. It all went rather well.  
Next time I'll read the label first because it's understood  
The flowers our children send to us are priceless and say good.



## Midsummer Night

Now silently the moonlight steals  
Across the shimmering lawn.  
The fragrant blossoms curl in sleep  
Until the early morn.  
The dew falls gently on the fern  
An owl gives plaintive cry  
Small pearly nestlings snuggle close  
And dream that they can fly.

A tiny rustle issues forth  
From heap of fallen leaves.  
Small beady eyes peep out  
Soft whiskers tremble in the breeze.  
The silver throated nightingale

Holds stage in rowan tree.  
A blackbird joins in chorus  
To protect his territory.

Sure-footed toad leaps silently  
On unsuspecting prey.  
A golden snail leaves silver trail  
And wends a tedious way  
Along the footpath, so to reach  
Her nest by break of day.  
Then all is still, beyond the hill  
Comes silvery light of dawn.  
And Phoebus rising greets the world -  
A brand new day is born.



# Meet Our Community Advocates

Elizabeth and Rachel are a small but hard-working team, who provide advocacy support to people over the age of 65. Their goal is to make sure their clients are able to make their voices heard and take good decisions about their health and care.

What is the best thing about being a HILS Community Advocate? We asked Rachel and Elizabeth.



**Elizabeth:** I find it very fulfilling when I can help a client resolve their issue and relieve the stress it is causing them in their lives.



**Rachel:** This job puts me in contact with some of the county's most vulnerable and isolated older people. I find it very rewarding to support these individuals at a time when they felt that no one else was listening or willing to help.

## What is an Advocate?

Advocates help people to understand their rights, the options available to them, and support them to get their voices heard. An Advocate may assist someone by doing research and presenting information to them in a way that is easy to understand. They will always follow their clients' wishes and only take action if the client has consented.

## Why would I need an Advocate? You would benefit from advocacy support if:

- You are finding it difficult to put your views across or you don't feel that you are being listened to. For example, if your care providers are not responding to your requests.
- You are struggling with an issue and require support to understand information or the options available to you. For example, if you are concerned that you may not be able to manage your financial affairs in the future, an Advocate can explain the options, and help you make arrangements.
- You require support to make a complaint. For example, if you are awaiting adaptations to your home to support your mobility but are experiencing considerable delays. An Advocate can liaise with your local authority.

**There are specific circumstances where an Advocate will be assigned to a client, for example to provide support during a safeguarding investigation, or where a decision has to be made in the best interest of the individual.**

**If you don't need an Advocate but would still like some support, there are plenty of places to go for information and advice. Check out our 'Useful Contacts' page opposite for details.**

# Useful Contacts

Need some help finding support, activities, or people to connect with? The organisations below all offer help, advice, and opportunities to get involved.

Where can I find information and advice about local support services?



**HertsHelp**  
(0330 123 4044)

HertsHelp will listen to you, help you find the right support, and provide guidance and information.



**Citizens Advice Bureau**  
(0344 411 1444)

Citizens Advice Bureau give people the knowledge and confidence that they need to find their way forward.



**Hertfordshire County Council**  
(0300 123 4042)

Adult Care Services can support you with social care, bus passes, blue badges and information on day services.



**Age UK Hertfordshire**  
(0300 345 3446)

Age UK Hertfordshire has an Information and Advice phone line and a dedicated team who can direct you to a wide range of community opportunities and support services.



**Hertfordshire Fire Service**  
(0300 123 4046)

Hertfordshire Fire Service can visit your home for free to discuss how you can stay fire safe at home and even install free smoke alarms.



**NHS 111 (111)**

If you are ever feeling unwell and need urgent help, please phone 111. Calls to NHS 111 are free of charge and the line is open 24 hours a day, seven days a week. Each adviser is specially trained and will ensure you get the help you need.

## Where can I find out about local events, opportunities to meet people, and to volunteer?

**Hertfordshire County Council** have a community directory on their website with lots of information about local groups, classes, and get-togethers. You can filter based on what you are interested in, so it is very easy to navigate: [www.directory.hertfordshire.gov.uk](http://www.directory.hertfordshire.gov.uk) Your District, City, or Borough Council will also have information about local opportunities and events. Many also have their own 'Healthy Hubs' which are online and physical places you can go to find out about health and wellbeing activities in your area.

**Moving More** is a fantastic website with lots of information about local exercise groups, and activities you can do in the home. Visit their website on [www.movingmore.co.uk](http://www.movingmore.co.uk)

If you like knitting, crocheting, sewing, or have other craft hobbies, you may be able to donate your handmade goods to charity. **Cats Protection** (01438 228877, [www.cats.org.uk](http://www.cats.org.uk)) regularly take woolly blankets and crocheted mice for their feline guests; and **Francis House Children's Hospice** (0161 434 4118, [www.franchishouse.org.uk](http://www.franchishouse.org.uk)) do an annual campaign where they ask volunteers to knit Easter chicks to help fundraise.

**Post Pals** helps people to send encouraging cards and letters to children who are ill or undergoing medical procedures, and their families. You can find out more by visiting their website on [www.postpals.co.uk](http://www.postpals.co.uk)

If you would like to meet new people, but find it difficult to get out and about, contact **Silver Line** to make friends over the telephone on **0800 4 70 80 90**. The line is open 24 hours a day, every day of the year.

