

Welcome to Disability Cornwall & Isles of Scilly

Our aim with this publication is to raise awareness of our work, provide information for self-help and to bust some myths about disability. We hope you find the content useful and enjoyable and that you consider sharing it with your friends, families and colleagues.

I've been involved with Disability Cornwall & Isles of Scilly since 1997, when I joined forces with two other like-minded disabled people to raise awareness, produce a magazine, Discover, and establish a telephone helpline, DIAL, to support disabled people, their families and carers across Cornwall.

Like the majority of disabled people in the UK, I was not born disabled. A simple accident when in the Royal Navy, sent me on a new journey of discovery and challenge. After my initial rehabilitation, during which I learned a whole new set of skills, including how to use a wheelchair for my everyday mobility, it became apparent that losing the function of my legs would be the least of my worries, as returning home would present me with many more hurdles. For Cornwall, beautiful and beloved as it is to us all, had and still has, endemic issues that prevented me from realising what I wanted above all: independence, choice and control over my own life. This is the reason behind the design on the front cover. Although we are being light hearted in our approach and just poking a bit of fun, there is still an important message underlying the cartoon. Because something as simple as going out for a stroll presented all sorts of hazards, from having to wheel off kerbs when crossing roads to being unable to get into public toilets (when there were such things), never mind



Steve Paget MBE, Chair



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A disabled people's organisation

Units 1G/H Guildford Road
Industrial Estate
Hayle
TR27 4QZ

Tel: 01736 759500
Textphone: 07522 970336
Email: info@disabilitycornwall.org.uk
www.disabilitycornwall.org.uk

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T: 01736 364694
www.headlandprinters.co.uk

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Front cover image: With many thanks to Dave Lupton, better known as Crippen, the infamous disabled cartoonist.



popping into the local shop, pub or restaurant to buy a beer and get something to eat. Then there were the service providers, such as social care, who seemed to think it was okay to expect a young man to be put to bed at 8pm!

Many will identify with a loss of confidence that disability brings, not helped by the ignorance and attitudes of some who talked over me, around me, in fact anything but directly to me, as if, by having a mobility impairment I had somehow either ceased to exist, or lost my faculties! The point is that yes, I use a wheelchair, but the wheelchair is my passport to freedom; it's the barriers in society which actually disable me. If we have dropped kerbs, sloped entrances, lower counters, tables which accommodate anyone, accessible toilets, all things which provide benefit for parents with buggies, older people, in fact society as a whole, then I wouldn't feel disabled at all, I could be free to get on with my life, my way.

When I talk about disabled people, I don't just mean wheelchair users like myself. Disability is a broad term, which includes anyone with 'a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities'. An estimated 10 million people in the UK and over 100,000 in Cornwall alone are living with a condition or impairment which impacts on their daily lives, including mental health difficulties, learning difficulties and sensory loss.

The value of Disability Cornwall goes far beyond its delivery of projects and services which directly support disabled people, families and carers to achieve independence, dignity and control over their lives. With the so-called 'Disability Pound' worth an estimated £212bn a year to the high street alone, catering for the

Join our membership

If you're not already a member of Disability Cornwall and are a disabled person or a carer living in the county, then you are eligible to join our membership. Please call us for a membership form, or download it from our website and email or post it back to us.

T: 01736 759500
E: info@disabilitycornwall.org.uk
www.disabilitycornwall.org.uk/about-us/membership-information

needs of disabled people is not only an ethical and legal duty, it makes excellent business sense! We support service providers to ensure their signage is clear, hearing loops and accessible toilets are installed and basic disability awareness is given to staff, all contributing to the sense disabled people have value as both customers and employees.

Statutory service providers gain enormously from involving disabled people and carers in the design and delivery of services. These 'Experts by Experience' are best placed to know what works, what doesn't, what wastes resources, how to increase efficiency and reduce bureaucracy. We are consistently warned there is rising demand for services set against less money to pay for them. Whatever your views on how public money is raised and then distributed, all services, wherever they're sourced, should always strive to put the consumer at their heart. After all, you wouldn't expect a supermarket to 1. Stock a product that no one wants to buy and 2. Provide shoes in only one size!

We are a membership organisation and open to both individuals and organisations. We share information, provide opportunities to feedback and shape services and above all, get our views known so we can achieve our ultimate mission: **Making Cornwall a Better Place to Live for Everyone.** So read on, enjoy and why not consider becoming a member? The greater our number, the louder our voice!

Best wishes
Steve

You can make a donation to Disability Cornwall by text. There will be no network charges for doing this, so every penny you donate goes straight to the charity.

Gift Aid can also be added to your donations.

To make a donation simply type ADUS12 followed by the amount you want to give (£1, £5, £10 etc) and text it to 70070.

Every donation, no matter how small, is greatly appreciated. Thank you.





Members of the Disability Cornwall & Isles of Scilly Team

With special thanks to Comic Relief

Disability Cornwall & Isles of Scilly were delighted to be recognised by Comic Relief. Their support of our project **The Powerpack – Making Change Work** has resulted in this publication and the recruitment of two Independent Living Advisers.

Thanks to Comic Relief, we provide practical advice and support to empower disabled people deal with the effects of all the welfare reforms and to maximise their household incomes. Our advisers help clients with money management advice and assist people to realise their aspirations via the telephone and face to face at outreach venues across Cornwall.

If you feel we may be able to assist you, then please contact our DIAL service. See pages 6–7 for further details.

Raise free funds by shopping online with easyfundraising.org.uk – just visit:

www.easyfundraising.org.uk/disabilitycornwall

and follow the simple steps to sign up.

Everytime you shop, you'll earn a donation for us and it won't cost you a penny!

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Information, Advice & Support

We have been providing free, independent and impartial information and advice since 1997. During this time our friendly, professional advisers have supported over 30,000 people to access their rights, entitlements and opportunities. Over the years, we have grown our services to try and encompass the needs of all citizens in Cornwall and the Isles of Scilly, whatever their age, background, profession or impairment. In this publication you will find information about all of our advice services, identified by the telephone logo at the top of the page.

What is Information and Advice?

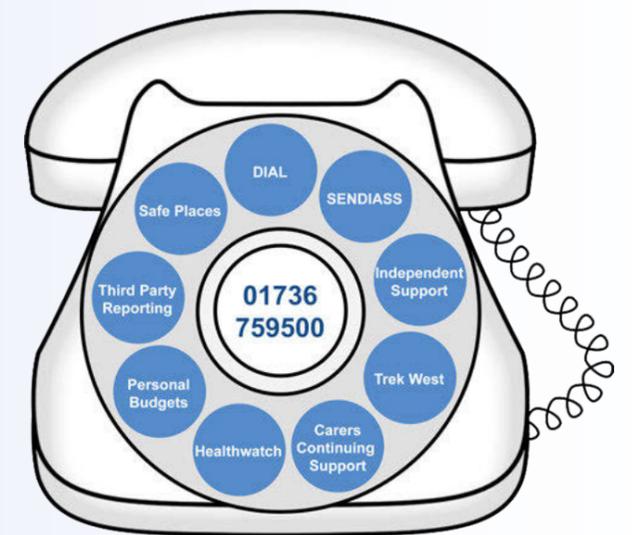
Obvious? Well, not always. Information means giving someone the facts they need to act on their situation, such as fact sheets, through signposting or just by generally talking their issue through. Advice means really listening to our clients, diagnosing their situation and explaining what is available to them, which can include providing direct assistance, such as liaising with third parties and filling in necessary forms.

