

**Herefordshire  
Disability  
United**



# **Network News**

Care Act edition

March 2015



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

## Editorial: What's happening with HDU?

2015 started with an explosion of interest in HDU from many directions. It wasn't just the lure of the new Care Act and the promise of a prominent speaker, but a host of other enquiries too. By taking time and effort to reach the rural corners of this county via parish and village magazines, we have achieved our aim with several new people attending a HDU event for the first time.

We start with the good news having received a grant from the Rowland Trust towards the various projects we have in mind during this year, and wish to publically thank them for supporting us and disabled people in Herefordshire.

HDU evolves in new areas as the need arises, and has responded to several requests for disability awareness training. Two sessions at Hereford Cathedral (see page 16), another for Social Worker students, plus a Carers in Mind group. Hereford College have been in touch to utilise "experts by experience" for their public sector students ensuring the diversity unit of their course is taught realistically. Hopefully future generations are being educated to understand and recognise the true need for inclusion of disabled people in society.

You may remember the pilot we ran in November 2014 with an Information Day, when stands filled Hinton Community Centre showing the diversity of need around social care. ( see photo——> ) Due to its success and the need to expand on this idea, book in your diary



**Wednesday 1st July**, at the

Three Counties Hotel, Belmont Road. We will be offering a **Disability Road Show**, for anyone interested in coming along. Obviously this will cover other things too, such as the needs of carers, older people, social care, health budgets, strokes, provision of day care activities and so on. Details are just immerring but it will be a big event. The venue has a huge car park, and is completely accessible.

Our next Open Meeting on Wednesday 17th June is a "Having a Feel Day". So called because Becky on our committee has immense sight loss, so for her its understanding provision and activities which she can feel as opposed to visualising. (Its also a variation on having a field day which she intends to do). Keep an eye on our website for updates; [www; herefordshiredisabilityunited.org.uk](http://www.herefordshiredisabilityunited.org.uk)

Inclusion of the article from the Samaritans may to some seem unusual, but I am aware the nature of their work has shifted slightly and caters for other issues besides suicidal thoughts. People at the end of their tether, such as carers may also seek support and understanding without comment from them.

The Editor



About

Herefordshire Disability United

Herefordshire Disability United 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.

Herefordshire Disability United (HDU) is an organisation run by people with disabilities for people with disabilities. It was started in January 2011 and its objectives are:

To promote the interests, welfare and social inclusion of disabled people living in Herefordshire by facilitating the following:

- Fostering understanding among policy-makers and practitioners of the needs and aspirations of disabled people.
- Taking part in consultations to make aware issues that affect persons with disabilities
- Raising awareness and debate on disability issues, stimulating the engagement of disabled people within that debate.
- Providing a platform where matters of concern to disabled people can be raised and policies developed.
- Making representations to public sector organisations, voluntary sector organisations, local and central government and local and national business to improve their policies and practices.
- Exchanging information with organisations providing services for disabled people, co-operating with but independent of such organisations.
- Providing information and sources of advice to disabled people.
- Combating discrimination on the grounds of disability by promoting equality of opportunity and a positive image of disabled people.
- Being a democratic, non sectarian, non party political organisation.

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Date for your diary!  
 17th June 2015  
 “Having a Feel Day”  
 Hereford  
 Hinton Community Centre,  
 10.30 am-2.30 pm

**Editorial or advertising queries:** Contact the editor on 07817 473813 or email [info@hdu.org.uk](mailto: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.

## Attention Carers and disabled people

Simple facts of why we should be concerned!  
Currently 22% of people in Herefordshire are 65+  
whereas 17% is the national average.  
By 2031 60% of residents in this county  
will be 65+



In April 2015 the new Care Act comes into force, and has national guidelines, which all local authorities must adhere to.

Helen Coombes (pictured here) being the Interim Director of Adult Social Care is expected to fulfil a commitment to speak at our first Open Meeting of 2015 in March.

### ***What does the Act do?***

The Act creates a single consistent route, establishing entitlement to public care and support for all adults who require care and support. It also creates the first ever entitlement to support for carers, on a similar basis.

