

Age Friendly Cardiff Newsletter



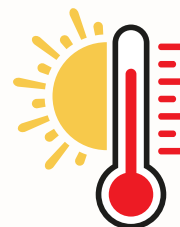
WHO Global Network
for Age-friendly Cities
and Communities



Summer 2025

Information, support and news for older adults in Cardiff

Stay safe, whatever the weather Health advice for when the weather is hot



Hot weather can make anyone feel unwell, but older adults are at higher risk. Here are some tips from Public Health Wales to help you stay healthy in hot weather:

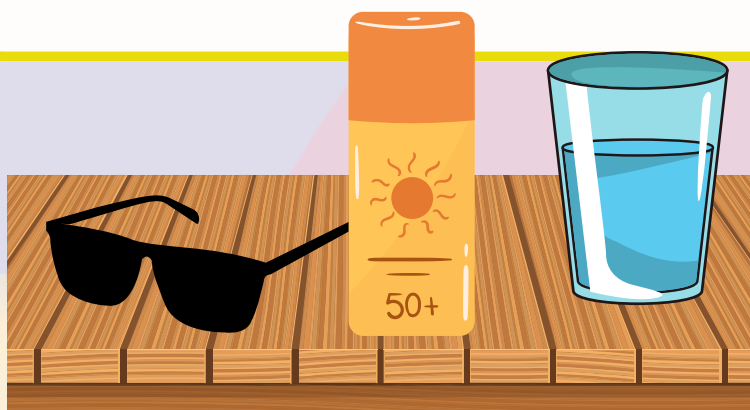
- Drink plenty of water. Avoid alcohol, caffeine, and sugary drinks because they can dehydrate you.
- Find shade between 11am and 3pm.
- Use sunscreen with SPF 30 or more.
- Wear loose, light-coloured clothes that cover your arms and legs.
- Wear a hat and sunglasses.
- Plan your day to do outdoor activities, like gardening, at cooler times such as in the morning or evening.
- Close curtains and blinds to keep rooms cool.



If you feel unwell when it is hot, tell someone and move to a cool, shaded place straight away. Drink plenty of cool water.

If you or someone else feels very unwell, contact a GP surgery or call **111**. Call **999** if it is an emergency.

For more information, visit:
www.phw.nhs.wales/services-and-teams/environmental-public-health/weather-and-health1/



Rhydypennau Hub Music Mornings a big hit!

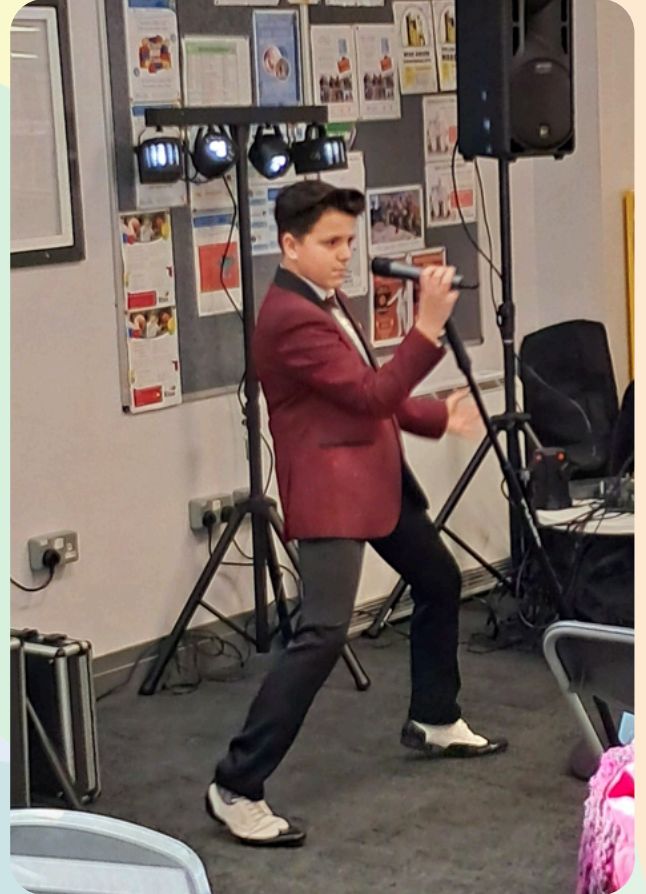
Last October, Rhydypennau Hub re-started their monthly music morning sessions, which brings the local community together to enjoy live music. So far, they have welcomed duo Graham and Ian, The Ukulele Wolves, The Christmas Belles, acoustic guitarist Emily Farr, and Spanish guitarist Dewi Griffiths.