# Charitable giving

**Did you know that HILS is a charitable, not-for-profit, social enterprise? This means we trade to do good and support people.**

**Our charitable objectives:**

1. The relief of poverty, sickness and disability by the provision of meals and services to people who are elderly, frail, ill, disabled or otherwise in need.
2. The relief of unemployment.

We reinvest any surplus into helping our clients and expanding our services. We also like to give our clients small gifts throughout the year, to make them feel special and cared for. Previous gifts included our teddy bears, calendars and free cream tea packs. Without kind donations, this would not be possible.

**Sarah Wren, Chief Exec. of HILS, says:**

"I want to thank all our supporters who allow us to continue providing these vital services; we wouldn't be able to do it without people like you. When you donate, you will be helping to support our work to tackle malnutrition and loneliness in our community."

**How to donate**

Find out how you can make a difference and Gift Aid your donation at: [hertsindependentliving.org/fundraising/](https://hertsindependentliving.org/fundraising/)

**By cheque:**

Please make cheques payable to **Hertfordshire Independent Living Service (HILS)**. PLEASE DO NOT SEND CASH IN THE POST.

**By BACS:**

**Account name: HILS / Sort Code: 20-41-12 / Acc. Number: 3043 8413**

If you need to get in touch with us about your donation, please contact: [info@hertsindependentliving.org](mailto:info@hertsindependentliving.org)

**Thank you!**

# HertsHelp is here for you

HertsHelp is a network of community organisations working together across Hertfordshire. We aim to help everyone living in the county access the independent support, guidance, and information they need, when they need it.

Life can be complicated, and everyone needs support from time-to-time, whether that's advice on debt management, looking for a community group, or a little help to stay living independently at home.

## How can we help you?

- Do you want to be more active?
- Would you like to meet more people?
- Need advice on benefits or debt?
- Are you caring for someone?
- Are you going through a crisis?
- Can we support you to stay independent at home?

Our team are here to help.

If you, your family, or anyone you know needs advice, support, or practical information to make life easier, HertsHelp can support you and put you in touch with organisations that can help.

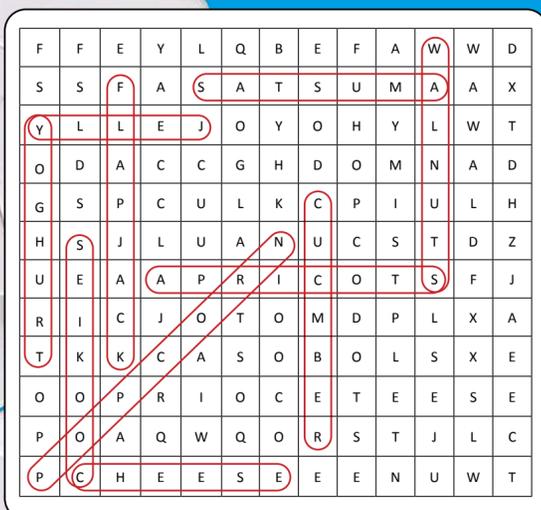


**Call: 0300 123 4044 or  
Email: [info@hertshelp.net](mailto:info@hertshelp.net)  
Monday to Friday: 8am - 8pm  
Saturday and Sunday: 10am - 6pm**

# HILS PUZZLE PAGE ANSWERS

Answers to the puzzles on page 16

## SNACKSEARCH



## SPOT THE 10 DIFFERENCES WITH BURTON'S BISCUITS!



# Our Impact in Brief



We would like to thank all our team members and partner organisations for their hard work, dedication, and support over the past year. Without you, 16,767 older and vulnerable people would not have received the 1.3 million HILS interventions that helped to keep them safe and well in their homes at an exceptionally difficult time.



- HILS delivered 535,161 hot meals to 3,937 clients; 831 clients also received 87,169 Tea and Breakfast Packs. Team members also provided 608,123 extra support services such as medication prompts and cutting up meals
- HILS provided 830 hot meals to 25 people coming out of hospital and provided homelessness support to 100 people by delivering 3,935 hot meals



- 1,384 emergency food and grocery packs delivered to 1,384 people in crisis or shielding as a result of COVID-19
- 1,262 Home from Hospital Bags delivered to people coming out of hospital



- 315 people were given 1,646 nutrition and wellbeing support interventions and 304 home visits; the team also distributed 15,580 Nutrition Boost packs for people at risk of malnutrition
- 185 care home staff received nutrition awareness training to support their residents
- 11 clients were referred to A1 Opticians for their home eye care service
- 270 clients received 946 Active Ageing sessions, 73 of these were delivered via video call
- Clients received 473 wellbeing packs with nutrition and physical activity advice



- 32 clients living with moderate dementia received 796 wellbeing telephone calls, and 18 of these were supported to attend 5 face-to-face activity sessions
- 77 lunch club members received 8,332 hot meals



- Hertswise supported 3,362 people living with dementia and their carers
- Team members provided 6,169 interventions including home visits, group meetings, and one-to-one support
- Clients received 2,500 wellbeing packs



- HILS teams provided 2,451 pop-in visits and installed 152 keysafes
- 176 people were supported to feel safer in their homes



- Our community advocates delivered 1,447 interventions to help 54 people to make good decisions about their health and care



- 54 volunteers helped HILS to deliver lifeline support to older and vulnerable people
- 42 individual donors gave HILS £3,623 via our online platform