The Act outlines steps that must be followed to work out entitlement, and understand the process. Following a person's 'journey' in the care and support system, an assessment will demonstrate eligibility (including a financial assessment). This will determine whether people need to pay for their own care, and in future will include the new capped costs payment system. Once complete a decision can then be made whether the adult is entitled to care and support arranged by the local authority.

### ***When must the local authority meet a person's care and support needs?***

The Act sets out a new legal duty for an adult's "eligible needs" (determined by assessment) to be met by the local authority, subject to their financial circumstances.

The Act says clearly that a person will be entitled to have their needs met when: The adult has "eligible" needs, is ordinarily resident in the local area and any of the five situations below apply to them.

- ◆ The type of care and support they need is provided free of charge.
- ◆ The person cannot afford to pay the full cost of their care and support.
- ◆ The person asks the local authority to meet their needs.
- ◆ The person does not have mental capacity, and has no one else to arrange care for them.
- ◆ When the cap on care costs comes into force, their total care and support costs have exceeded the cap.

# Mental health facts & figures in Herefordshire

Statistics are quite comprehensive for mental health figures in this county, with a recent report published in February 2015. But where are we with tolerance of having a mental health condition, and the stigma with others accepting it?

There are approximately 184,000 residents in Herefordshire:

- ◆ 6,500 diagnosed with a generalised anxiety disorder
- ◆ 1500 suffer panic attacks
- ◆ 1500 live with OCD ..... Obsessive Compulsive Disorder

In 2007, 1400 residents were registered with severe and enduring mental health conditions. By 2020, numbers expected of this are likely to be 8000.

Dementia figures state only 1300 are currently diagnosed, but 3100 are believed to be affected by the condition. With a shortage of dementia beds people and families are in crisis in their community without support. So much more work for the over stretched GPs expected to instigate diagnosis, and differing ideas as to its reasoning.

Adult sectioning currently is deemed to be “not fit for purpose” and action for change is in progress.

Housing for those coming out of sectioning is in poor supply, thus making the transition back into the community a huge step, and often unachievable.

Currently there are no section beds for young persons in this county.

Often a person's other life state/ health/ disability are treated as isolated aspects of that individual, but unless the whole person approach is followed their best outcome will not be achieved. Can we expect a joined up approach?

It has been noted that social care, health and the NHS in general are seemingly joined in the new methodology of funding, but this is a theoretical approach which is going to take some time for realisation or fruition.

Personalisation has taken off with funding of Direct Payments for social care, but that has been around five years in the making with constant monitoring and remodelling.

Personal Health Budgets are another concept being brought in, but I'm not sure their provision is understood nor their application in place for the smooth transition expected.

This is just the tip of the iceberg, when you look at the conditions which come under the term “mental health”. Let's hope progress is made for those who feel isolated in society, relying on “the system” to get it right.

The Editor

## Getting out and about

This Mediterranean resort is equipped with wheelchair accessible rooms throughout as well as showers that offer roll in access. The property features nice wide walkways that make navigation a piece of cake. It also has the distinction of being one of the only resorts in the world that offers direct access to the ocean. A ramp extends into the sea. Yes, it really is as epic as it sounds! You can roll right into the ocean for a total immersion experience, but think twice about doing so in a powered chair!



As you can imagine this photo was not taken in the UK, but wouldn't it be nice to think that some coastal resorts might take some initiative and bring "beach therapy" to those with mobility impairments.

This photo is of Sirens Resort, Loutraki, Greece, and features on a website for Abilities Expo (USA) which covers many disability exhibitions in the United States. The Americans are much more advanced in supporting disabled people and making their lives much more meaningful.

