


LOVE LATER LIFE



Age Cymru Powys | Newsletter | Summer 2026




NEW HOME HELP SERVICE



MEET OUR NEW ENERGY OFFICERS!

Wills and estate planning
Practical advice for making and updating your will



FREE WILLS & POA APPOINTMENTS

AND MUCH MORE INSIDE...

FREE COPY

Welcome to the Summer 2026 Age Cymru Powys Newsletter

Over the past year, we've been working hard behind the scenes and listening closely to what older people across Powys have been telling us: the challenges you're facing, the support you need, and the ideas you've shared with us.

Everything has grown from those conversations, and it's been wonderful to see those ideas take shape and begin making a real difference in our local communities.

That's why this summer, we're pleased to introduce several new services, including our Home Help Service, Housing Service, and Wills & Power of Attorney support, all shaped by what you've told us matters most to you, to help older Powys residents feel safe, secure and supported at home.

We are also proud to introduce Age UK Trading, which offers a range of products designed to make later life feel good. By making an enquiry through Age Cymru Powys, you'll be helping raise funds to support older people locally.

Energy costs are still a real worry for many, so we've boosted our Energy Service: I'm delighted David and Andrew have come on board as our new Energy Officers. Please do book them to visit you – with their backgrounds in the Police and Fire Service, you're in safe hands!

Our expert Energy Officer, Steve, is bringing energy advice to you via our Energy Roadshows – look out for Steve driving our Advice Van to a village or town near you soon.

In this edition, you'll also find a lovely interview with Amy from our Bereavement Service, and our Feedback feature celebrating your kind words.

Enjoy the sunshine, and take care in the warmer weather. If you need us this summer, remember you're never on your own – we are here for you in Powys.

Gail x

**Gail Colbridge
Chief Officer,
Age Cymru Powys**



CONTENTS

Welcome.....2

Energy Roadshow.....3

Edie Award.....4

Meet David &
Andrew.....5

Our Services.....6

Interview
with Amy.....7

Home Help
Service.....8-9

Independent Living
Products.....10-11

Wills & Power of
Attorney.....12-13

Your Feedback.....14

Support Us.....15

Housing Support.....16

Ask The A-Team.....17

Get In Touch.....18

**Age Cymru Powys
supporting older
people across
Powys**

Registered charity
1174222

Company number
08212122

NEW Energy Roadshow Across Powys!

Chat to our friendly Advice Officer Steve about energy, saving money, and our FREE Home Energy Check service

FREE HOME
ENERGY
GADGETS
GIVEAWAY!



Summer

2026



Across
Powys

Cost-of-Living

Utility Bills

Benefit Checks

Money-Saving

Energy-Efficiency

Book a Home Energy Visit

And much more...

Drop in for a cuppa!

Rural Advice Van – Expert Advice & Support for Over-65s

We're on the road to reach you – call us or visit Facebook for locations!



For more information:

Call 01686 623707

enquiries@acpowys.org.uk



2026 WINNERS



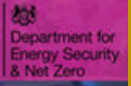
CELEBRATING SUSTAINABILITY LEADERSHIP

PARTNERSHIP & COLLABORATION: CLEAN ENERGY PATHWAYS



ENERGY AWARDS 2026

SUPPORTING INNOVATION FINALIST



sponsored by



2026 FINALIST

Warm Powys Wins National edie.net Sustainability Award

Warm Powys, a partnership led by Powys County Council, and delivered with Warm Wales, Robert Owen Community Banking, Severn Wye Energy Agency, Age Cymru Powys, Care & Repair in Powys and ECO delivery partners, has won a 2026 edie Sustainability Award in the Projects & Innovations – Partnership & Collaboration: Clean Energy Pathways category.

The edie Awards are the UK's largest and most established sustainability awards, often described as the "Oscars of sustainable business", recognising projects that demonstrate measurable impact, innovation and strong partnership working.



