



Herefordshire Disability United Network news

March 2016



We welcome articles from individuals and organisations to promote their stories or interests.
Please contact the Editor..... details on the back page.

Editorial: **Keeping positive**

“Keeping positive in the face of adversity” is an easy statement to roll off the tongue, but holds deeper meaning that can transform lives. Sounds serious doesn't it, and sometimes that's the approach, if you have the strength to carry it off. 2016 is not going to be an easy year financially, with unknown changes in service provision, so for a moment let's look at something different to inspire you.

Recently I watched the BBC 2 documentary on Simon Binner, diagnosed in January 2015 with an aggressive form of motor neurone disease, which of course has no treatment or cure. The only certainty is a rapidly decrease of mobility and short life expectancy. However Simon was nothing less than inspirational maintaining his appetite for fun and life, whilst losing his ability to speak, relying on pen and paper to communicate with everyone, but never lost the ability to laugh and enjoy a joke.

I watched with extra interest since Simon was an out patient at Kings College Hospital in London, under the watchful eye of Professor Al'Chalabi, in the clinic where my late husband Roy, was also seen by this Professor. Roy had SMA (Spinal Muscular Atrophy), but many of the symptoms are similar to Motor Neurone, again without treatment or cure, but less life limiting.

Simon adjusted from being a workaholic running his own business, a family man with many friends from his university life at Cambridge, to someone in need of care to maintain his dignity. But Simon was intent to stay in control of his destiny right to the end, by using the Swiss facility of “Assisted Dying”.

The backdrop to the programme also concentrated on the UK parliamentary debate on Assisted Dying during 2015, when a vote by MPs for that facility in the UK was defeated by a large majority.

The programme filmed the procedures and discussions at the Swiss clinic between Simon, his wife and doctors. Simon had set his “departure day” as 2nd November 2015 (also his birthday), which when first muted in June seemed utterly mistimed, Simon still had the majority of his faculties at this juncture, but his rapid decline surprised everyone.

Filming followed Simon, his wife, family and friends right to the end of Simon's life, which ended in Basle Switzerland on 16th October 2015. In order for the process to remain legal, Simon had to operate the lethal dose, something which would have been impossible by 2nd November.

I have fond memories of Switzerland as Roy and I found the country exhilarating, a favourite holiday destination, where disabled people are welcomed and treated as equals. In fact they have cable cars for wheelchairs, bus drivers get out of their vehicles to assist you, and railways welcome you with the best facilities possible. Better memories for me.

The Editor

HDU newsletter contents and information

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Herefordshire Disability United (HDU) is an organisation that has developed to voice the concerns of disabled people, and to provide a platform where disability issues can be raised and policies developed.

HDU is run by people with disabilities for people with disabilities. It was started in January 2011, and has grown to be an acknowledged organisation representing service users, and their families fighting for a better future and understanding.

HDU take part in consultations to highlight issues that affect persons with disabilities.

Our networking is effective with representation via public sector officialdom, providers and the third sector, local and national businesses to improve their practices and policies.

We are a democratic, non sectarian, non party political organisation, stimulating discussion to improve outcomes for disabled people.

Date for your diary!

Wednesday
29th June

Disability Roadshow
at
The Three Counties
Hotel, Hereford

Take a stand or visit
the exhibition
Details from:

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Editorial or advertising queries:

Contact the editor on 07817 473813 or email : info@hdu.org.uk

Contact:

Herefordshire Disability United welcomes any feedback on Network News, or any of the services it provides.

Disclaimer:

The views expressed in Network News are not necessarily those of Herefordshire Disability United.

Hereford NAS branch



The need for autism specific support in Hereford has been lacking for many years, and the want for it has become more and more apparent with every conversation in the community we have! From individuals to organisations the response has been huge.

The NAS Herefordshire branch is run exclusively by volunteers, mainly parents of children on the autism spectrum. If you would like to volunteer or otherwise get involved with the branch, please get in touch.

We are excitedly setting up the children's group which started recently in Hereford. Our aim is to provide a group where children can socialise and play with others.

We would love to hear from anyone who would be interested in bringing their children/ siblings along to the group. Please email us at NAS.Herefordshire@nas.org.uk to register your interest.

Your child does not need to have a diagnosis of ASD to attend. If you feel your child may benefit from our group, please register your child/siblings asap.