Skimming through the details at the bottom of an email from them I found reference to <http://www.curbfreewithcorylee.com/> (Cory Lee)

Cory Lee is a twenty four year old who loves to travel throughout the world in his wheelchair. His website has details of his travels abroad including London and Dublin, giving details of accessibility with transport, hotels, and other tips. Cory has also written an open letter for hotels encouraging them to make alterations and detailing what can be achieved. Here is a snippet of what he suggests:

**"Roll in showers are great if they are not a part of what you do already. The convenience of a roll in shower with a proper shower chair goes a long way to say "you are welcome here" if you are a wheelchair user like me. Furthermore, there are little things, like vanity mirrors. Often times, these are too high for us to see, so they need to be angled downward to allow us to get a proper view of ourselves while we prepare for the day.**

**On the tourism side, you might consider having some maps available or locations on a simple list that outline where various attractions, restaurants, and public transportation can be found that accommodate people with disabilities. This is handy and takes the guesswork out of trying to pick a place that caters to people with disabilities. It is a small gesture on your end that is a real kindness to us."**

Check out these websites mentioned above to enlighten your views on travel too.

## Wheelchair gardening



I was recently sent an email featuring this photo of a product by the company Red-Newt who I had never heard of before.

Checking out the website it was obvious that this product shows the possibility of what can be made to aid those with limited mobility in the field of gardening.

<http://www.red-newt.com/products/wheelchair-raised-garden.html>

I can see it's a wonderful idea to encourage improved well-being for those restricted in movement, allowing its user enhanced socialisation within their own family, community, or even care home. It comes flat packed so a practical friend would be ideal to transform it ready for use, but it certainly promotes the idea of independent gardening for those enthused by the hobby.

The actual maker of the product is "Terraform", (a French company) and their website shows how to assemble the garden, along with its dimensions. I will advise that this is not a cheap item to purchase, but of course it may inspire others to build a nifty and functional version to suit individuals.

## Wild Life in Herefordshire



Bird watching is a peaceful hobby one which enthral many disabled people, as it can be enjoyed by all diversities.

There is such a huge range of birds in this county, which we can all enjoy. The simple action of observation can be both calming and enlightening, whether we are inside in the warm, or out in our gardens or countryside.



I'd like to tell you about a local firm which offers free delivery of bird food and accessories to your door.

Its: **The Wild Bird Store**  
on **01432 340500**

**Visit them Unit 3 Ramsden Court,**  
**Rotherwas Ind. Estate or**



Visit their website: [www.thewildbirdstore.co.uk](http://www.thewildbirdstore.co.uk)

**Tell them where you saw  
this advert please**

# Understanding the Care Act

**This information below is a small section from a letter of 4th August 2014 (published on the Internet ) to all Directors of Adult Social care, Finance Leads and Regional Programme Managers.**

**It is signed by Michael Coughlin, Executive Director Local Government Association, David Pearson, President Association of Directors of Adult Social Services, Sebastian Habibi , Deputy Director , Department of Health, Simon Edwards, Deputy Director, County Councils Network, and Hugh Grover, Director of London Councils.**

“Dear Colleague,

As we move towards implementation of part one of the Care Act there is a pressing need to better understand the likely costs in 2015/16. We are keen to undertake this work using the collaborative approach that has characterised the work of the joint programme thus far. The Government has identified about £470 million of costs in 2015/16 that will be met through a range of funding sources.

The Department of Health – assisted by two local authority social care finance secondees ( Lambeth & Liverpool) and in close collaboration with the LGA, ADASS, the County Councils Network and London Councils – has initiated further work to support councils in understanding their local costs. This work will be coordinated by the two local authority secondees, who will work with and support councils throughout the summer (2014)to develop costings and assumption.

As you are aware, the consultation for the guidance and regulations for the Care Act for 2015/16 closes on 15th August. (2014). Key decisions about implementation will be made by the Care and Support Reform Programme Board about procedure to implementation next year. To support this process, DH, LGA and ADASS wants to integrate your modelling into a national risk assessment. We believe this is key to supporting good decision making and urge you to please contribute to this exercise.

In order to support this exercise, and to provide a higher level of comparability for returns, we are recommending and supporting one costings model, that builds on helpful work previously carried out by Lincolnshire County Council. The model has been further developed by partners and focuses on three key cost areas<sup>1</sup> that potentially pose the greatest financial risk to councils:

- ◆ Early assessments towards the cap on care costs = £175 million.
  - £145 million for early assessments and reviews
  - £20 million for capacity building
  - £10 million for an information campaign to raise awareness of the changes
- ◆ Carers assessments = £22 million.
- ◆ Carers support = £47.4 million.