Whatever the issue, be it money, housing, debt, employment, discrimination, health & social care, transport or holidays & leisure, we can help.

Get in Touch

We are proud to have held the Advice Quality Standard continuously for more than 12 years, so you can be confident in the advice you receive from us.

Our services are available Monday to Friday, from 10am–3pm, with an answering machine available and a one working day call back policy for out of hours and busy periods. A textphone is available for our clients with hearing loss and we also have a comprehensive advice area on our website.



Tel: 01736 759500
 Textphone: 07522 970336
 Email: advice@disabilitycornwall.org.uk
www.disabilitycornwall.org.uk



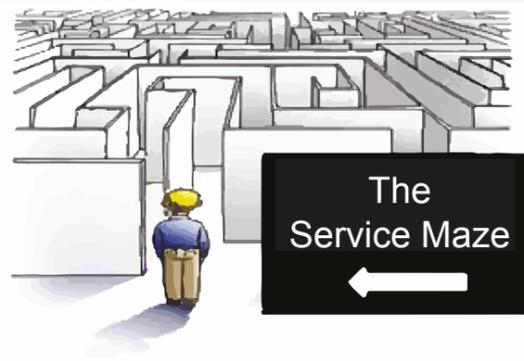


disAbility
CORNWALL & ISLES OF SCILLY
INFORMATION & ADVICE LINE



DIAL provides information and advice to disabled people, families, carers and professionals on any disability related enquiry, including money, welfare entitlements, housing and employment. It's staffed by a team of friendly, qualified, professional and empathetic advisers who provide telephone-based information, advice and support.

A key role of our DIAL service is to support clients navigate their way through what we call the Service Maze. If a person has newly acquired their health condition or disability which affects their day to day life, they may have to navigate up to 30 services to try and get their needs met. These can include housing, insurance providers, solicitors, hospitals, social care, employers, etc. All of these come with their own processes, access points and specific criteria.



This can of course be really confusing and the last thing anyone needs when they're experiencing a significant life change. DIAL can help you to navigate your way in, through and out of this Service Maze, supporting and empowering you to access your rights, receive the support you need and live your life, your way.

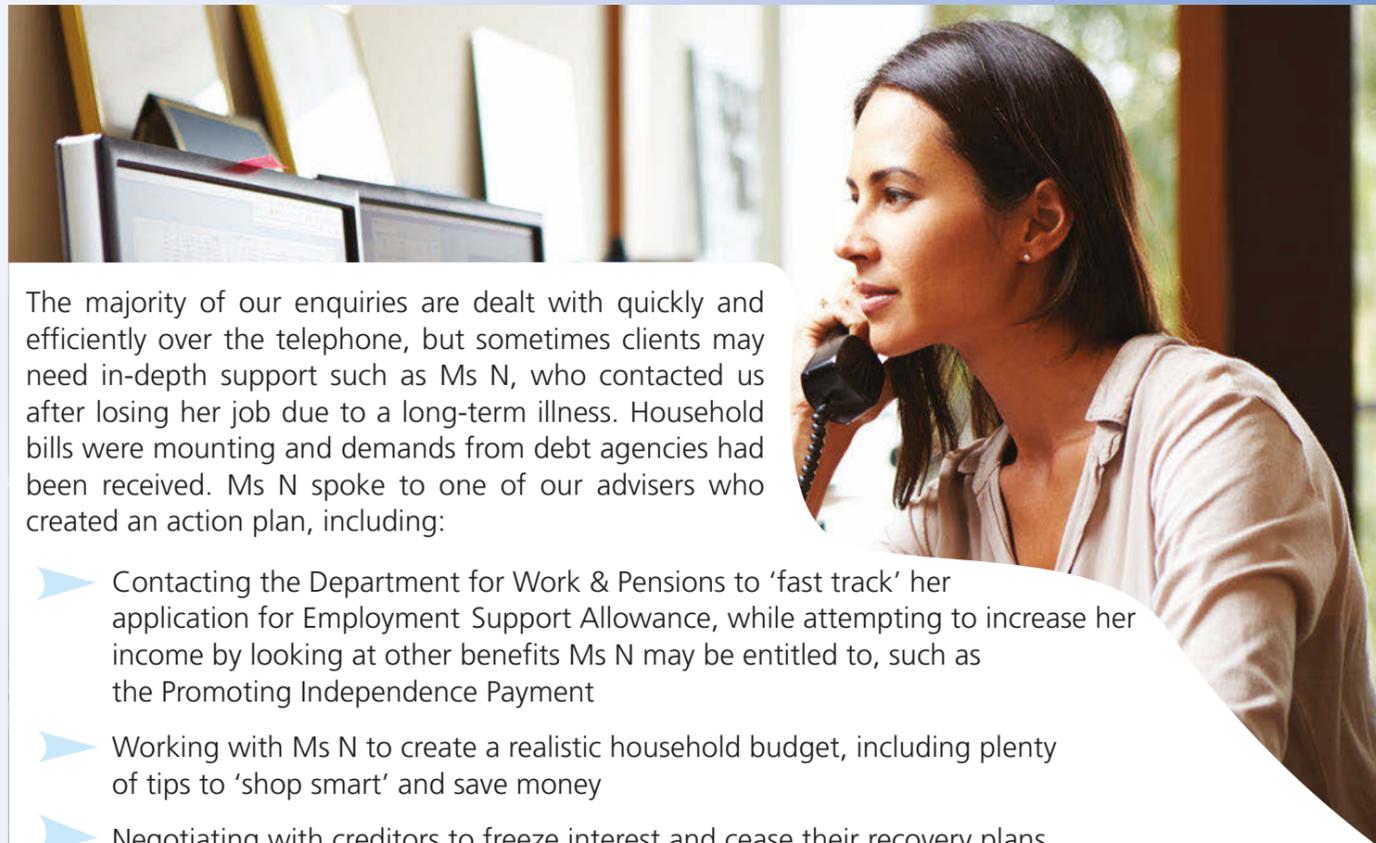


"The adviser I saw was brilliant, attentive, kind and thoughtful and couldn't have done more for me, thank you so much."

"Without DIAL I would be struggling to survive on very little money and nowhere to turn that is not government run."

"I was at breaking point when I rang you for help. I was sick, had been laid off and was desperately worried about money. You listened, supported and helped me sort things out and I'm now better able to cope."