Contact Us:

Branch Officer: Debbie Hobbs

Activity Leader: Hayley Milner

Fundraising: Abi North

Treasurer: Helen Brown

www.facebook.com/Nas Herefordshire

twitter.com/NasHerefordshire1

Some oddities which you might enjoy

Listening to Radio 1 as I do, a regular presenter was speaking about situations we probably encounter which have no name, inviting the listeners to text in suggestions so that we might capture that moment in a word. These were the best results.



Question: What do you call the situation when you walk into a room for something, and completely forget what it was when you get there?

Answer: Roomnesia!

Question: What do you call the moment when you push a door which says pull?

Answer: Doormentia

Hope that put a smile on your face!

Help starting on computers



There is a great website where the real basics of computers can be learnt, including the keyboard and mouse, before moving on to the Internet. You don't need to own a computer either as you pop in your location and it tells you where help is found along with free access to computers. Support staff or friends may like to investigate further!

Using a computer

This course will teach you about the basic functions of a computer and how to use it safely. It should take about 45 minutes to complete, but can take as long as you like.

What will I learn?

After finishing this course, you'll know:

- How to turn a computer on and off
- What the different parts of a computer are called and what they're for
- How to change the settings on a computer
- How to open applications and use folders

How to use a computer safely

Other courses go from totally simplistic to expert, covering basic maths and English, staying healthy, money issues, finding a job on line and completing the forms. For the more experienced there are qualifications to be gained too, or even becoming a digital champion to help disabled people discover technology for themselves.

Check out: <http://www.learnmyway.com/get-started/using-a-computer>

Latest gadgets



The Finger Slice! Also known as “The Nimble”

This little gadget is really ingenious. No, it doesn't slice fingers, but it actually does slice through paper packets, and selotape bound around the edges of packages and cardboard boxes.

To touch the end of this intriguing gadget, there is no sharp blade on which to hurt oneself, yet if you run the black tip along the container you wish to open it easily slices the paper apart.

The product has been endorsed by 150 volunteer testers, and costs £ 8.99. It can be found to purchase only on-line at this website: <http://version22.com/product/nimble/#>.

Another useful gadget

A sensor light which is activated by movement.



This light has many applications.

It can be activated by the elderly as they get up from their bed during the night, preventing unnecessary falls and fumbles.

It's useful too for dark areas in the home, in cupboards, hallways, or under kitchen units where extra light is needed. Although operated by batteries, it has an easy on/both manual and auto off switch so that it only activates when you want, not when wandering pets move about. There are directional switches enabling both up and down rays. Its useful in places where power sockets are not available.

The light can be fitted with Velcro for a quick installation, or wall bracket for a more permanent fixture. Cost £9.95, and available from the internet: <http://www.easylinkuk.co.uk/page59.html>

The items above are part of the Telecare facility at Hereford Council, along with many other items.

To contact the team for more advice/ information call

 **01432 261650**

Celebrating success

Affinity Trust news First Winner of The Shirley Blake Award

Affinity Trust's opportunities service in Hereford, known locally as Score, has recently given their first 'Shirley Blake Award' for their Living Book Theatre Company's (LBTC) 'Star of the Season'.



The worthy winner this time is Julie, (pictured receiving the award) who has been a member of LBTC for some years. She was judged the winner because of her incredible dedication, her great support for others, and her confidence to 'carry the show' by taking on a lead role.

Recently, Living Book Theatre Company performed their pantomime for 218 children at St Thomas Cantilupe School, the school which hosts their rehearsals throughout the year. They also made a second performance for friends and family during which the award was given.

The pantomime was titled "My Big Fat Ditzzy Panto" and was a feminist take on classic fairy tales, in which several princesses decided not to wait for a prince and started their own cleaning company instead!



Affinity Trust in Hereford has a very active opportunities service. Known locally as Score Community Opportunities, it provides a broad range of community-based activities. Currently more than 35 people with learning disabilities take part in one or more of these activities each week.

Activities are diverse and chosen by those who take part. A touring theatre company (as above), film club, allotment, dance, snooker, football, golf, bowls, yoga, woodwork, jewellery making, art, relaxation and swimming sessions are only a few of the activities that people enjoy with Score.

For more details contact: **Unit 5, 50 Catherine St, Hereford HR1 2DU**
Phone:01432 379380

Help raise funds for MND

Help Support Will Lindsey raise funds for Motor Neurone Disease.



In just over a month's time, on Sunday 24 April 2016, (which is also his birthday) **Will Lindsey**, is running the London Marathon to raise vital funds for the MND Association.