## Local Authority spending

Local authorities should consider the following funding streams for social care expenditure in 2015/16 when planning:

i. Funding for Deferred Payment Agreements, which are a new duty arising from the Care Act in April 2015, will be allocated to local authorities via a grant from the Department for Communities and Local Government. Funding for early assessments towards the cap, which also includes local communications and capacity building associated with transition to the capped cost system to be implemented in April 2016, will also be allocated in a DCLG revenue grant. Both of these grants are outside of the remit of the Better Care Fund. Allocations formulae for this funding are currently under consultation and are available at <https://www.gov.uk/government/consultations/care-act-2014-funding-allocations-for-new-adult-social-care-duties>

£135m of revenue funding within the Better Care Fund is linked to a range of duties for local authorities in 2015/16. This should include all new duties included in the Care Act commencing in 2015/16, apart from those outlined separately above. The funding also includes provision for Independent Mental Health Advocacy and the disregard for Guaranteed Income Payments for veterans, and money to offset financial pressures on the care and support system that may be created by changes to the pensions and benefit systems

£50m of the total £134m DH social care capital funding has been earmarked for the capital costs (including IT) associated with transition to the capped cost system, which will be implemented in April 2016. This funding is part of the Better Care Fund, but will be allocated directly to councils by the department.

Costs relating to the range of new duties included in the Care Act that will commence in 2015/16 are detailed in the Consultation Impact Assessment accompanying draft regulations and guidance currently subject to consultation.

(see: <https://www.gov.uk/government/consultations/updating-our-care-and-support-system-draft-regulations-and-guidance>)”

### Deadlines set for completion of the work in 2014 were:

- ◆ W/c 4 August: model and guidance circulated to local authorities
- ◆ 29 August: deadline for local authorities to return the completed model
- ◆ W/c 1 September: compilation of returns and LGA/ADASS/DH development of final risk assessment
- ◆ 22 September: discussion of the results at the national Care and Support Reform Programme Board

**Considering this important piece of work was set during the height of the summer holidays, was it really a fair assessment of need?**

**Led by example, its no wonder our local consultations are always a rush job!!**

# The New Care Certificate

Following the report of the [Francis Inquiry](#) which identified serious challenges in some health and social care settings in 2013, Camilla Cavendish was asked by the Secretary of State to review and make recommendations on: the recruitment, learning and development, management and support of healthcare assistants and social care support workers, to ensure that this workforce provides compassionate care.

## When is the Care Certificate being introduced?

It is planned that the Care Certificate will be introduced in March 2015, after pilots tested throughout the country, amongst employers and staff across health and social care environments between April and September 2014.

## Who is the Care Certificate for?

Staff with no previous experience who are employed as Health Care Assistants, Assistant Practitioners, Care Support Workers and those giving support to clinical roles in the NHS where there is any direct contact with patients.

“Care Support Workers” includes the following: Adult Social Care workers giving direct care in residential, nursing homes and hospices, home care workers, domiciliary care staff.

## The Care Certificate Standards are:

1. Understand Your Role
2. Your Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Dementia and Cognitive Issues
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control



**The Care Certificate** can only be awarded by providers who are registered by the **Care Quality Commission**. Learners can practice and develop their new skills in a classroom/skills lab or similar setting but the assessment evidence must be collected during real work activity.

# Qualification to improve standards

## **Will staff receive a paper certificate?**

What form the certificate will take will be informed by consultation with staff and employers as part of the field testing. We will consider how it should be issued so the 'holder' of the Certificate can prove they have gained the level of competence required. These issues will be finalised before the first Care Certificates are awarded in March 2015.

## **Is the Certificate Accredited?**

No, but some health and social care providers have reached agreement that their programme of learning is accredited by a local higher education institution.