Did you know? Almost £18bn in welfare entitlements goes unclaimed each year. 57% of all calls to DIAL are about money, so why not call us to see if there is any financial assistance you may be missing out on? In addition to helping you access your entitlements, we can also advise on debt, managing money and helping you to achieve Healthier Household Finances.



The majority of our enquiries are dealt with quickly and efficiently over the telephone, but sometimes clients may need in-depth support such as Ms N, who contacted us after losing her job due to a long-term illness. Household bills were mounting and demands from debt agencies had been received. Ms N spoke to one of our advisers who created an action plan, including:

- ▶ Contacting the Department for Work & Pensions to 'fast track' her application for Employment Support Allowance, while attempting to increase her income by looking at other benefits Ms N may be entitled to, such as the Promoting Independence Payment
- ▶ Working with Ms N to create a realistic household budget, including plenty of tips to 'shop smart' and save money
- ▶ Negotiating with creditors to freeze interest and cease their recovery plans to allow time for Ms N to stabilise her income
- ▶ Sourcing formal debt management support, in case she may need it later on.

While the situation outlined above remains ongoing and will take time to fully resolve, it demonstrates the value of being able to access skilled, holistic support at times of need.

DIAL also provides

Community Talks

Would you like to invite one of our advisers to attend your support group or organisation?

We can deliver information sessions that are free and informative.

Call us now to find out more and to book an adviser.

Outreach Sessions

Sometimes you may need a little more in-depth support and could benefit from meeting one of our advisers face-to-face, especially if you need some assistance with filling in benefit claim forms. You can book an appointment in one of our monthly outreach sessions in Liskeard, St Austell, Newquay or Hayle.

Hate Crime Support



Due to the under-reporting of abuse and crimes against disabled people, we have become a Third Party Reporting site in Cornwall, for people who need support to report their experiences to the police. Reports can be made anonymously and the aim is to use this information to improve the recording of crime and how the police respond to it.

We are also part of the Safe Places Scheme, where people with learning difficulties who experience distressing incidents while out and about, can come for support and reassurance.



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Every journey starts with a single step...

Do you live in the West Cornwall area?

Do you have an illness or condition which affects your life?

Do you want to make changes but just don't know where to start?

What can we offer?

- ✓ A professional, friendly guide who will support you through your journey.
- ✓ Your own personal plan to get you to where you want to be.
- ✓ Help to maximise your household income.
- ✓ Training shaped around you and your needs.

An example of how it can work

FH is married with one child. She has not worked for some time but would now like to return to work. Being partially sighted has meant finding employment has been difficult, which has impacted on her confidence and self esteem. Working with FH, Trek West has:

- Arranged a coffee morning, which resulted in regular contact for FH with another client
- Successfully applied for some funding towards swimming sessions, which has helped to increase her confidence
- Arranged a volunteer work placement at iSight Cornwall, in addition to some visual awareness training
- Applied for FH to join an Employability programme at Cornwall College, which led to a second volunteer work placement at Coastline Housing
- Engaged FH on a six month Administration Training course.

FH has now increased her confidence, met new friends, improved her skills base and chances of employment and become more independent, while at the same time, reducing her feelings of isolation. FH is now applying for an apprenticeship and paid employment.

Is this you?

If it is, then we can help.



Your journey starts with Pedyr

Tel: 01736 759500

Email: trekwest@disabilitycornwall.org.uk





Making a difference

" Nothing is going to change unless someone does something soon. "

Dr. Seuss

Despite many years of campaigning and legislation, it's clear there is still a long way to go before the battle for equality, dignity and respect for all is won. Sometimes we are so impatient for change we can't see the point in taking action if we don't get results straight away. But it took several decades of protest and activism before the Disability Discrimination Act was passed in 1995, giving disabled people, for the first time in history, real rights and powers of redress. This momentous achievement was a direct result of the individual and collective pressure, brought to bear through thousands of individual and group actions over a long period of time.

The thing is, you don't have to make the front-page to have an impact. 'Following' a Twitter conversation, 'liking' a Facebook page, filling out a survey, signing a petition, speaking up at a meeting, taking part in a focus group or becoming a member of an organisation like ours, are all individual, 'small' things. But equally, they're all constructive acts which can ultimately make a great deal of difference.

" If you think you're too small to have an impact, try going to bed with a mosquito in the room. "

Anita Roddick

Movember

In the name of raising awareness for men's health, men around the world can be seen sporting moustaches for the whole month of November. Through sharing photos of their facial hair creations with Facebook friends, 'Mo-Bro's' have globalised this campaign. The result? £402 million raised to date, funding over 1000 projects in 21 countries. So we 'moust-ache' you, could you imagine an impact like this from a bit of facial hair?

One of our customer service audits

It isn't always easy to board an aircraft when you have a health condition or disability, so we welcomed the opportunity to facilitate an audit with Newquay Airport, which passed the test presented by wheelchairs, a guide dog, some crutches and a pair of hearing aids, with flying colours! When we publicised our findings, one disabled person who took part said: "I've wanted to go to Scotland for a long time, but it's too far to drive. If Newquay Airport always delivers this type of service then maybe I've found a better way of getting there."

Ultimately, the message is this: no matter how large or small, your efforts do matter and you really can help to change things.

How to get involved

- Become a member
- Check out our website: www.disabilitycornwall.org.uk
- Like our Facebook page: Disability Cornwall & IoS
- Follow us on Twitter: @CornwallDC

"Alone we can do so little. Together we can do so much."
Helen Keller



Something about me

James



"There is no greater disability in society, than the inability to see a person as more."

Robert M. Hensel

When I was as at primary school, I had awesome friends and remember learning how to lip read, not about being born deaf. When a teacher asked me, 'What would you like to become when you're older?' I had no idea. I was interested in car design, motorbike racing and film making, because it wouldn't involve hearing loss.

Then I went to secondary school and it became hard to stay in contact with my friends from primary. We drifted apart which hit me hard and I started to think about my deafness more as I became increasingly anti-social. My teacher introduced me to photography and I learnt how to shoot, get the right focus, develop film in a dark room and started to think about where it could lead.

I never thought I'd get into university as there is a minimum requirement for English which I didn't have. I remember the interview well, he said he would give me a chance, but didn't think I would pass the course. I found university really hard, but ultimately proved him wrong and graduated with a BSc (Hons) in Multi Media Computing.

I found it very difficult to get a job, even with my degree. I didn't think it was worth going to the Job Centre as I knew there weren't any media orientated jobs locally and to be honest, I got quite depressed.

As the years went by, I had many interviews, but was not offered a single job. I couldn't communicate via telephone and although I was an experienced computer user, I obviously lacked work experience. Communication with colleagues can be time-consuming and I also think some were afraid to employ me. I started to feel better about my life after I met my girlfriend. We've now been together for eight years and in that time she's been brilliant and supportive, but it would've been easier if I could have got a job sooner to allow us to make plans.