In 2012, his wife Mandie's identical triplet sister Emma tragically died from MND after a short undiagnosed illness, aged 43. Also Mandie's mother Joan started to show early signs of the same condition in late 2014 and died of MND in July of this year.

Shockingly Mandie also started to show symptoms earlier this year. She has recently been diagnosed with MND. MND is a fatal, neurological disease that kills five people every day in the UK. It leaves them unable to walk, talk or feed themselves. Sufferers have a life expectancy of between two and five years. Like most people, he knew little about the disease until recent years.

The MND Association is the only national organisation dedicated to supporting people with MND, their families and carers. The charity also campaigns, raises awareness and funds research into new treatments and a future cure.

The impact of MND on their family has been, and will continue to be, profound. As well as raising vital funds, this challenge provides a positive focus which is very much needed at this time. If Will reaches his fundraising target of £10,000, this would provide several Lightwriters, which is a voice communication aid that enables a MND sufferer to communicate with loved ones. What a brilliant achievement that would be!

We dearly hope you can support fundraising into this little known, understood, and currently incurable disease. The family feel that they are at the foot of the mountain, but step by step, with your help they will rise to the challenge!

To make a donation, simply check the link:

<http://uk.virginmoneygiving.com/wlindesay>



This information is an extract from the HVOSS website where further details about their activities can be found.

<http://www.hvoss.org.uk/contact-us.aspx>

Colouring in books for the blind



BBC Ouch gives a wonderful insight into the lives of disabled people, with each episode covering a different situation for diverse disabilities. You can easily download the podcasts and listen when you have time.

I listened to two recently, which really demonstrate the issues around sight impairment. The first was about colouring in books for blind adults, and the second concerned train travel and falling on to the tracks. Both astonishing subjects in their own rights.

I'm sure you've seen the latest craze for mindfulness in regular book shops, where there are a huge range of colouring in books for all generations, but the concept that this activity could possibly be available for blind people was hard to take seriously.

Two blind and one sighted presenters were speaking about their experiences when young, as part of infant school life when "colouring in" was the norm. One spoke of when a child, taking a pencil and pressing hard to get a marked raised outline, then flipping the paper over, so she could colour in the shape. Today they asked the sighted presenter to don a blind fold, and feel the raised dots of the colouring book and identify the subject. Now they were all equal. These Braille type books can be read with sensitive finger tips, if you are used to it.

One of these colouring books had been given to the blind presenter for Christmas, from a non sighted friend, and she had thoughtfully bought colouring pencils which smell, enabling them to be differentiated easily. Can you imagine the concentration needed to complete each picture?

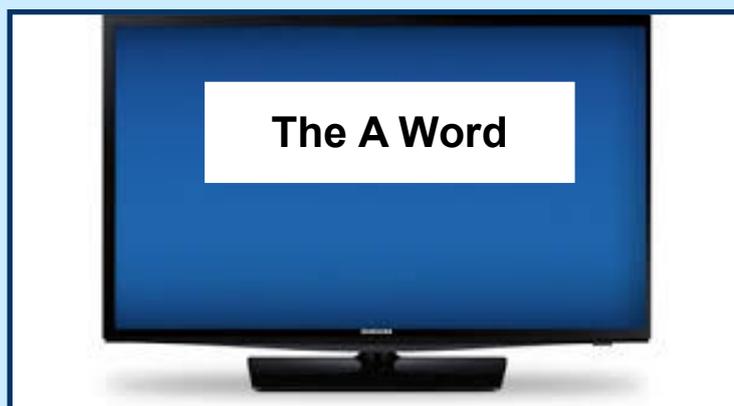
The second story features walking along a platform at Victoria Station in London, which the blind presenter did every day after work. The regular 12 car train was unbeknown to him replaced by an 8 car, and as he turned to alight it, his momentum found him falling from the platform onto the track. He always walked to the front of the train to get on, and consequently no one saw him fall into the gap between the rails.

Falling, he threw his white stick aside in an attempt to buffer his fall (sorry no pun Intended), to reduce injury, landing in the sharp ballast but avoiding the third rail. Luckily he had not hit his head, and realised he must move speedily when he heard the train start to pull away towards him.

Now, if you wish to hear the rest of the story, check out BBC Ouch, "Tangles with Trains" first broadcast 16th November 2015. The podcast is still available.