In March, they were delighted to welcome 12-year-old Jack Atherton, who not only sings some fantastic golden oldies, but is also a budding Elvis impersonator.

Jack wowed the audience with his polished performance from start to finish, keeping everyone captivated for the full hour. He even let his sister Megan sing a couple of songs so he could have a break – but ended up jiving along!

He was such a great character that brought life to the Hub, filling it with joy while people danced and sang along to hits including 'Oh Carol', 'Under the Moon of Love' and 'Teenager in Love'.

Everyone thoroughly enjoyed the morning and are still talking about it now!



Ageing without limits at STAR Hub

The group, 'Tai Chi with Jeanette', at STAR Hub were interviewed ahead of 'Age Without Limits Day' to find out about how they celebrate ageing and challenge ageism.

Celebrating ageing

What is the best part about getting older?

The most popular answer to this was "gaining confidence" – many people said they finally feel able to speak their minds. They feel they have a wealth of knowledge and experience and can trust in the "courage of their convictions". Many people also said how much they appreciate and value their time now that they know how quickly the years pass.

"Being curious about things."

"Not sweating the small stuff."

"I love not having to get up on rainy mornings!"



"...the words 'for your age' makes me feel I am being patronised. They are my least favourite words...why not just say, 'You look good'?"

"Only in a positive way – people giving me a seat on the bus."

Challenging ageism

Have you ever noticed ageism in everyday life?

Some individuals had experienced ageism in the later years of their working life; not being given the flexibility or interesting tasks which younger colleagues benefitted from. Phrases which several people disliked were 'at your age' and 'you look good for your age'. One member of the group had politely challenged the way she was spoken to in a hospital setting and explained how staff could interact more respectfully with older people.

We hope to encourage people of all ages to appreciate the role of older adults and consider the question below:

What's one small action you can take to challenge ageism in your daily life?

Ageism

Ageism involves negative treatment, stereotyping, prejudice, and discrimination directed toward individuals based on their age.

Windows 10 to 11 transition – key information

If you've recently seen messages about upgrading your computer from Windows 10 to Windows 11, you might be wondering: "Do I really need this?" or "Will everything change?" The good news is — you're not alone, and the transition is much smoother than you might think.



What's happening?

Microsoft is gradually phasing out support for Windows 10, with updates ending in **October 2025**. That means no more security updates or new features after that date.

What's new? And what's the same?

Windows 11 is designed to be more secure, faster, and easier to use. It has a new look, with a centred Start menu and cleaner icons. But don't worry, familiar features like File Explorer, the taskbar, and the Recycle Bin are still there.

Will my programmes and files still be there?

Most apps and programs that work on Windows 10 will work just fine on Windows 11. Your documents, photos, and settings will carry over automatically during the upgrade. Although, it's always a good idea to back up your files — just in case.

Do I have to upgrade now?

Not immediately, but it's wise to plan ahead. If your computer is more than 5–6 years old, it might not meet the requirements for Windows 11. In that case, you can continue using Windows 10 until the upgrades end in October, or consider options for a new device before then.

Need help?

Cardiff Council's Digital Support Team are available to support with the transition — they can help with installing the updates, checking device compatibility, navigating the changes, or exploring new devices.

Get in touch by calling the Advice Line on 02920 871 071, emailing DigitalSupport@Cardiff.gov.uk or dropping into one of their Hub sessions (timetable here: www.adultlearningcardiff.co.uk/digital-support)

Your stories...

A lifetime of service

Desmond Farnham, aged 90, from Cardiff, was only 15 when he joined the Merchant Navy in 1952. Over a period of eight years, he worked on 12 ships and travelled all over the world. Initially, Desmond worked as an Assistant Steward, which involved looking after the captain's accommodation and working in the kitchen. Over time, he worked his way from a corporal to a sergeant and worked mainly as a chef.

We met with Desmond to learn about some of his experiences, notably during his time on two ships...



Middlesex Trader

Desmond joined the Middlesex Trader cargo ship in June 1955. Only a month later, the ship unfortunately ran aground in the St. Lawrence River, 30 miles east of Quebec City. The 7,241-ton cargo ship was carrying rice, which was later recovered and used for animal feed.