I had almost given up when we discovered our neighbour worked for Disability Cornwall. She enquired whether they had any work available for me and after an interview; I was offered a trainee placement, funded by the Rank Foundation's internship programme. I had a job! I was really pleased and a weight was lifted from me.

Although I work extensively on website development, I enjoy helping the team and whenever they have a problem with their computers, I can almost always fix it! I was also asked to design some of the pages in this publication, so I hope you like it!

I'm 31 years old. I've spent 18 years in education, seven unemployed and now just over two years in work.

Robert M. Hensel was born with spina bifida and is an international poet-writer, and the Guinness World Record Holder for the longest non-stop wheelie in a wheelchair, covering a total distance of 6.178 miles.

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Something
about me

Catriona

“The only thing worse than being blind is having sight but no vision.”

Helen Keller



I've been registered blind for about 17 years and have had a guide dog for the last 10. Becoming blind must be one of the scariest things people think could happen and it was scary knowing I would lose my sight, but honestly, to me, it really isn't the worst thing that can happen. I feel lucky I can communicate, travel, go to places, attend college, give public talks about having a guide dog and have a lot of laughs about my disability. I've laughed at the wrong makeup I've worn all day and not known about until I've got home and realised I've been looking like the Tango Man! I've even walked into my neighbour's house, thinking it was mine and that I'd been burgled as it sounded so echoey!

I still think I can see because I visualise everything and you gradually learn to adapt and get on with life. The hardest thing for me is the lack of public transport and the obstacles on pavements, but I really appreciate living in such a beautiful place.

Everyone thinks when you get a guide dog, they do everything for you, but it's a myth they can read street signs or know exactly where to go in a new town! Guide dogs are trained for mobility reasons only and to give you confidence. They're trained to stop at raised kerbs, walk in straight lines and to cross at crossings or safe places, to find certain destinations where you go all the time, to take you around obstacles following commands like 'forward, find left or right' and to stop at kerbs and steps to let you know they're there. Cars parked on pavements can be dangerous for us, as the dog has to try and work out how to get you around it, maybe into a busy road and you could be there for ages with no one helping you. They are easily distracted by people, other dogs or noise and it's hard to walk down a street if people stop to make a fuss of your dog. Our dogs can easily walk you into a post or completely off the kerb if someone tries to get our attention. They do have lots of time to play and go out for free runs.

Being visually impaired is considered to be a disability. I don't like that word as it seems negative, so what I would say about me is, I can't see with my eyes but my mind instead. To me everything and everyone looks like I want things or people to look like, so I'm quite lucky in a way not to see some horrible sights!

Helen Keller was a blind and deaf author, political activist and lecturer, who co-founded the American Civil Liberties Union.



Cornwall & Isles of Scilly SENDiass

special educational needs disability information advice & support service



"Can I just say, I had an absolutely amazing meeting at school today, supported by SENDIASS. I could not have asked for better support, knowledge or presentation in a meeting! Can't recommend the SENDIASS service enough."

- a parent

We provide information, advice and support for any family or young person aged 0–25 with a special educational need (SEN) or disability.

Our service is confidential, impartial, accessible and free. We can assist with:

- ▶ Understanding the Local Offer, Personal Budgets, the law on SEN and disability, health & social care
- ▶ Advice on SEN support and the new Education Health and Care Plans (which have replaced Statements of Special Educational Need)
- ▶ Preparation for meetings and attending them with you
- ▶ Resolving disagreements, including mediation and tribunal support
- ▶ Linking you in with local parent support groups and forums
- ▶ Confidential information and advice to young people aged 16+.

Tel: 01736 751921
 Email: sendiass@disabilitycornwall.org.uk
 Web: www.cornwallsendiass.org.uk



Did you know... 4 in 10 autistic children have been subject to informal – and therefore illegal – exclusions from school.

- **Ambitious About Autism**

An example of how we work

Mrs K contacted SENDIASS concerned about the level of support her daughter was receiving at school, in light of her medical needs and how they were subsequently impacting on her education. We contacted the school on her behalf to ask if they would be able to meet with Mrs K to clarify what support was in place. A meeting was then held without the need for SENDIASS to be present, although we do support parents at various meetings as required.

Mrs K is now happy with the way in which the school are supporting her daughter, she receives regular communication from them and is now confident her daughter's special educational and medical needs are being met.



Something about me | **Kay**

“My child is NOT a statistic, NOT a number, NOT a diagnosis, but a person with different abilities, taking on a difficult world. He proves every day that he's a miracle and that he will never give up. I am his voice and he is my heart.”

Single Mothers Who Have Children With Autism



Someone once asked me that if we could go back in time, or change things, what would it be or who would we want to meet. I did not have to think twice, as it would be to meet the professionals who were so negative about my son when he was born. One of them had asked me when my baby was only five days old, if I was leaving him in the hospital as had apparently been the case with one disabled baby born that same week. When he was nine months old, I was told by a senior consultant to 'get on with my own life' as my son would never achieve or do much and would be rejected by many in society anyway!

Lewis was born with Down's Syndrome. He has ADHD, sensory impairments and is also on the autistic spectrum, but how I wish they could see him now! He's an inspiration to many who meet him and he lives life as full as he can, enjoying youth clubs and meeting up with his friends. Lewis loves meeting people, learning new things and is caring towards others.

He changed our lives when he was born and yes, like many families we had and still do face challenges, especially the endless round of appointments and meetings. But I've learnt that things are achievable, we just need to be more creative and look at things in a different light. I never say never because if you don't try how can you say it can't be done?

Parenting can be a mix of joy, pain and sometimes a feeling of loss, but also of wonder, love and being loved back. There is no question we can make mistakes but so can any parent along the way. To any new parents starting out on this journey – make time for yourself, so you can build up a support network around you and widen your circle to meet parents who are travelling the same journey.

People define our children in different ways and often stereotype them as 'always happy'. I respond by saying that my son's happiness is nothing to do with 'special needs' it's just one of his many great qualities.

Single Mothers Who Have Children With Autism was set up by a mum raising a child with autism so other parents could share experiences, stories and resources, to support each other.