## **How is the quality of the Care Certificate assured?**

All staff awarded the certificate will work in an environment which is regulated by the [Care Quality Commission](#) (CQC). The way in which the learning programme is delivered and its effectiveness in ensuring staff have developed the appropriate competences will be considered as part of the normal inspection procedure which forms one aspect of independent regulation of health and social care.

Employers must still satisfy themselves that a new employee providing care has the necessary knowledge and competence to provide care safely and effectively.

Possession of the Care Certificate will be one part of the evidence that they may need to make that decision.

## **How long does it take to complete the Care Certificate?**

The field-tests have shown that for full-time staff the average amount of time taken for an employee new to health or social care to demonstrate the expected competences and knowledge is 12 weeks. This will vary from organisation to organisation, and may depend upon a range of factors: the hours worked by the learner, previous educational achievement, assessment opportunities, the availability of assessors.

## **If a member of staff moves to a new role or new employer do they have to study for the Care Certificate again?**

No – the certificate is designed to be portable. An employer will wish to be sure that new staff have retained the competences required by the Care Certificate, and carry out induction with regard to all the areas of safe and effective working which are outside the requirements of the Care Certificate, such as fire safety and the reporting of accidents specific to the workplace.

## **Will there be a central register of staff who have been awarded the Care Certificate?**

No – individual employers are responsible for maintaining such records, which may be required for inspection purposes by the CQC

Information from Skills for Care website  
[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

## Lift technology

Many people use lifts whether they are disabled or not, in fact the introduction of high-rise flats and office buildings means that they are part of every day life. Of course when they break down, that's when fitness comes in as we climb the stairs, or the building becomes a no-go area if our physical ability doesn't permit.



With the ever increasing rise in architectural structures there needs to be advancement in technology to keep up with things (sorry about the pun). After all St Pauls Cathedral at 110m has been dwarfed by The Shard in London at 306m.

Whilst further afield the Burj Khalifa is 828m tall, topped by the tallest building in the world the Kingdom Tower at 1000m. So how is lift technology able to cope?

Lift maker Kone has developed an ultra-strong, carbon-fibre rope which will allow elevators to go higher than is currently possible with conventional steel ropes.

The weight of steel cables means it is not feasible for lifts to travel more than 500m (1,640 ft) in height. Kone's carbon fibre rope weighs a seventh of the steel cables. They are more energy efficient and make it possible for lifts to climb up to 1km (0.6 miles). At the Shard it is necessary to change lifts half way up the building to reach the top, but this may change with new buildings.

Another new idea is for cable free systems which operate using electricity and magnets which progress at 5m per second. The magnetic levitation supports both vertical and horizontal movement and will be trialled next year, though not in this country.

I don't suppose you have ever thought how they do test new lift ideas? In Finland there is a 3000m underground limestone mine which has just that job. No point in wasting a building, when the depths have already been plummeted.

So here's to new ideas for improvements. Shame the lift in the Maylord Centre, in our city doesn't work. I have observed many mums with prams struggling to access the different floors. Just as well the Shop Mobility lift can assist Wheelchair/ Scooter users otherwise it would be another area where the disabled are hindered yet again.

## Embryonic idea of new community games

Talks are underway to upgrade the annual community games in Herefordshire in an attempt to raise the profile and find future record breakers in the sporting field. Just in the initial stages, ideas are being formulated inspired by Cllr Nick Nenadich, keen to start a new wave of special games, for both fun and attainment in various sports.

For example, where can we find the next "Jody Pearson"? Encouragement and opportunity are needed to get this idea off the ground. If you are eager to assist or find out more, please contact: [nnenadich@herefordshire.gov.uk](mailto:nnenadich@herefordshire.gov.uk)

# New Disability Road Show 1st July

Book this date in your diary

**Wednesday 1st July**  
**10.30 am – 2.30pm**  
**Three Counties Hotel**  
**Belmont Road, Hereford**  
**HR2 7BP**



Many stands and displays from public services, social care and support organisations, in Herefordshire and surrounding areas, promoting and illustrating their work amongst disabled and older people.