<http://www.bbc.co.uk/programmes/p0386hhd>

New BBC drama featuring autism



The BBC are just finishing their filming of a six part drama called "The A Word".

Christopher Eccleston, Lee Ingleby, Morven Christie, Greg McHugh and Vinette Robinson head up the cast of The A Word, alongside newcomer Max Vento, as the child with autism.

This is the story of the Hughes family, who work and love and fight like every other family. Then their youngest son is diagnosed with autism and they don't feel like every other family anymore. They realise that if their son is ever going to communicate, they are going to have to learn how to communicate themselves. It's a funny and thought-provoking series about parenthood and childhood.

Peter Bowker, the writer adds: "We have the opportunity here to make something funny, tough, realistic and inventive about contemporary family life and autism. In a society where imperfection increasingly comes with blame attached, it seems timely to look at how autism is regarded both within a family and the wider community – and to give some insight into how that experience might be for the child on the autism spectrum. It's a drama full of ideas – about parenthood, about disability, about communication, about community – and will emphatically engage an audience whatever their experience of the subject."

Polly Hill, BBC Controller of Drama, says: "The A Word tackles parts of life that aren't always easy and Peter has drawn on the absolute highs, lows and challenges so many families face when a child is different to other children, in a beautiful way. With Peter's award-winning track record and history of drama tackling tough subjects, The A Word is set to be a rollercoaster of a series which is ultimately an uplifting, honest and human drama for BBC One."

Details are taken from the BBC website



Healthwatch Question time Focus on Mental Health & Emotional Wellbeing

This is your chance to have your say and ask questions of expert Panelists about mental health and emotional wellbeing services: what is available for you, how to access them, and how might they be improved for the future.

**Tuesday 22nd March, 12.45– 2.00 pm at Hereford Sixth Form College,
Performing Arts Centre, Folly Lane, Hereford HR1 1LU
To book call Hereford Healthwatch on: 01432 364481**

Hereford Council Consultations



I say this with tongue in cheek, I'm going to award a gold star to Hereford Council for consulting service users on a forthcoming change in services BEFORE a deadline has been reached, or anything finalised!

I'm speaking about the Home and Community Service contract (HACS) in progress for a new tender later this year. I understand that in July interested providers will be able to tender for the new contract, but due to the nature of change in provision, there needs to be some distinct transformation of services.

HACS enables people to remain in their own home, living as independently as possible and to achieve and maintain their desired potential in relation to their physical, intellectual, emotional and social capacity. In other words support for:

- ◆ Physical /personal care, and mobility/ access issues
- ◆ Sensory impairments
- ◆ Memory /cognitive difficulties
- ◆ Learning disabilities
- ◆ Mental health needs

However due to financial constraints, innovative thinking to not only maintain but improve provision is being sought. So a series of consultations mainly organised by Hereford Council has been unleashed across the county, bringing together NHS and Hereford Council commissioners, Providers, social care staff and implementers, carers, service users and third sector organisations.

I have attended two such meetings. The first on 4th February held at Saxon Hall, Hereford, where 50+ participants spent the day looking at what might be possible, seeking new ideas or inspiration from all involved.

I attended as Chair of the Making it Real (MIR) committee, seated at a table with service users/ carers, and a Commissioning Officer and Engagement Lead from Adult Wellbeing. We discussed what we believe has positive/ negative outcomes in the current provision of HACS, and what changes might be made.

The eleven people on my table were then visited and pitched to by groups from other tables; rather like "Dragons Den". This was most intriguing, as we sensed some unease from "professionals" being face to face with service users. What was most shocking however was a statement from the CEO of one Provider: "Why is it necessary for service users to have a 10.00 am slot if they want it?" There appeared no understanding that service users have rights to try and live as normal a life as possible, wishing to partake in activities or clubs at specific times/ days.

We await the outcome of discussions still on-going whilst the new contract is drawn together.

Reports on pages 12/13 by the editor

The Charging Policy proposals

The second event which HDU help organise on behalf of Hereford Council, brought many new faces together enabling a different debate to pursue around HACS. Different thoughts and diverse interpretations gave further feedback to adult social care representatives, attaining a far more reaching audience.

At the same event, The Charging Policy was discussed, with these six proposals put forward by Hereford Council (HC) regarding adult social care costs.

Proposal 1: Bring Minimum Income Guarantee (MIG) allowances in line with the statutory regulations

HC propose to replace the MIG allowances currently used in the financial assessment to the amounts stated in the regulations, from April 2016. This will bring allowances in line with those used nationally.