Directory

ADVICE AND SUPPORT ORGANISATIONS

ACAS (Employment Advice)	0300 1231100
Addaction Cornwall (24 hours)	03332 000325
Age UK Cornwall	01872 266388
Alcoholics Anonymous (24 hours)	01752 791111
Arthritis Care	0808 8004050
British Polio Fellowship	0800 0431935
British Red Cross	01872 272878
Careers South West	0800 9755111
Charcot Marie Tooth Disease	01566 86818
Citizens Advice Cornwall	03444 111444
Cornwall Advocacy Service	01872 242478
Cornwall Carers Service	01872 266383
Cornwall Dyslexia Association Helpline	01872 222911
Cornwall Eating Disorder Service (NHS)	01872 221434
Cornwall People First	01736 334857
Cornwall Personality Disorder Service (NHS)	01872 221434
Cornwall Rural Community Charity	01872 273952
CRUSE Bereavement Care Helpline	01726 76100
Direct Payments Scheme Advice Team	01872 324357
Disability Cornwall & Isles of Scilly	01736 759500
Enable in Cornwall Ltd	01726 890711
Epilepsy Action	0808 8005050
HEADWAY	01208 873567
Healthy Gay Cornwall	01209 313419
Hearing Loss Cornwall Tel / Fax	01872 225868
Textphone	01872 263664
Huntington's Disease Local Care Adviser	01579 345480
iSight Cornwall (Sight Centre)	01872 261110
Macmillan Cancer Support	0808 8080000
ME Association	0844 5765326
Mencap Helpline	0808 8081111
Merlin MS Centre	01726 885530
Mid-Cornwall Lifestyles	07967 822340
Motor Neurone Disease Association Helpline	03457 626262
Multiple Sclerosis Society	0808 8008000
National Autistic Society West Cornwall	07901 103351
National Osteoporosis Society Helpline	0808 8004104
Parkinson's UK	0808 8000303
Pearl Centre (Autism Information)	01872 278378

Personal Budgets Support Services (Disability Cornwall)	01736 751929
Relate (Relationship Counselling)	01726 74128
Royal National Institute of Blind People	0303 1239999
Scope	0808 8003333
SEAP Advocacy	01579 345193
Sexual Health Service (The Hub)	01872 255044
Shelter Helpline (Housing Advice)	0808 8004444
Shine (for Spina Bifida & Hydrocephalus)	01733 555988
SSAFA Forces Support	01872 863078
St Petroc's Society (single homeless people)	01872 264153
Stroke Association	0303 3033100
The Council for Racial Equality in Cornwall	07515 580002
Truro Young Women's Centre	01872 260847
YMCA	01736 334820

BENEFITS HELPLINES

Attendance Allowance Helpline	0345 6056055
Carer's Allowance	0345 6084321
Disability Living Allowance	03457 123456
Jobseekers' Allowance, Income Support, Incapacity Benefit or Employment & Support Allowance	0345 6088545
PIP Helpline	0345 8503322

CORNWALL COUNCIL

Education, Health & Social Care	0300 1234100
(out of hours)	01208 251300

CRISIS SUPPORT

Cornwall Rape & Sexual Abuse Centre	01872 262100
Domestic Violence Helpline (24 hrs)	01872 225629
Samaritans Cornwall	01872 277277
Victim Support	0300 3030554
West Cornwall Women's Aid Helpline	01736 367539
Women's Rape & Sexual Abuse Centre	01208 77099

This information was correct at the time of going to press, but organisations and telephone numbers are inevitably subject to change. If you cannot find the number you need, please call DIAL: 01736 759500.

HEALTH

Cornwall Partnership NHS Foundation Trust	01208 251300
Dental Care Emergency Service	01872 354375
Derriford Hospital	01752 202082
Disablement Services Centre	01752 792777
Health Promotion Service	01209 313419
Healthwatch Cornwall	0800 0381281
Marie Therese House (MTH)	01736 758875
Neurology Care Advice Service	01209 318106
NHS 111 Service	111
NHS Complaints Advocacy	0300 3305454
NHS Kernow	01726 627800
Prescription Prepayment Certificates	0300 3301341
Royal Cornwall Hospitals Trust (Treliske)	01872 250000
Wheelchair Repairs & Maintenance	0300 3030123

PATIENT ADVICE LIAISON SERVICES (PALS)

Cornwall Partnership NHS Foundation Trust	01208 834620
Derriford	01752 439884
Peninsula Community Health	0300 3301444
Royal Cornwall Hospitals Trust	01872 252793

MENTAL HEALTH

Carrick Mind	01326 617220
Cornwall Child and Adolescent Mental Health Service (CAMHS)	01872 221400
CRCC Health & Wellbeing	01872 243532
Mind Information Line	0300 1233393
Nightlink (5pm – midnight)	0808 8000306
Nightlink Text Service	07717 989021
Penta Health & Wellbeing	01209 741550
Pentreath Ltd	01726 862727
Rethink Mental Illness	01208 815676

MOBILITY EQUIPMENT SUPPLIERS

Cornwall Mobility	01872 254920
HSC Mobility	01736 755927
Launceston Mobility	01566 774030
Pro Mobility	01326 569494
Tremorvah Industries	01872 324340

SHOPMOBILITY

Falmouth	01326 313553
Go Newquay	01637 854020
Go St Austell	01726 70706
Truro	01872 241813

PARENTS, YOUNG PEOPLE & CHILDREN

Childline	0800 1111
Contact A Family	0808 8083555
Cornwall Education Psychology Advice Line (Wed pm only)	01872 322888
Face2Face	01872 302411
Family Information Service	0800 5878191
Independent Parental Special Educational Advice (IPSEA)	0800 0184016
Kernow Young Carers	01872 321486
NSPCC Child Protection Helpline	0808 8005000
Parent Carer Council for Cornwall	07973 763332
SENDIASS	01736 751921
Sibs (for siblings of disabled children and adults)	01535 645453
Young Minds (parent helpline)	0808 8025544
Young People Cornwall	01872 222447

POLICE (DEVON & CORNWALL)

Emergency	999 (or 112 for EU Wide)
Emergency Textphone	80999
Non-Emergency	101
Non-Emergency Textphone	18001 101

TAXIS

A2B	01872 272989
Bodmin Taxi Service	01208 73000
Caradon Cabs	01579 340007
Richard Willson Accessible Transport	01726 883460
St Erth and Hayle Cars	01736 754000
Summercourt Travel (minibus)	01726 861108
Travel 4000	01209 719961

VOLUNTEERS & VOLUNTEER TRANSPORT

Age UK Community Transport (TAP)	01872 223388
Women's Royal Voluntary Service	0845 6014670
Volunteer Cornwall Head Office / Transport	01872 265300





**Cornwall
Mobility**

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freedom,
live your life**

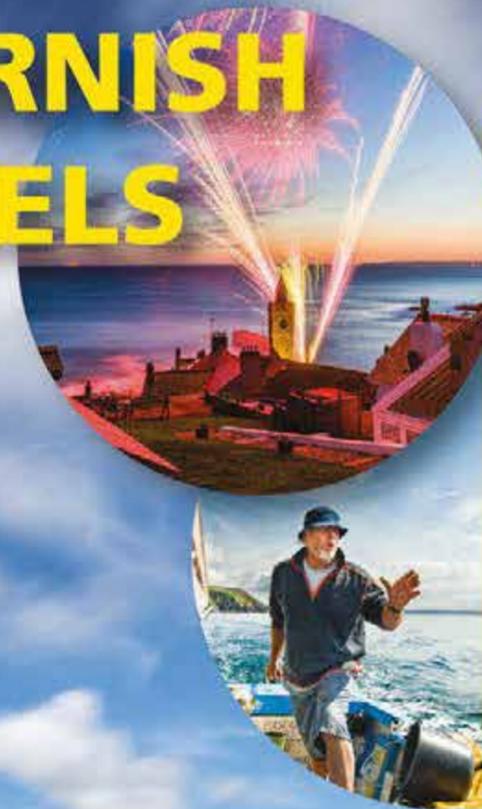
- Driving assessment services and tuition
- Vehicle adaptations fitting and maintenance
- Independent Living assessments
- Mobility equipment supply and advice
- Service, repair and maintenance workshops

Cornwall Mobility is a charitable company based on the Treliske Royal Cornwall Hospital campus.