The edie judges commented:

"This thoughtful collaboration provides a replicable model for rural domestic energy efficiency retrofit, with continuous improvement. It is a great showcase of partnerships benefitting the local authority and community."

The award recognised Warm Powys for its quality-assured, resident-first approach to delivering home energy improvements in a rural county, alongside strong customer satisfaction and long-term outcomes for households.

Age Cymru Powys is proud to be a delivery partner within the Warm Powys partnership, supporting older residents to maximise energy efficiency, comfort and wellbeing in their homes.

Special thanks to our expert Home Energy Officers, Steve, David and Andrew, for the vital role they play in contributing to this award-winning partnership.



Meet Our New Energy Officers!

David Steer (left) and Andrew Richards (right) joined Age Cymru Powys earlier this year to help meet increasing demand for our free Home Energy Check service.



David brings extensive experience from his many years working with Dyfed-Powys Police, while Andrew has a strong background with Mid and West Wales Fire & Rescue Service. Alongside our expert Energy Officer Steve, their combined local knowledge and practical expertise provide a trusted, friendly service for older residents across Powys. Visits can be conducted in Welsh or English.

“Our visits are friendly and practical, with no sales and no catch. People tell us they feel reassured after the visit and appreciate being able to reduce energy costs before the winter sets in.”

David & Andrew

“It was good to have someone local come out and explain things very clearly. The house feels less draughty and much cosier now.”

Elis, 67, Llangadfan



How can we help you?



Assess your energy use



Help you save money



Install free energy equipment

FREE Home Energy Check for Powys residents aged 65+

BOOK NOW:

Call: 01686 623707

Email: enquiries@acpowys.org.uk

www.ageuk.org.uk/cymru/powys

Our Services

- Information, Advice & Later Life MOT
- Rural Advice Van across Powys
- Friendship & Wellbeing
- Free Wills & POA Appointments
- Dedicated Veterans Service
- Talks for Groups
- Bereavement Support
- Home Help Service
- Farming Community Support
- 50+ Forums Influencing Services
- Social Activities & Events
- Footcare Clinics across Powys
- Housing Support
- Welfare Benefits & Cost-of-Living
- Support for Carers
- Volunteering Opportunities
- Free Home Energy Checks
- Independent Living Products & Solutions from Age UK Trading
- Advice and assistance to access care and support at home

To find out more please contact:

01686 623707

enquiries@acpowys.org.uk
www.agecymru.org.uk/powys

Registered charity number: 1174222



Bereavement – Interview with Amy

Compassionate Support For People Aged 70+

Q: Amy, what is the Bereavement Service and why was it developed?

A: We support people aged 70 and over who are experiencing bereavement. In Wales, more than a quarter of bereavement support needs among older adults go unmet, which can leave people feeling isolated and unsure where to turn. We aim to address that by offering compassionate, accessible support at an early stage.

Q. Who delivers it and how is it funded?

A: The service is delivered by Age Cymru Powys and Age Cymru Dyfed, and is funded through the Welsh Government's National Bereavement Support Grant.

Q: Who is the service available to?

A: It's free and available to anyone aged 70+ who has experienced a bereavement or is facing bereavement. The service has already supported clients that have lost partners, siblings, adult children, or elderly parents.



Amy & Norman pictured enjoying a chat.
Contact Amy on 01686 623707.

Q: What kind of support do people receive, and why is it important?

A: Support focuses on practical help in the early stages, such as paperwork, navigating processes, and applying for financial support like funeral costs. I've seen how deeply life can change after losing a partner, and everyday tasks can feel overwhelming – especially if one person managed the finances. I help people navigate challenges and offer reassurance.

Q: Do people seek help straight away?

A: Not always. Some people reach out later, often after the funeral when things seem “back to normal” – that's when the reality of the loss can really begin to set in.

Q: Is it a challenge to deliver the service across rural Powys?