"When that ship went aground, I was taking sandwiches to the engine staff... I heard this scream and shout... It took about four or five minutes for the engine room to fill with water. Everybody was panicking."

"We shouted, 'Climb up the ladder!', 'Tie the rope around yourself and we'll pull you up!'"



King David

Desmond joined the King David in November 1955 and was on the ship when it responded to a call from another, smaller ship that needed help. In June 1956, steamer Vicky was struck by gale force winds and heavy seas near Wilsons Promontory, Victoria (Australia). It took in water and started to sink. The King David lowered a motor boat, which was smashed by heavy seas, but later used lines to rescue 15 out of the 23 Filipino members of crew.

After leaving the Merchant Navy, Desmond joined Cardiff Council, where he worked for many years in a variety of roles, including driving buses, working on the refuse disposal site, and driving bin lorries. Alongside this, he was a member of the Territorial Army alongside his brother for 21 years. He spent 14 years as Royal Monmouthshire Engineer, before transferring to the Army Catering Corps (ACC) to work as a chef.

Desmond was married to his wife for 74 years; they had two children, and now he has three grandchildren and four great grandchildren. He has a very active social life, and enjoys attending Hubs for All and Tai Chi sessions in Llandaff North and Gabalfa Hub. He remains a member of several veteran organisations and keeps in touch with others who served.

Thank you Desmond, for your years of service!



Desmond (left), with his brother.

Drugs and alcohol: information and support for the over-50s



As we get older, using drugs or alcohol can present particular challenges and health risks. Cardiff and Vale Drug and Alcohol Service (CAVDAS) provide specialist support for people over 50 and can help with:

- Managing chronic health conditions
- Making sure regular medication remains effective
- Feelings of isolation and loneliness

Gladys's journey with CAVDAS

Gladys, 60, began drinking socially when she was 16. During the Covid-19 pandemic, her alcohol consumption increased to up to a bottle of gin daily due to work-related stress. After a drink driving offence, Gladys was arrested and sentenced to community service and a driving ban. She then decided to ask for help from CAVDAS, with a goal of gaining control over her drinking. She was starting to worry about her health.

CAVDAS identified that Gladys was mildly dependent on alcohol, and drank partly due to loneliness. They provided her with information about alcohol units and health impacts, and Gladys used a drink diary along with unit monitoring cups to help regulate her consumption. She gradually reduced her intake and started to engage in activities like yoga and walking.

Gladys continues to reduce her drinking, has occasional abstinent days and is accepting her past. Gladys feels that the process has helped her develop a sense of peace and wellbeing.

To find out more or to request support, visit the website, info@cavdas.com, or call [0300 300 7000](tel:03003007000)

Anyone can get in touch with CAVDAS for free, confidential help and information. The most important step is getting in touch.

Are you ready for the analogue to digital switchover?

Over the next few years, landline telephone services in the UK will switch to a fully digital network. For most customers, the upgrade is expected to be complete by January 2027.

What does this mean in practice?

The exact process will depend on your communications provider and the equipment they use. If you already have an internet connection, the change may be as simple as plugging your phone into your broadband router rather than the socket on the wall. Communications providers will contact their customers ahead of the migration taking place, so you do not need to take any action until your provider contacts you directly.

How will this affect Telecare Cardiff customers?

All calls, such as social alarm calls, will no longer be able to use analogue phone systems. If you do not yet have digital telecare equipment in your property, Telecare Cardiff will contact you when they are ready to change your equipment.

In the meantime...

If your telephone provider upgrades your telephone service in your home, please contact 029 2053 7080 so that Telecare Cardiff can arrange the free installation of digital enabled Telecare equipment. If you have any questions about when your telephone service will be upgraded, please contact your telephone provider directly.

If you would like to talk to Telecare Cardiff's friendly team, please call them on 029 2053 7080 or email telecare@cardiff.gov.uk



Protect yourself from fly-tippers

If you pay someone to take away your household rubbish or unwanted items, to meet your Household Waste Duty of Care, you must:

1) Check that the person or company taking your rubbish is a registered waste carrier. You can check online by visiting www.naturalresources.wales/checkWaste

2) Always ask where your waste is going

If you don't make these checks, you could receive a £300 fine. You can also be prosecuted, with an unlimited fine.