Proposal 2: Remove joint assessments for couples

Replace financial assessments for couples with assessments for individuals in need of care and support.

Proposal 3: Treatment of Income, when considering payment towards care & support

HC propose to take all of an individual's DWP care benefits into account, but where someone has night time needs not being met by the council, we will allow the night time costs they pay as an expense when working out how much a person has to pay towards care and support.

Proposal 4: Charging for arranging support for self-funders

HC propose to charge an administration fee of between £100 and £150 to arrange care.

Proposal 5: Charging for Telecare

HC will charge a fee of between £2.70 and £3.50 per week in the first year from April 2016. This will be reviewed annually. There will be no eligibility test for entitlement to Telecare, and payments will be taken into account when assessing for other services.

Proposal 6: Changes to Billing and Payments

Charge everyone for care and support services from the date the service starts.

For full details check out the link below, but the consultation closed on 11th March.

<https://www.herefordshire.gov.uk/health-and-social-care/adult-services/adults-and-wellbeing-charging-proposals-consultation>

Urgent Care in Hereford

The following information is taken from the NHS Hereford, Clinical Commissioning group news website, and published on 29th January 2016

Check out the link for yourself: <http://www.herefordshireccg.nhs.uk/urgent-care>

Herefordshire Clinical Commissioning group is currently working with primary care (GP) colleagues, and NHS England to take forwards the development and implementation of seven day GP services.

Whilst the timelines for this are currently unclear, it will include making GP practices the first point of call for unplanned or unexpected health events, in line with what patients and the public have told us.

In December the Governing Body agreed in principle the case for change, to enable the work to develop these plans to proceed. In the interim, when the Prime Minister's Challenge Fund (PMCF) pilot ends in April, the existing provision of 24/7 primary care will continue across the county. This will be through our practices, the extended hours services they provide at evening and weekends, the walk-in centre and our GP out of hours provider.

As the work programme develops over the coming months, we will be working with our GPs, acute hospital providers (Wye Valley NHS Trust) and with GP out-of-hours providers to integrate services more closely, in order to provide a co-ordinated response across NHS 111, A&E and GP services. We will also continue to work to maintain patients' connection with their own GP practices, through seven day services and other initiatives, enabling them to benefit from the full range of health and care services that are available through their own GP practice.

This approach does mean that stand-alone provisions and services, such as minor injuries and walk in centres, will need to be re-evaluated. The CCG is clear that this requires further work with the organisations that provide care, and that no decisions will be made without a comprehensive and robust consultation with the residents of Herefordshire. This would also include external review by relevant stakeholders such as NHS England and scrutiny committees.

Dr Andrew Watts, Chair of Herefordshire CCG said: "I can confirm that both the walk in centre and Taurus hubs are continuing to provide services from April".

"We are in the middle of a process of consultation and engagement to redesign our urgent care health system with the aim of creating a simpler and more effective local solution. In the fullness of time there may be changes to both of these services but this has not been determined as yet."

The Governing Body will ensure that all stakeholders are actively engaged and consulted with through this work programme, and agreed the initial engagement plans at the January meeting.

Further information on public engagement in the coming months will be widely publicised throughout the county to ensure people can get involved.

Do you tend to view things differently?

Goals and Ambitions

After consultations in 2013-14 a five year plan was put forward to improve urgent care in Herefordshire by the CCG. Its targets were to:

- ◆ Improve the delivery of urgent care by moving services to an outcomes based approach
- ◆ Ensure the Urgent Care system provides high quality services and good access
- ◆ Reduce the number of avoidable admissions, readmissions, and repeat visits
- ◆ Reduced length of stay for non-elective admissions

This saw a six point plan

1. Urgent care– Outcome based commissioning
2. Urgent Care improvement plan
3. Community Team Development
4. Clinical Assessment Unit
5. Hospital at Home
6. Patient and Public engagement throughout the service redesign programme

Some key measures of success are:

1. Reduction in non-elective admissions in 2014/15
2. Improve Patient Experience, including the friends and family test
3. Reduction in delayed discharges/ performance maintained
4. Reduction in the number of people with length of stay more than 30 days

Included in the 59 page report entitled “Transforming Health and care in Herefordshire”, under Appendix E, (specific 5 year engagement plan), regarding consultations with patient/ service users, HDU is the first named organisation to have worked with the CCG in this area. As usual HDU doesn't just sit back having achieved input, but commits to maintaining involvement to benefit a better outcome.