A: Services can be harder to reach in rural areas, which is why our support is flexible and accessible – offered by phone, online or face-to-face. I can also visit people at home to make sure geography or mobility challenges don't prevent access to support.

Q: Is this a counselling service?

A: No, but staff are trained by Cruse Bereavement Support and offer empathy and strong listening skills.

Q: What is the key message you want people to understand?

A: There is no right or wrong way to grieve – everyone's experience is different. We offer support that meets people where they are and helps make the next steps feel clearer and less overwhelming.

Thank you to Karen Greenough at PAVO for the original article.

A paid for service



Home Help Service

- Regular home visits
- Companionship
- General Cleaning
- Laundry and ironing
- Changing beds
- Shopping assistance
- Paperwork
- Collect prescriptions
- Sitting respite
- Appointments



Helping you
be happier
at home

Call 01686 623707

enquiries@acpowys.org.uk

Age Cymru Powys
Old Warehouse Office
Parkers Lane
Newtown
Powys
SY16 2LT

Registered charity no: 1174222
Company number: 08212122



Helping people love later life in Powys

Our staff are carefully selected and trained in a variety of skills to carry out this role. They are trained in mental health, dementia, learning disability and safeguarding adults' awareness. All staff are covered by Age Cymru Powys liability insurance and have an enhanced DBS check.

Friendly Support in Your Own Home



Age Cymru Powys provides a paid for Home Help service with the same carer visiting you every time, so you can build up a trusted and friendly relationship with them.

Our service is available Monday to Friday. We can also sit / stay with housebound clients for up to 4 hours at a time.

We offer a free initial assessment to tailor our Home Help service to your needs.

Our Home Helpers can also provide you with valuable **companionship** - particularly when family members or loved ones aren't able to visit as often as they would like.

As we grow older, it's common to gradually stop doing the things we once enjoyed most.

Home Helpers are a paid for service and are here to gently encourage and actively take part in those meaningful activities with you, helping to enhance your **wellbeing and quality of life.**



“The service is fantastic. It has enabled me to stay in my own home.”



“It makes me feel happier, gives me a chance to meet people and gives me something to look forward to.”



Contact us to discuss your requirements – we are happy to help!

The service is currently available in Newtown, Montgomery and Welshpool. We are also looking to expand the service into other parts of Powys, so we encourage you to get in touch if you would like the service in your area.

Get in touch today

Age Cymru Powys,
Parkers Lane,
Newtown,
SY16 2LT
Email: enquiries@acpowys.org.uk
Tel: 01686 623707
Or scan our QR code



Profits made through Age UK Trading are given to the charity, and when you make your enquiry directly through your local Age UK, you'll be helping raise funds for older people in your community

Age UK Trading is a trading name of AgeCo Limited, a trading subsidiary of Age UK (registered charity no. 1128267). AgeCo Limited (Financial Services Register no. 311438) is authorised and regulated by the Financial Conduct Authority. AgeCo Limited registered office: One America Square, 17 Crosswall, London, EC3N 2LB (registered in England and Wales, no. 03156159).

Independent Living Solutions

Later life should feel good. That's why Age UK Trading offers a range of quality products and services to help you or your loved one live confidently, independently, and safely.

We exclusively work with carefully selected companies who are expert in their fields, and who meet our high standards for quality, value and fairness to help you find a solution that's right for you. Age UK Trading also have a dedicated customer support team to offer additional support and advocacy should our customers need it.

Plus profits from the sale of products are given to the charity to support those older people most in need.



Live life to the full

Independent living products and solutions from Age UK Trading



Age UK Trading is a brand name used by AgeCo Ltd, a company owned by Age UK. Profits support older people in need, with more than £14m donated to the charity in the last five years.