North Buildings, Royal Cornwall Hospital, Truro, TR1 3LQ
01872 254920 info@cornwallmobility.co.uk
cornwallmobility.co.uk



**CORNISH
PIXELS**



Disability Cornwall is delighted to offer a photography service, thanks to our resident volunteer photographer, Geoff Squibb LRPS. Born and educated on The Lizard, Geoff's wealth of knowledge of Cornwall's rugged and beautiful coastline has enabled him to produce a comprehensive portfolio of work.

You can view a gallery of Geoff's fine art and portraits through our website and purchase these prints to enjoy for yourself, or as an amazing gift for someone else. His work can be presented in most formats and he can also be booked for individual commissions for events, functions and portraiture.

Tel: 01736 759500
www.cornishpixels.co.uk



DDA: Didn't Do Anything?



“Let there be nowhere I can't go being blind, that someone can't go being deaf, someone cannot go being paraplegic or quadriplegic. Make it accessible so we can celebrate the world as well as you.”

Stevie Wonder

(appealing to the audience at Glastonbury Festival 2010)

So you're going into town to buy that jacket you've had your eye on, or meeting some friends in the local pub, or perhaps you have to go to the bank, estate agents, whatever, but the point is, it scarcely warrants a second thought. You go in, get what you need or meet who you want and then go home. But if you rely on a guide dog, a wheelchair or lip reading for example, this type of standard daily activity is often far from straightforward.

Can I get in? This is the question disabled people often have to ask before they visit anywhere, but we shouldn't be asking it, after 21 years of disability discrimination legislation, the **Disability Discrimination Act** (which became the Equality Act in 2010) was meant to make such situations unlawful.

Yes there is, thankfully, a greater 'presence' of disabled people in most realms of society, but it's unfortunate to say the least, that the success of implementing the DDA depended so much on one word – reasonable. Of course what is 'reasonable' for a small local business to do is very different to say, a large corporate company such as one of the big supermarkets, but many changes cost little and some, such as attitudes, are free!

Organisations like Disability Cornwall can help and we work proactively with service providers whenever possible, to demonstrate to them how accessible buildings and inclusive services are not only their legal and moral obligation, but they also make a sound business case too.



So what can we do about it?

Provide access audit advice

We've all heard of 'location, location, location' usually being the most important phrase when it comes to moving house, well when it comes to being treated the same as everyone else, it's access, access, access. We can deliver large and detailed access audits, which clearly illustrate what areas of a business or building are inaccessible, but also offer more informal advice through our 'Walk Wheel & Talk' service, ideal for smaller organisations and businesses.



Hold a focus group

When a building is being designed or a new service created, it's vital to know everyone can use it. Disability Cornwall has various consultation services such as mystery shopping and planned consumer audits, geared to making buildings and services as inclusive as possible. One of the most popular of these is focus groups, where small groups of people provide expert feedback on anything from road improvements to tourist attractions. We welcome our members getting involved with these and will pay you for your time and cover travel costs.



Deliver some training

Very important, but good, effective training is often overlooked. When organisations use our disability equality training programme, there is no need for anyone to be scared of saying the wrong thing or offending someone. We briefly cover key legislation and the importance of equality and good inclusive customer service, as well as getting participants to look at ways of improving their own working practice. Our three hour training sessions are friendly, straightforward and at the same time, thought provoking.

What our clients say

“We found the access audit really helpful; it was clear and easy to read and made some good recommendations which we have incorporated into our project.”

Harvey's Foundry Trust

“The workshop feedback and report provided some very useful ideas, which have helped us to improve the project at the design stage. This will help ensure the scheme is accessible and enjoyed by everyone. I look forward to working with you again.”

Landscape Architect,
Cornwall Council

“Many thanks for all your support, commitment and work for Heartlands. We look forward to working with you and the team in the future.”

Sarah & the Heartlands
Team

The **Purple Pound**, which represents the spending power of disabled customers, is estimated at around £212bn a year.

Department for Work & Pensions and the Office for Disability Issues 2014

Contact our Business Services Lead, Danielle Roberts, to find out more:

Tel: 01736 759500

Email: danielle@disabilitycornwall.org.uk

**"We offer professional advice,
with a personal approach to assessing your needs."**

Finding the correct advice doesn't have to be a daunting and confusing experience. Our trained mobility consultants will help you each step of the way.

We have access to thousands of items, but you can rest assured that we will only ever recommend the correct product for you.

None of our mobility consultants operate on a commission basis, and we adhere to a strict code of practice as set by the British Healthcare Trades Association (BHTA).

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HSC Mobility Ltd is an established family run business, with the biggest mobility showroom in the south west. Custom built from the ground up with our customers in mind; our 7,000 sqft premises has level access and free dedicated customer parking.

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We also offer a private assessment room for personal consultations. If you are unable to visit us here in Hayle, we can happily provide an assessment or demonstration at your home; without any obligation to purchase.

HSC Mobility Ltd, Mobility House, Marsh Lane
Industrial Park, Hayle, Cornwall, TR27 5JR

Telephone: 01736 755 927

Web: www.hsc-mobility.co.uk E-mail: info@hsc-mobility.co.uk



Something
about me

Geoff

"We're normal people. Don't be scared because we're in a chair, people don't understand that. They think "Oh a wheelchair, something's wrong with their heads, something's just not right." Well yeah, we may be a little twisted, but no more than anyone else."

Mark Zupan



In 1990 I was working as a pastry chef for the summer at the Headland Hotel in Newquay. I was travelling back on my motorbike after spending the day at home on The Lizard celebrating my parent's Silver Wedding Anniversary, when I collided with a car near Truro. I broke my back and was paralysed from the chest down. Seven months of intensive rehabilitation followed. I slowly came to realise no matter how much rehab, working as a chef would not only be impractical, but impossible.

For several years I made wedding cakes and fancy birthday cakes from home, but felt trapped within the four walls, hardly meeting anyone and for a social person, it didn't fit with the life I wanted to live.

I bought a camera from a friend of mine and enjoyed taking photos; mainly because it got me out and about in our lovely part of the world we call home. I started evening classes and gained some qualifications at college, but getting to Cornwall's most beautiful scenery however, isn't exactly easy when you're relying on a wheelchair!