Consequently:

We have secured our speaker, Sharon Mayglothling, Service Delivery Manager/ Head of Nursing for Care Closer to Home/ Urgent Care, who will give an overview of the services provided by her team, and answer questions too.

If you feel you'd like to read more about the work of the CCG, check out the website and discover how you personally might get involved too.

<http://www.herefordshireccg.nhs.uk/patient-participation-groups>

Is DLA ending for you?

Details below from : www.gov.uk/disability



Disability Living Allowance (DLA) is ending for people who were born after 8 April 1948 and are 16 or over. This will happen even if you have an indefinite or long-term award.

You'll continue to get DLA until the Department for Work and Pensions (DWP) write to tell you about when it will end. The letter will invite you to apply for a new benefit called Personal Independence Payment (PIP) and tell you what to do next.

DLA is not the same as PIP. If you're in this age group DWP will write to you telling you more about the end of DLA. Once you get your letter you'll have 28 days from the date on the letter to decide whether you want to make a claim for PIP. As you won't be able to choose to keep DLA, it's worth finding out about PIP. Other benefits you or your carer get, such as Motability or Carer's Allowance, may also end or change.

You don't need to contact DWP until they write to you unless there is a change in how your condition or disability affects you. DLA is ending for people who were born after 8 April 1948.

Important

You will not be affected by this change and will continue to receive DLA if: You were born on or before 8 April 1948, or you are under the age of 16.

Personal Independence Payment (PIP)

Personal Independence Payment (PIP) helps with some of the extra costs caused by long-term ill health or a disability if you're aged 16 to 64. You could get between £21.80 and £139.75 a week.* The rate depends on how your condition affects you, not the condition itself and changes annually. You'll need an assessment to work out the level of help you get. .

Attendance Allowance

There have been suggestions that the government may abolish Attendance Allowance for new applicants, and consultations have been on-going during early 2016. Hopefully our speaker Claire Parry from the West Midlands DWP Team can update us on this and other benefit matters. Any news will then be added to the HDU website in due course. www.herefordshiredisabilityunited.org.uk

Taking action when Safeguarding matters



How to report an adult safeguarding concern

- physical
- domestic
- discriminatory
- financial
- psychological
- sexual
- emotional
- neglect
- self neglect
- organisational
- modern slavery

Abuse of any description is wrong.
By reporting abuse you can help bring it to an end.

To report a concern ring

01432 260715 (week days 9am-5pm)

0300 123 9309 (after 5pm, weekends and public holidays)

If someone is injured or in immediate danger dial 999.
If there is no emergency but you think a crime may have been committed ring West Mercia Police on 0300 333 3000 or 101.

If you know of any safeguarding issues use these details and report it now!

When you report a concern a member of staff will:

- listen to you carefully
- take the concerns seriously
- find out the wishes of the adult at risk
- gather information from those involved in the adult at risk's care
- talk to the police if it is a criminal matter
- agree the best way of helping the person to keep safe
- let you know what action has been taken as a result of your call

www.herefordshire.gov.uk/adults

Rapid Response Team

Hereford Council, has a “Rapid Response Team” for adult wellbeing.

The Rapid Response Service is a service that responds to referrals for patients who have a clinical condition such as:-

- ◆ Urine Tract Infection (UTI,)
- ◆ Chest Infections,
- ◆ Dehydration,
- ◆ Chronic Obstructive Pulmonary Disease, (COPD),
- ◆ Fall,
- ◆ Minor Head Injury



People who are not acutely medically ill but are clinically compromised. The Team will respond within hours and set up multi-disciplinary care as appropriate

The Rapid Response Team provide short-term support and rehabilitation in your home. This may have been after an event in your life, a fall or short-term illness (as listed above), making it more difficult for you to cope at home. The team can quickly visit and provide care and support to help you remain at home and prevent you from needing to go into hospital.

On 16th March, at our event The Registered Manager explains how the system works, accompanied by the Service Manager.

Activities organised by the Alzheimer's Society in March



“History in Objects”

Monday 21st - Theme / Discussion and Movement

Tuesday 22nd - Theme / Discussion and Movement

Wednesday 23rd - Theme / Discussion and Movement

This week we will be visited by a local metal detector Jeremy, who will tell us about his BIG FIND a hoard of Roman coins, and Archaeologist Caroline Rosen from Worcester University will talk about our relationship to objects in prehistoric times.