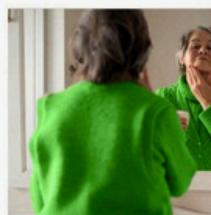
Stairlifts and Homelifts

- Manufactured and installed by our trusted mobility partner Handicare
- Range of stairlifts to fit straight or curved staircases with free 2 years warranty
- Compact, twin and wheelchair options available for through the floor homelifts
- Free, no obligation home survey available



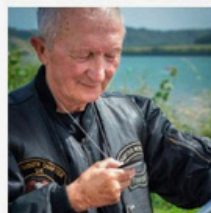
Bathing Solutions

- Range of walk-in baths, walk-in showers and wet rooms from our specialist partner Handicare
- Range of accessories and aids like drop down rails and shower seats to provide ease of access, safety and comfort
- Comprehensive warranty for parts and labour
- Free, no obligation home survey available



Personal Alarms

- 24-hour monitored personal alarms provided by Taking Care
- Emergency Resolution Team available 7 days a week, at the press of a button
- Choose from annual or pay-monthly subscriptions
- 30-day money back guarantee
- Range of wearable style and feature options



Incontinence Protection

- Expert advice from our product provider Vivactive's trained incontinence advisors
- Order before 9pm for same-day dispatch
- All parcels are packed discreetly
- 28-day return policy
- Low price guarantee
- Subscribe and save service – get 10% discount on every order with our subscription service





Ask us about Stairlifts

Stay safe and independent
in the home you love with a
stairlift from Age UK Trading



SL1307R4APR26

Get in touch today

Age Cymru Powys
Parkers Lane,
Newtown,
SY16 2LT,
Tel: 01686 623707
www.ageuk.org.uk/cymru/powys



Or scan our QR code



WILL-WRITING POWER OF ATTORNEY

FREE APPOINTMENTS WITH LOCAL POWYS SOLICITORS

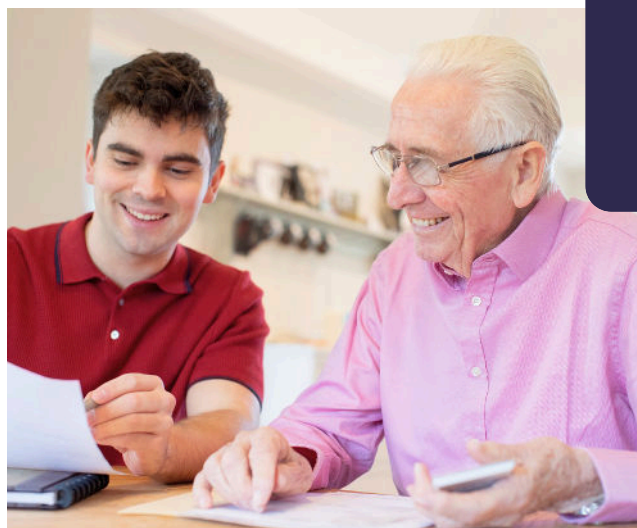
Join us for a free, no-obligation chat with a local Powys solicitor.

Age Cymru Powys has launched free wills and power of attorney appointments to help older people take this important step with confidence.

It's the perfect opportunity to review your situation, ensure your loved ones are protected, and get expert guidance in a relaxed, supportive setting. You can ask questions with no obligation.

Appointments are available at our office in Newtown and other locations across Powys.

During your 30-minute one-to-one chat, you can discuss your wishes at your own pace, with no pressure.



Did you know?

- Over half of adults in the UK don't have a will.
- 4 in 5 people over 55 don't have a lasting power of attorney.
- Having a will and power of attorney in place can make a real difference for the people you care about.

These appointments are designed to help you understand what a will or power of attorney is, and why they are important.

Explore your options with no obligation to make a will or power of attorney. You do not have to use the solicitor you meet at the appointment.

This is a popular service – book your slot early.

All initial appointments are free of charge.