These will range from **Activity Providers, Council Services, Therapies including sport, environment, and personal.**

We hope to bring you

- ◆ **Care Providers**
- ◆ **Autism help**
- ◆ **Mental Health groups**
- ◆ **Commissioners**
- ◆ **Care Support organisations. And so much more**



All enquiries and bookings to:

[sylvia.nicholls@btinternet.com](mailto:sylvia.nicholls@btinternet.com)

Ring: 07817 473813

All these photos from our pilot event in November 2014, Hinton Community Centre

# Getting your support in Herefordshire

**We're a local, not for profit organisation that has been providing support to disabled and older people in Herefordshire for over seventeen years.**



**Services for Independent Living (SIL)** is a user led charity which provides services that enable disabled and older people to live independent lives. We provide a home support service– Independent Living at Home (IL@H), and support services for people who receive a Direct Payment.

**Direct Payment Support Services** SIL offers employer support as well as payroll and book keeping to people in receipt of a direct payment, supporting them to employ their own staff with employment law, recruitment, performance management and associated staffing issues.



**SIL's Payroll Service** ensures personal assistants are paid on time and that all tax matters are dealt with, while our **Booking keeping Service** takes the stress out of managing the financial requirements of a Direct Payment.

## **Independent Living at Home**

Our IL@H Service provides a personalised, individually designed, consistent service for people who wish to be involved in selecting their own support team. Support workers are employed, trained and supported by SIL to meet the needs of the individual, providing a truly person centred service.

## **Employment Opportunities**

We are always looking for committed individuals and have opportunities to work two to eight hour shifts mornings and evenings as well as over nights, live-in care and 24 hour shifts. Experience is not always essential though applicants must possess a current driving licence.

**For more information about any of our services, or if you'd like to apply to become part of the SIL team, call us on 01568 616653, or email: [contactus@s4il.co.uk](mailto:contactus@s4il.co.uk)**

**Visit [www.s4il.co.uk](http://www.s4il.co.uk) and like our FB page**

**Follow us on Twitter @S4ILiving <https://twitter/S4ILiving>**

**We look forward to hearing from you!**

## My experiences of Day Opportunities

Canal Road Day Centre was specifically designed and built for people with physical disabilities under 65 years. It used to be a thriving hub with lots of different activities such as woodwork, art, pottery, gardening and computers.

The Centre itself was purpose-built for wheelchair users. It was all on one level and I could access all the activities. A small kitchen was available for people to use, and I have made many cakes and pies there. I attended for 2 days a week for many years and enjoyed the activities and the social aspect. We sometimes played board games or bingo, and listened to many interesting talks. We also enjoyed many trips out over the years, and many Christmas Dinners.



However, more recently, funding cuts have meant that activities outside the Centre were stopped, some staff were made redundant and the number of clients dwindled.

Despite meetings where we were told there would be no major changes to the Centre, the running of the Centre was taken over by Aspire.

I felt that some of the activities I once enjoyed were no longer appropriate for me, so I stopped attending. However, I visited the Centre again recently to see if any changes had been made, and discovered that the pottery and woodwork classes are due to restart. I have also been told that gardening will resume in the warmer weather. I hope to take up some of these activities again soon.

**Article and photo from  
David Price**

## Stroke Services update

I attended a Clinical Commissioning Group Board meeting (open to the public to ask questions) and enquired about the changes to Stroke Services. Here is their reply:

**Stroke Services** will be centred on Hereford Hospital, with Hillside Unit being used for other purposes. A stroke pathway to be implemented concentrating on urgent scans for TIAs with immediate drug busting use as applicable. Extra staffing of consultants, nurses, speech, occupational therapists and physios from April 2015, to encourage early supported discharge to patient's own home for rehabilitation where ever possible. The extension to 7 day/ weekend and night cover by consultants should be embedded too.

6 week check, followed with six/ twelve months reviews after the stroke to be a reality, and treatment continued whilst improvements are being maintained by the patient.

# Hereford Cathedral

In January I undertook two disability awareness training sessions for the “meet and greet” guides and volunteers at the cathedral. The idea being that with the diversity of visitors and tourists from all over the world (especially in this year of celebration), they would feel confident in taking disabled people around and engaging with them.