Fly-tipping Action Wales also recommends that you:

- Record any checks that you make, including the operator's registration number
- Keep a receipt which includes a description of the waste and company used
- Record details of the business or vehicle (registration, make, model, colour)

For more information:

- Visit www.flytippingactionwales.org
- Contact Natural Resources Wales on [0300 065 3000](tel:03000653000) (Mon-Fri, 9am-5pm)
- Phone ActionFraud on [0300 123 2040](tel:03001232040)

Have you heard about the changes to postal voting renewals?

The Elections Act 2022 has introduced changes to:

- how you apply for a postal vote in certain elections, and
- how often you may need to renew a postal vote.

UK Parliamentary ('general') elections and Police and Crime Commissioner elections

You will need to renew your postal vote **every 3 years**.

If you applied for your postal vote for UK Parliamentary and Police and Crime Commissioner elections before 31 October 2023, you will need to renew it before January 2026. If this applies to you, Cardiff Council will contact you by email or post as a reminder to arrange your renewal.

Senedd, Cardiff Council and Community elections

The changes do not apply to these types of elections.

You will still need to update your signature with Cardiff Council every 5 years to vote in these types of elections, by law. They will contact you in advance, around the start of the same year to arrange this.

For more information or to check when your postal vote is due to expire, please email: PostalProxy@cardiff.gov.uk or ring [029 20 872034](tel:02920872034).



Become a Registration Champion!

Do you have a passion for democracy and empowering others?

- Inspire young people: share your stories in schools
- Host coffee mornings: discuss democratic involvement
- Support older people: help with registration and voting
- Collect feedback: from those facing participation challenges

If you're interested, email electoralservices@cardiff.gov.uk or phone [029 20 872034](tel:02920872034)

Scan the QR code to sign up



Stay safe from fraud and scams – 8 top tips



There are lots of different ways that fraudsters can try to steal your money – here are some tips on how to avoid them:



1

Never click on any links that are sent to you via text, email or through social media sites.

2

Never give out any one-time passcodes that are sent via email, or text, to anyone who has asked for them.

3

Never pay using a method of payment you aren't comfortable with or haven't used before.

4

If you get phone calls claiming to be from organisations such as your bank, HMRC, DVLA, Microsoft, BT, TalkTalk, McAfee etc., be cautious, as these companies will rarely ring you.

5

Online love interests that ask for money or hint towards money problems are usually scammers hiding behind fake profiles. They will also encourage you to take an interest in investment schemes, cryptocurrency and more. They often request gift cards, as opposed to money.

6

If you are ever unsure, hang up and speak to a family member or a friend before making any decisions.

7

Fraudsters will often use pressure tactics to push you into paying for something quickly, normally before you've had time to think about it. Always take a few minutes to think before making any decisions.

8

Block and report anyone that bothers you, so that they can't contact you again.

If you have been a victim of fraud, contact your bank immediately.

If you need more information, or need to report that you have lost money to fraud – please contact Action Fraud via [0300 123 2040](tel:03001232040), or by using their website www.actionfraud.police.uk

If you are a member of any group or organisation in South Wales, and you think that yourself and others would benefit from a **fraud awareness session**, please contact rccengagementteam@south-wales.police.uk or chloe.dennis@south-wales.police.uk or phone [07813 405389](tel:07813405389)

Do you need a hand with a household or garden task? GoodGym might be able to help!

If you're over 60 and have an odd-job that you're struggling with, GoodGym might be able to help.

They can help with one-off tasks such as:

- Changing a smoke alarm battery or light bulb
- Clearing rubbish or rubble
- Gardening tasks
- Moving heavy furniture

Get in touch by calling [0203 432 3920](tel:02034323920) or emailing tasks@goodgym.org
GoodGym is a registered charity with lots of friendly runners who like to keep fit and help people with practical tasks.

It's free – GoodGym is run by volunteers. You don't have to pay.

It's safe – GoodGym runners are background checked and trained.

Visit www.goodgym.org

"The runners just turned up and got on with what was a very difficult task. I'm very pleased as I really would not have been able to do it alone."

– Sheila



Volunteer Reporter

"Hi, I'm Romy, a new Volunteer Reporter for the newsletter. I have worked for Welsh charities since 2018 and before that, I was a writer and teacher.

My first love is my family, which has just got bigger as I became a mam-gu in March. I started learning Welsh aged 50 and I like to practice when I meet another speaker, new or fluent."

If you have a story to tell, or suggestions about what you would like to see in future newsletters, please get in touch by emailing agefriendly@cardiff.gov.uk or ringing [029 20 872616](tel:02920872616).