WILLS

FREE APPOINTMENTS

POWER OF ATTORNEY




Free 30-Minute Appointments with Local Powys Solicitors

- Ask questions
- Understand why Wills & POA are important
- Explore your options
- No obligation to proceed

**Last Thursday of every month
10am - 2pm**

**At the Age Cymru Powys office
Parkers Lane, Newtown SY16 2LT**

BOOK NOW

-  01686 623707
-  enquiries@acpowys.org.uk
-  www.ageuk.org.uk/cymru/powys



**Only 8 Appointments
Per Month - Book Early**



FRIDAY FEEDBACK



“Hello Ros. Once again I owe you a sincere thank you. I have successfully received my Attendance Allowance today, and my Blue Badge is now on its way. The service you provided and the advice you offered is outstanding. Thank you very much. Kindest regards.”

FRIDAY FEEDBACK



“I am very thankful for all the help I received from Crystal.
The whole process was made very easy for me to understand.
It now means I have extra money to be able to pay my granddaughter for helping me, without any feelings of guilt!
Thank you”

FRIDAY FEEDBACK



“The jokes and the stories and the laughter between the young and elderly Veterans, it helps to lift your spirits.
I have found Amy extremely helpful and pleasant.”

FRIDAY FEEDBACK



“Steve was such a pleasure to deal with for my free Home Energy Check.
I cannot speak too highly of his kindness and helpfulness.”

FRIDAY FEEDBACK



“It was obvious that Gwyneth had vast experience, especially patience, and explained in great detail the meaning of procedures. Dealing with my concerns was a battle, and I owe Age Cymru Powys so much. Thank you for everything.”

FRIDAY FEEDBACK



“My life was ruled by a calculator until I met Michelle from Age Cymru Powys.
I counted every penny and I was shivering cold at home.
Michelle's help is amazing. Now I can put my heating on and buy a decent pair of shoes.
These are things that many people take for granted, but it means the world to me.”

Have you checked out our Facebook page yet?

Follow Age Cymru Powys for news, views, local stories and vital information tailored for older people, their families, carers, and professionals in Powys. Don't forget to send us your quotes for our Friday Feedback Facebook feature!



Everyone needs help now and then

Age Cymru Powys is your local, independent charity dedicated to supporting older Powys residents. We help local older people get the advice, care, and friendship they deserve.

We need your help so we can be here in Powys for those who need us, and who often have no one else to turn to when times get tough.

We listen to everyone who needs us. We support older people in crisis and empower them to live life on their own terms. We help older Powys residents make the most of later life.

Please support us, so we can help more older people within our Powys communities – by donating to our charity, or by joining our wonderful team of volunteers.

Every donation to Age Cymru Powys is used to deliver essential services locally and only in Powys. Every donation, small or large, really does help us make a difference.

Here are several ways you can make a donation – please donate if you can to help us support older people in Powys.

Online Donations: Donating online is quick and secure. Visit our website or our LocalGiving page: localgiving.org/charity/age-cymru-powys

Standing Orders: Setting up a standing order is an excellent way to provide ongoing support. Just ask your bank to set it up for you or complete the form on our website.

Cheque Donations: If you would like to write us a cheque, please ensure you make it payable to '**Age Cymru Powys**'.

Leave a gift in your will: To ensure your kind gift helps local people, please make it clear your legacy is for 'Age Cymru Powys', **registered charity number 1174222.**

Our registered address is: Age Cymru Powys, Parkers Lane, Newtown, Powys SY16 2LT.

Thank you: For considering donating to Age Cymru Powys to help local older people.



We are here for you in Powys

Housing in Later Life – We're Here to Help



New Housing Support Service for Powys Residents aged 55+

As we get older, many of us start to think about whether our home is still right for us. For some, staying where they are feels right; for others, exploring new options can bring greater comfort, security, and peace of mind.