In carrying out this task I decided to use an electric wheelchair ( my late husband’s Roy) not just to “walk” from Shop Mobility to the cathedral, but during the training. Despite the many times I had previously manoeuvred the chair, I had never ridden in it, so it was a first for me, and quite eye opening, as I traversed the city centre avoiding pedestrians, who seem to think walking close was a sensible idea!

Coming out of Maylord Centre on a market day was a bit like the dodgems, being little room to steer around roving shoppers who criss-crossed between stalls as they spotted a likely purchase. Better still going along the narrow footpath which leads to Church Street, towards the cathedral was even worse with the camber and undulating path. I veered from side to side without trying. You see in my mind I was going the quickest way as if on foot. Not very sensible! Broad Street would have been better. Then approaching the cathedral I thought “Just which door can I use?” as none were disabled friendly, nor had any sign to indicate likelihood of easy access. I have taken this up with their Marketing and Commercial Managers as part of my feedback.

The training covered physical disabilities, hearing and sight impairments, autism, tinnitus, strokes, dyslexia, and attitude to disability. We considered the social and medical models, plus terminology which is and is not acceptable. By creating tasks along the way it gave insight into situations which volunteers might find themselves, and we discussed solutions of approach.



After the second session, I was speaking to one volunteer about the newly refurbished café in the cathedral. Now this was an area I wanted to inspect, as when in 2011 Roy and I had visited, he could not get close to any tables to enjoy refreshments.

In October 2014 on a pre-talk visit I had mentioned this to a manager, discovering plans where underway for improvements. They took on board the issue, and I am pleased with the upgrade. Not only is access in the café much improved, and looks smart and well lit, the robust moveable tables are just the right height for wheelchairs.

2015 is the 800th anniversary of the sealing of the Magna Carta by King John at Runnymede, and an exciting range of events will be held throughout the year at Hereford Cathedral. With two important Magna Carta treasures housed here, and many events planned, disabled visitors will be especially welcomed.

# Magna Carta celebrations

Copy of the poster advertising 2015 events and exhibitions

## Magna Carta 800th Celebrations, exhibitions and events

To commemorate the anniversary of the sealing of Magna Carta, Herefordshire celebrates with a year of exciting exhibitions, displays and events. These explore the part the people of the Marches played in the origins of this historic charter.

Some of the highlights are listed below, with a full list of events available at [www.herefordshire.gov.uk/magnacarta](http://www.herefordshire.gov.uk/magnacarta)

### Flags of Freedom

January to December 2015

Evocative calligraphy banners displayed in the Nave of Hereford Cathedral celebrate important terms of Magna Carta and their influence on our lives today.

*Free exhibition*

### Magna Carta:

**Icon of Justice - Pledge of Freedom**

23 March to 30 September 2015

Hereford's own Magna Carta is displayed alongside a host of other medieval treasures, to tell the story of this iconic document. Items include artefacts and illuminated manuscripts from the Chained Library, including the famous Mappa Mundi at Hereford Cathedral. *Admission charges apply*

### Magna Carta: The Hereford Story

23 March to 30 September 2015

Pop-up displays located around Hereford Cathedral explore connections with the Magna Carta story, and life in the 13th century. Ideal for families and schools, featuring 'hands-on' activities and costumes. *Free exhibition*

### Magna Carta Mayhem and Merriment

Saturday 15 August

Meet a host of costumed medieval characters on Hereford Cathedral Close and take part in medieval activities and games. Try on costumes at this 'Hands on History' re-enactment day featuring music and displays. Visit [www.herefordcathedral.org](http://www.herefordcathedral.org) for more information. *Free event*

Visit: [www.herefordcathedral.org](http://www.herefordcathedral.org) for details of other events.



# The Samaritans-listeners for all

## Who are we?

The Samaritans was founded in 1953 by London vicar Chad Varah, who experienced cases of isolation and ignorance leading to suicide, which he believed could have been prevented. Soon he and his helpers began to talk to such vulnerable people. Now over 201 groups with volunteers exceeding 20,000 operate in the UK. Each branch is an individual charity sharing a common mission, with increasing links using modern technology. All Samaritan volunteers undergo a lengthy vigorous selection and training programme. The Herefordshire branch founded in 1972 is based in the city. Staff/ volunteers (100) however are integrated in Wales and the Marches region.