A friend gave me a go on his quad bike and I couldn't remember the last time I had worn a smile that big since being on my motorbike. I saved and saved, scrimped and saved, until eventually I could buy one of my own. Now not a day goes past where that smile has decreased!

I miss the world of work, but ongoing complications with my health do not exactly make me an attractive employee prospect! Voluntary work has given me that valuable feeling of putting something back in and I was chuffed when Disability Cornwall asked me to be their photographer. My photos started to become recognised and led me to taking on another voluntary project a couple of years ago, to document the demolition and re-build of The Lizard lifeboat station. This in turn led to me publishing a book and all 1,000 copies sold, which raised £7,500 for the crew to buy new equipment and in the process left the station close to my birth place with an extremely rich historical document.

Today I still take photos for both Disability Cornwall and the RNLI and produce The Lizard lifeboat's calendar each year. Being able to volunteer as and when I've been fit and able to, has given me a great sense of purpose and wellbeing.

Mark Zupan was paralysed in 1993. Since then he has pursued the intense sport of quad rugby, becoming captain and leading the Paralympics Wheelchair Rugby Team to win gold at the 2008 games.

“The only disability in life is a bad attitude”

Scott Hamilton

Something about me

Chris



I find it hard having conversations and mixing with other people, so as a result I don't go out socialising very much. It's difficult for me because I travel on public transport and buses don't run that often everywhere. I find it very difficult in places I don't know well, because I need to know where things are like public toilets and we don't have as many as we used to.

Some people think because my disability isn't obvious, I don't have one, but then I'm sometimes treated differently by other people as soon as I mention what my disability is. One time when I had a particular medical issue, I couldn't even get the doctor to listen to me so had to take someone with me. I find form filling very difficult and writing things down.

But anyway, despite all the difficulties I have because of my disability, I don't let them hold me back! I have been a parish councillor for over 12 years and I'm a trustee for Disability Cornwall and the treasurer and bookkeeper for Cornwall People First.

Scott Hamilton is a figure skater, commentator, actor, producer, best-selling author, humanitarian, philanthropist, and a cancer and brain-tumour survivor.

“You can focus on what's tearing you apart, or what's holding you together”

Anon

Something about me

Joe



I was 23 years old, had just got married and bought my first house and things were generally going great. Then I became really ill and lost my sight. It was a hard time, but with the help of my family and friends and especially my wife, I came through the worst and started to rebuild my life.

Since losing my sight I've cycled from John O'Groats to Lands End on a tandem bike, jumped out of an airplane on a zip line and driven a car, but after doing all of this, the hardest thing I have ever done was the first time I went out on my own with a white cane. I now feel quite happy to go out and about independently, my wife says however, the most important thing I've now learnt to do is to make her a cup of tea!

Being a parent of a disabled child is also pretty challenging to say the least! I can't exactly go around pushing my daughter's wheelchair or fixing her medicine in a syringe, although I do have techniques for sorting out tablets, but it's still pretty hard. Lifting her as she gets older becomes harder and I wish I could drive her to doctor and hospital appointments, as opposed to relying on expensive taxis or infrequent bus services.

But after all this, my philosophy in life is to make the best of what you have and to take advantage of any opportunity which turns up. Most importantly is to enjoy life and even with the way my life has gone, I manage to have a good time, with or without a sneaky cider or two!

Harbourside Physiotherapy

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34 degree salt water pool with counter current and massage jet. The temperature and support from the water relaxes your muscles to help reduce the impact of exercise on your muscles and joints

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Saturday 8.30am – 12pm

Physiotherapy

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To book an appointment or you would like more information give us a call on 01736 366224 or email harboursidept@btconnect.com



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Wesley Place
Newlyn
TR18 5AZ
01736 366224

www.harboursidephysiotherapy.co.uk

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solicitors



We are a law firm based in Truro and we specialise in the following areas of law:

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- * mental capacity (including deprivation of liberty)
- * employment
- * public law (judicial review)

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Please **contact us** to discuss how we can help



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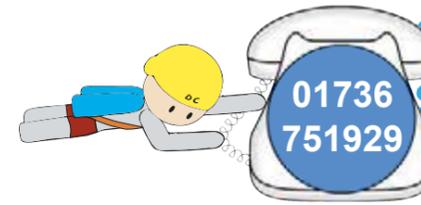
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7 - 9 Old Bridge Street

Truro

Cornwall

TR1 2AQ



Managing Care and Support

What can we offer?

Help to plan the support you need

We can practically assist you to develop your support plan, arrange the support you need and even help to put the services into place.

The Good Employer Toolkit

Our clients are given this useful toolkit which is easy to follow and provides advice, information, checklists, samples and templates you need to assist with your employer duties.

Payroll and Employer Support

Depending on how many Personal Assistants (PAs) you have, we can deliver a payroll service for £25 per month. We provide payslips for your PAs and a summary for your records, detailing what you need to pay your employees and the necessary tax and national insurance contributions you need to make. We act as your agent with HMRC and will help you with all aspects of payroll such as statutory payments and holiday pay.

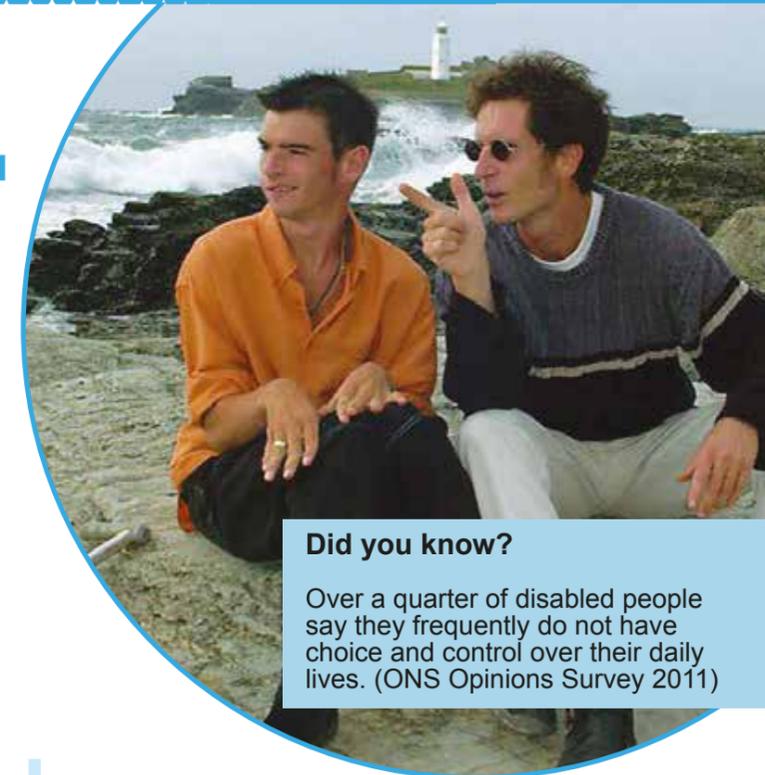
Help to find a Personal Assistant

It's not always easy to find a PA, but our website www.findmeapa.co.uk can go some way to help. Your membership costs just £10 and you simply complete a tick box questionnaire on what you are looking for in a PA and the site will generate a list of people who match your requirements.