Age Cymru Powys has introduced a new Housing Support service for people aged 55+. We offer personalised, practical support to help you manage your housing situation, understand your rights, and access help to stay safe and settled at home for as long as possible. **If you or someone you know would like to explore housing options or get advice, we're here to help.**

Our quality-accredited Advisers offer free, confidential, one-to-one housing support tailored to your situation – whether you own your home, rent privately, or live in social housing. We can help with a wide range of issues, including renting and moving home, understanding what you're entitled to, managing repairs, or support if you are worried about losing your home.

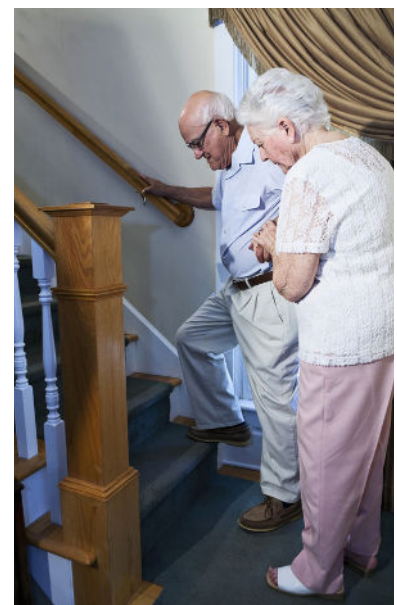
Homelessness doesn't just mean sleeping on the streets – it can also include situations where it is no longer safe or reasonable for you to remain in your current accommodation.

The important thing is to understand your housing options, so that you can make informed decisions. With the right advice and support, many housing challenges can be resolved early, before they have a bigger impact on your life.

If you'd like to talk things through, we're always here to help.



Get in touch:
01686 623707
enquiries@acpowys.org.uk



**ASK THE
A-TEAM**

Age Cymru Powys Advice Team - Advice You Can Trust!

ASK US ANYTHING!

The Age Cymru Powys Advice Team offers expert, impartial and quality-accredited advice to help you make the most of later life.



Dear A-Team, I'm worried that I won't be able to use my landline any longer as I've heard they're being phased out. I don't have a mobile phone nor the internet, but I do have a Careline. What do I need to do? Delyth, 87, Bwlch.

Dear Delyth,

The good news is that landlines aren't disappearing. The system is being upgraded to a digital network, which will be completed by January 2027.

You will still have a home phone and can usually keep your existing number. Your provider can set up a connection so it works without you needing to pay for broadband.

Because digital lines don't work during power cuts, and you don't have a mobile phone, your provider must give you a free battery backup for emergencies. They also cannot switch your line until they are sure your Careline works on the new system.

Please beware of scams: The digital switchover is completely free. If anyone calls you or knocks on your door demanding money or bank details to "upgrade" your phone or Careline, it is a scam.

What should you do now?

- Tell your phone provider that you have a Careline (so they can plan extra support)
- Contact your Careline provider to check your system will work after the change

After that, you can wait until your phone provider contacts you with your switchover date. Please do call Age Cymru Powys if you need support – we are happy to help.

Do you have a question for the Advice Team?

Write to: Age Cymru Powys, Old Warehouse, Parkers Lane, Newtown SY16 2LT

Email: enquiries@acpowys.org.uk

Call: 01686 623707

GET IN TOUCH

We are your local independent charity supporting older people, their families and carers in Powys.



"Louise from Age Cymru Powys was so helpful. She helped me complete a detailed form at such a distressing time. She's marvellous."

Valerie, 67, Cwmtwrch Isaf



Age Cymru Powys
Old Warehouse, Parkers Lane
Newtown, Powys SY16 2LT

Call: 01686 623707

Email:
enquiries@acpowys.org.uk

Website:
www.agecymru.org.uk/powys

Donate:
localgiving.org/charity/age-cymru-powys

www.facebook.com/agecymrupowys

Every year we secure over £2 million of unclaimed benefit payments for older Powys residents.

Age Cymru Powys delivers quality - accredited advice and support, reduces poverty and social isolation, and improves quality of life.

We want everyone to be able to love later life.

We are here for you in Powys.