Older People's Champion corner

Councillor Leonora Thomson

Cardiff's Older People's Champion and
Cabinet Member for Adult Services and Public
Health & Equality (Cabinet Member Job Share)



Mental Health Services for Older People

"I recently visited the older person mental health team based in the Llanfair Unit at Llandough Hospital. During the visit, I had the opportunity to meet with colleagues from Health, as well as members of our social work team. The visit included a tour of the facilities, where I was able to hear firsthand about the various services on offer and how people access services. The team shared insights into the challenges faced by older individuals dealing with mental health issues and highlighted the importance of joint working with Cardiff and the Vale Health Board to offer tailored care and support to our service users.

The visit highlighted to me the significance of continued investment in mental health resources to ensure that older persons receive the care they need. I am looking forward to meeting the rest of our mental health social work teams based in the five Community Mental Health Teams across the city. I plan to meet all our community mental health teams in the coming months to learn more about the work they do and the challenges faced by individuals affected by mental health issues."

Vaccinations for older adults

Did you know?

There are routine vaccinations available for older adults that help protect against serious illness from a number of diseases. These include Pneumococcal, Shingles, Respiratory Syncytial Virus (RSV) and COVID-19.

For more information and eligibility, visit www.phw.nhs.wales/vaccines or speak to your GP surgery.



Housing Support Programme Strategy Refresh

In February, Cardiff Council's cabinet approved the refreshed Housing Support Programme Strategy. The original strategy, published in early 2022, set a visionary path for homelessness prevention and housing-related support in Cardiff.

Despite the incredibly challenging times for housing and homelessness services, remarkable progress has been made against many priorities within the strategy.

The refreshed strategy sets out some new priorities, including a commitment to develop a specialist accommodation gateway for older and disabled people in the city.

This gateway will offer older people and people with specialist housing needs access to various forms of support, information and resources. It will help individuals navigate health and social care services, ensuring they receive assistance to maintain their wellbeing and independence. Clients can also be referred to services that provide them with various housing options, which will be tailored to individual needs.

In the meantime, if you have questions about housing, ring the housing helpline on 029 2053 7111 or visit your local Cardiff Hub. The refreshed strategy can be viewed on the Cardiff Council website.



Booking assisted travel with Transport for Wales (TfW)

TfW want to make it as easy as possible to travel with them and offer the **Passenger Assist** service for those who have access needs and require extra help to travel.

If you're planning on travelling with Transport for Wales Rail services, you can request an assistance booking in advance – now up to 2 hours before your journey is due to start, any time of the day.

You can always simply “turn up and go” without booking assistance in advance, or if you have made an online booking that has not yet been confirmed.

Book online: <https://tfw.wales/info-for/passengers/accessible-travel/booking-assistance>

By phone: 03330 050 501



TRAFNIDIAETH CYMRU
TRANSPORT FOR WALES

Spotlight on the world...

Age-friendly hotels in Sharjah, United Arab Emirates



Sharjah seeks to overcome challenges faced by older adults and people with mobility disabilities. The Sharjah Commerce and Tourism Development Authority is keen to support this and work hard to create the appropriate conditions, atmosphere and infrastructure for them.

This initiative aims to ensure that hotels in the Emirate of Sharjah are suitable for older adults, especially those with a mobility disability. Hotels that meet the conditions are granted a certificate from the World Disability Union (WDU). So far, four hotels in Sharjah have been recognised.

Do you know any older people who have a story to tell?

We are always looking to challenge misconceptions about older people and we know that there are some incredible stories out there that we would like to feature in this newsletter. Get in touch with us:

- By email: agefriendly@cardiff.gov.uk
- By post: Units 1B/1C Dominions Way, Off Newport Road, Cardiff, CF24 1RF
- By phone: [029 20 872616](tel:02920872616)

Thank you

Desmond Farnham

Romy Wood (Volunteer Reporter)

Tai Chi with Jeanette

Independent Living Services can help you access a wide range of support to help you live as independently as possible. Ring the First Point of Contact Team on:

029 2023 4234

(Monday – Thursday: 8.30am to 5pm / Friday: 8.30am to 4.30pm)

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg



www.agefriendlycardiff.co.uk



029 2087 2616



agefriendly@cardiff.gov.uk



[@AgeFriendlyCDF](https://twitter.com/AgeFriendlyCDF)



Caerdydd Sy'n Dda i Bobl Hyn / Age Friendly Cardiff