## What do we do?

Our primary mission is still the reduction of the number of lives lost by suicide. However, our objectives have been broadened to provide emotional support for those who are troubled, stressed, distressed or despairing, feelings which can for some people lead to thoughts of ending their lives. Feelings of this nature affect many and can arise from a wide range of situations in day to day life.

## How do we do it?

We regard ourselves primarily as listeners, and are completely non-judgemental. You can talk to us about absolutely anything without fear of criticism or prejudice. We do not give advice but hope that by talking to us people will find their own way through their difficulties, which we believe is the most lasting solution.

Our conversations are completely confidential. Nothing you say goes beyond the Samaritans. We do not record calls. Your phone number is not displayed to us and you do not have to give your name unless you wish to do so. We will call you back if you are running out of credit (although obviously we do need your number to do this). You are in charge of the call and can end it at any time.

## How can we help you in particular?

We understand that living with disability brings its own range of problems both for the disabled and those who care for them. We can offer you an empathic and compassionate listening ear and our emotional support while you work through the difficulties and possible options in your life. Please talk to us. We are listening and we care.

## Contact Samaritans

Hereford branch: 44a Berrington Street, Hereford HR4 OBJ  
Local no: 01432 269000  
National number: 08457 90 90 90  
Emails: [jo@samaritans.org](mailto:jo@samaritans.org)  
Text/SMS: 07725 90 90 90

## ategi shared lives scheme Herefordshire



‘Supporting people to live their lives.’

ategi took over the Hereford Council Adult Placement Scheme in June 2015, establishing the ategi Shared Lives Scheme in Herefordshire. Shared Lives (SL) is the preferred term for what used to be known as Adult Placement.

We provide support to vulnerable people in Herefordshire, offering long or short term arrangements, including short breaks/ respite; we match people to approved SL Carers whose experience and circumstances match the needs of the referred person. SL carers work in their own homes, so what we provide is unique, family-based support in the community.

There is no upper age limit and we can work with young adults from 16 years upwards to support them through transition. Arrangements are reviewed 6 monthly and will continue as long as the person continues to enjoy and benefit from the arrangement and the SL Carer continues to meet the identified support needs of the person.

Our office is on the Whitestone Business Park near Withington and our carers live all over Herefordshire; if you, or someone you know could benefit from our support, or you want to find out more, please give us a call or come and see us. If you think you could help us by becoming a carer, we would also like to hear from you.

Contact: Dave Davies, Scheme Manager ategi Shared Lives Scheme Herefordshire  
01432 803 231 [DavidD@ategi.co.uk](mailto:DavidD@ategi.co.uk)

### Direct Payments....Pre-paid cards

We know that people who use direct payments enjoy more choice and control over how they have their needs met. But we also know that direct payments can be a bit tricky to handle at first. So we're doing all we can to make things easier for people.

We are planning to launch a direct payments pre-paid card which will make direct payments faster and easier. They work a little like a debit card from your bank. You will be able to use it to pay for services that meet your needs and outcomes as agreed in your support plan. Your payments will be made straight onto the card by the council, then you can use the card to pay for services by 'chip and pin', standing order, direct debit or bank transfer, by telephone or on-line over the internet.

At the moment we are having talks with organisations that can provide this service and hope to be able to launch the cards in June/July. We'll keep you up to date on progress.

**Susie Binns, Hereford Council**

## 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](mailto: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](http://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](mailto: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

**Our next event to be held at**

**Hinton Community Centre**

**will be on 17th June 2015**

# **Having a Feel Day**

**Check out website for details**

**[www.herefordshiredisabilityunited.org.uk](http://www.herefordshiredisabilityunited.org.uk)**

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Website: [www.herefordshiredisabilityunited.org.uk](http://www.herefordshiredisabilityunited.org.uk)

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