“Poetry in Motion”

Monday 28th - Theme / Discussion and Movement

Tuesday 29th - Theme / Discussion and Movement

Wednesday 30th - Theme/ Massage with Gemma

Join us at: The Multi-agency Building, Coningsby Road, Leominster, HR6 8LL

Contact the Manager, Debbie Powney: 01342 371137 or 07834619546

WISH

Herefordshire's first ever wellbeing information and signposting service (WISH), which is delivered by SIL, opened on the 1st February at its hub in St Peter's Street, Hereford with the most comprehensive range of information about all sorts of things which can help you feel happier and healthier.

Information held in the WISH directory, includes everything from Advocacy to Zumba as well as comprehensive information about how to access care and support from Children's or Adult's Services in the county.

As well as the full-time service in the city there are regular WISH pop-ups across the county for those without the means of getting into Hereford, and if you don't want to speak to anyone the WISH directory is also available online at: www.WISHHerefordshire.org.

There's no need to register to use the directory, simply visit the website and follow the easy instructions to find the information you're looking for.

The WISH directory includes information on :

- ◆ Living with a disability
- ◆ How to access advice about financial and legal matters
- ◆ The range of care options available in the county.
- ◆ The WISH Directory lists over 500 clubs, societies and organisations and is growing daily.



If you'd like to find out more about WISH and how it can help signpost you and your family to a healthier, happier life come and speak to the team at our Hereford Hub, call us on 01432 383880 or visit a pop-up near you.

WISH Pop-Ups, as well as these look out for ad-hoc ones popping up throughout the year!

- **Ross on Wye Library** – alternate Monday mornings from 11th April 2016 (9.30am to 12.00 noon)
- **Kington Centre (Library)** – alternate Tuesday mornings from 29th March 2016 (9.30am to 12.00 noon)
- **Bromyard's The Hope Centre** (which includes Children's Centre) – alternate Wednesday mornings from 30th March 2016 (9.30am to 12.00 noon)
- **Ledbury's Masters House** – alternate Monday mornings from 21st March 2016 (9.30am to 12.00 midday)
- **Leominster Library** – alternate Thursday mornings from 24th March 2016 (9.30am to 12.00 noon)
- **Golden Valley (Peterchurch Village Centre)** - every fourth Wednesday afternoon from 23rd March 2016 (12.30pm – 3.30pm)
- **Golden Valley (Dorstone Front Room)** – every fourth Friday morning, except Good Friday (9.30am – 12.30pm)

Useful Contacts

NHS Herefordshire

Patient Advice and Liaison Service (PALS)

The County Hospital, Hereford

Mon-Fri 8.30-4.30

Office Tel No: 01432 372986

Mobile Tel No: 07825 681801

Email:

makingexperiencescount@wvt.nhs.uk

Equality and Human Rights Commission

Freepost RRLL-GHUX-CTRX, Arndale House,

Arndale Centre, Manchester, M4 3AQ

Tel: 0808 800 0082 Website:

www.equalityhumanrights.com

RADAR, now at Disability Rights UK

12 City Forum, 250 City Road, London, EC1V 8AF

Tel: 020 7250 3222 Minicom: 020 7250 4119

Email: enquiries@disabilityrightsuk.org

NHS Direct Tel: 111 (free service)

Wye Valley NHS Trust

The County Hospital

Union Walk

Hereford

HR1 2ER

Tel: 01432 355444

Wye Valley NHS Trust

Community Health

Vaughan Building

Ruckhall Lane

Belmont

Hereford

HR2 9RP

Tel: 01432 344 344

Herefordshire Council and NHS Herefordshire

Social Services Adult Duty Desk

Office hours 9am - 5pm

Office Tel No: 01432 260101

Out of hours: 0330 1239309 adults

01905 768020 children

Book a stand or visit the

Disability Roadshow

Wednesday 29th June

The Three Counties Hotel, Hereford

Check out website for details

www.herefordshiredisabilityunited.org.uk

Network News is produced by Herefordshire Disability United,

c/o 39 Lea Villa Residential Park, Lea, nr Ross-on-Wye, Herefordshire, HR9 7GP.

Tel: 07817 473813 Email: info@hdu.org.uk

Website: www.herefordshiredisabilityunited.org.uk

HDU is registered with the Charity Commission. Charity number 1154349