

Teddington & Hampton Wick Voluntary Care Group January 2024



Dear All

Another new year is upon us, time seems to fly by as we get older. I hope you all had a great Christmas and didn't overindulge with the mince pies and mulled wine!



It's been a very busy year for the office so we're so very grateful to all our volunteers for giving up their time to help out, we certainly wouldn't be able to do it without them.

We'd also like to thank everyone who has given us a donation, they all help keep the Voluntary Group going so they are very much appreciated.

We have a few more events to come so take a look at the back page and give us a call if you fancy coming to any of them.

Jules, Hilary & Sara

Our office opening hours are: **Monday – Friday** from **0930-1130**
tel: **020 8943 3112** Please leave us a message outside of these times.

Our address is: 1 Stanley Road, Teddington, TW11 8TP

www.tedcare.org.uk

Worried about the switch to digital phones?



BT and other landline providers are going digital and we've been asked if we can provide some helpful information.

For BT customers they are switching to Digital Voice and here's what they say.

'What is Digital Voice?

Digital Voice is our new home phone service that works through a broadband connection.

With Digital Voice you'll get top quality calls with HD calling, together with all of the features you get today, like Call Protect and Voicemail.

Why are we moving to Digital Voice?

Digital Voice is our next generation home phone service. We're upgrading our network to enable future technologies and to make it easier for you to connect on any device at home or on the go.

Over the coming years we'll roll out this new home phone service to our customers across the UK.

What does this mean for me?



For most households, upgrading to Digital Voice will have no impact on how you use your phone today.

Digital Voice will give you the same reliability, trust and familiarity of your current home phone service and it will enable new benefits and features, such as crystal clear calls and the ability to block nuisance calls at the touch of a button.

If you have a monitored alarm that's connected to your landline (like a health pendant or monitored burglar alarm) you'll need to speak to your alarm provider before moving to Digital Voice.

Alarm providers are aware of the switch to Digital Voice and have a variety of solutions in place to make sure your services can continue. These might involve broadband or mobile technology; your alarm provider will discuss the best option with you. ‘

BT and other providers should contact you and let you know of any changes.

What if I don't have or want a broadband connection?

Those who currently only have a landline won't be forced to pay for broadband services that they don't want or need. Their digital phone service will work using a special dedicated broadband connection and shouldn't cost any more than what they pay now. BT has made a specific commitment to telecoms regulator Ofcom that its customers will pay the same amount, and Virgin Media says its voice-only customers will get the hub necessary for its digital phone services at no additional cost.

I hope this helps put your mind at ease.



OUTINGS AND EVENTS

3 course New Year Lunch – The View (was Merits)

Tuesday 16th January, £25 including transport.

Pick ups from 10:30am



Coffee morning – Methodist Church

Saturday 24th February **1030 – 1200.**

Have a catch up with friends for a good old natter.



Mystery afternoon trip. – possibly a pub lunch or Garsons farm for afternoon tea but we will definitely be going somewhere.

Wednesday 22nd March – afternoon – time TBC

Just call the office and put your name down and we will let you know nearer the time where we are going.



Please call the office to book and reserve your space to avoid any disappointment.

0208 943 3112, Mon-Fri from 0930-1130 or leave us a message outside of these times.

Payment will be collected on the day of the outing (cheque or cash).