[findmeapa.co.uk](http://www.findmeapa.co.uk)

Tel: 01736 751929

Email: personalbudgets@disabilitycornwall.org.uk



Did you know?

Over a quarter of disabled people say they frequently do not have choice and control over their daily lives. (ONS Opinions Survey 2011)

Managed Accounts

These cost £30 per month (£6.92 per week) for which we:

- Receive and manage funds on your behalf
- Maintain records to show how the money has been spent
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“ Thank you so much, I could never have sorted it without you, I feel as if a great weight has been lifted off my shoulders. You were so caring and supportive; I would like to thank you, and all the staff at Disability Cornwall, for all the hard work you do. ”

Why choose Cornwall Innovation...

- 3 great locations across West Cornwall
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Daily Delegate Rate £24pp*
includes room hire, catering and audio/visual needs
* Rate quoted excludes VAT & minimum numbers apply

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From providing the space and resources for your team meetings and workshops to hosting community forums, the expert conference and events team at Cornwall Innovation are on hand for all your booking needs.



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Delivered by Plymouth University on behalf of Cornwall Council



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convergence
for economic transformation

Part funded by the European Regional Development Fund Convergence Programme

Something about me

Leighton

“Never give up on someone with a mental illness. When ‘i’ is replaced by ‘we’ illness becomes wellness.”

Shannon L. Alder



I have experienced mental health problems since I was 27 years of age, I'm now 72. Initially the experience was really frightening and not something I wanted to share beyond that of my supportive wife, Val and my GP. After shed-loads of Valium which turned me into a zombie, I was referred to a consultant psychiatrist at St Thomas' Hospital in London, as at that time we were living in Kent.

The trip to London was terrible, anxiety took over any rational thought and by the time we got there, we were both wrecks. The psychiatrist was aloof, he made no diagnosis and sent us on our way with a prescription for Marplan and a warning not to drink alcohol, eat cheese, tinned fish and other products that I can't remember, because they could prove fatal while taking the medication. During this time some friends invited us to supper, on arrival the wife proudly announced she had prepared pilchard bake! I managed to eat around the edges.

We moved to Cornwall some 25 years ago and I was referred to the psychiatric services here and to my immense relief I was given a diagnosis, of bi-polar disorder. At last an explanation as to my behaviour, feelings and acute depression. That in itself was of great relief. I now had an explanation for strange behaviours such as when 'going high', my impulse to spend (on one occasion buying a sports car) and feeling like a king of kings and then, the desperate lows. The diagnosis gave me an explanation for all of this. Don't get me wrong, mood swings are not all bad because ironically you can feel and see things others cannot and they can be good, but not lasting, just a type of hallucination.

Of course having a diagnosis meant two things; firstly to learn to manage it and secondly appropriate medication. This is often trial and error however, in my case I went straight on to Lithium and having got the strength right, I have remained on it ever since, which has kept me manageably stable. So my life has been a roller-coaster ride, which has not been all bad as there have been some good experiences others would not have had, but I now see the glass as half full rather than half empty.

Shannon L. Alder is a columnist and an author, including of the book; *300 questions to ask your parents before it's too late.*

WHO OR WHAT IS A CARER?

Our most frequent question at the Cornwall Carers Service! Often from individuals who hadn't realised their role in their family had shifted beyond 'normal' areas of responsibility. Professionals who support the cared for but sometimes do not recognise what a carer does and how much this contributes to the wellbeing of the cared for.

After we offer an explanation that a carer is... an adult who provides or intends to provide care for another adult (Care Act 2014). Many people realise that they've been in a caring role for some time and have considered it nothing more than their 'duty' or 'family role'. While this is true – caring is a very human trait – it should be recognised that caring for another can have a significant impact on our lives. Mainly the loss of 'me' time, the freedom to please oneself without having to take another into account. Simple things that many of us take for granted – meeting for a coffee with friends, shopping, taking a short break, going to the doctors... (Carers with an intense caring role often miss medical appointments and even surgery!)

From the annual Carers UK survey we know that 45% of carers have to give up working, 93% say they are more stressed and 63% have had depression. With Carers saving the UK economy £119 Billion a year it is more than time for Cornwall to recognise the massive contribution carers make to society and families.

'I became a carer when my daughter was in a road traffic accident. It was sudden, overnight. And brain injury is invisible. It is really hard to understand never mind explain!'

Anne Phillips
Carer and Support Worker

My life as a carer, now cared for

I have been married to my husband, Terry, for 53 years and like many couples who are growing older together, we each take care of the other when ill.

I had always assumed that if there was any longer term care required, it would be me looking after him, but as so often happens things have not quite worked out as planned.

I was diagnosed with breast cancer at Christmas. After telling the family, we decided to be positive and celebrate Christmas regardless. My operation was due at the end of January and between Christmas and then, my bathroom mirror endured more than its fair share of crying and being shouted at! I was back at home the day after my op which is when my husband demonstrated skills I never thought he had! He took care of me and also did the shopping, housework and laundry, even hanging it out in an acceptable manner!

I used to be a home help for older people, looked after my mum when she had cancer and have been involved with the Carnon Carers Support Group for many years, but to suddenly face the fact that I was now the one having to be looked after, was really difficult to come to terms with. I tried so hard not to say anything when Terry did things that weren't the way I would have done them. I did learn, eventually, that the job still got done and that I had to let go of control, but it was far from easy! I realised however, this was the best way for me to get better, quicker.

You feel frustrated at not been able to tackle all the jobs which came naturally to you, but there have been many laughs along the way, especially when it came to bras and my husband is now very well known in Marks & Spencer!

A carer's life is not an easy one and now I'm on the other side, so to speak, at least I have the comfort of knowing I'm going to get better, many others do not and need greater care than I do. Each day is a precious one.

Sandra



Sandra accompanied by her husband Terry is nominated by the members of Carnon Downs Carers Support Group to attend a garden party at Buckingham Palace



Do you
look after
Someone?

We're here for you!

01872 266383 www.cornwallcarers.org.uk
carers.admin@cornwallrcc.org.uk

**cornwall
carers
service**

Changing Places are fully accessible toilets. They also contain a range of additional features and more space to meet the needs of disabled people.

To access some Changing Places facilities you will need a RADAR key, for more information and to purchase a key, contact The RADAR Key Company.

Tel: 01395 222588

Web: www.radarkeys.org

CHANGING PLACES IN CORNWALL



RADAR KEYS IN CORNWALL

The RADAR key will allow access to all Changing Places as well as some locked accessible toilets. They are also available from most Cornwall Council One Stop Shops for a small charge.

For more information visit your local Cornwall Council One Stop Shop or contact DIAL:
Tel: 01736 759500
Email: advice@disabilitycornwall.org.uk



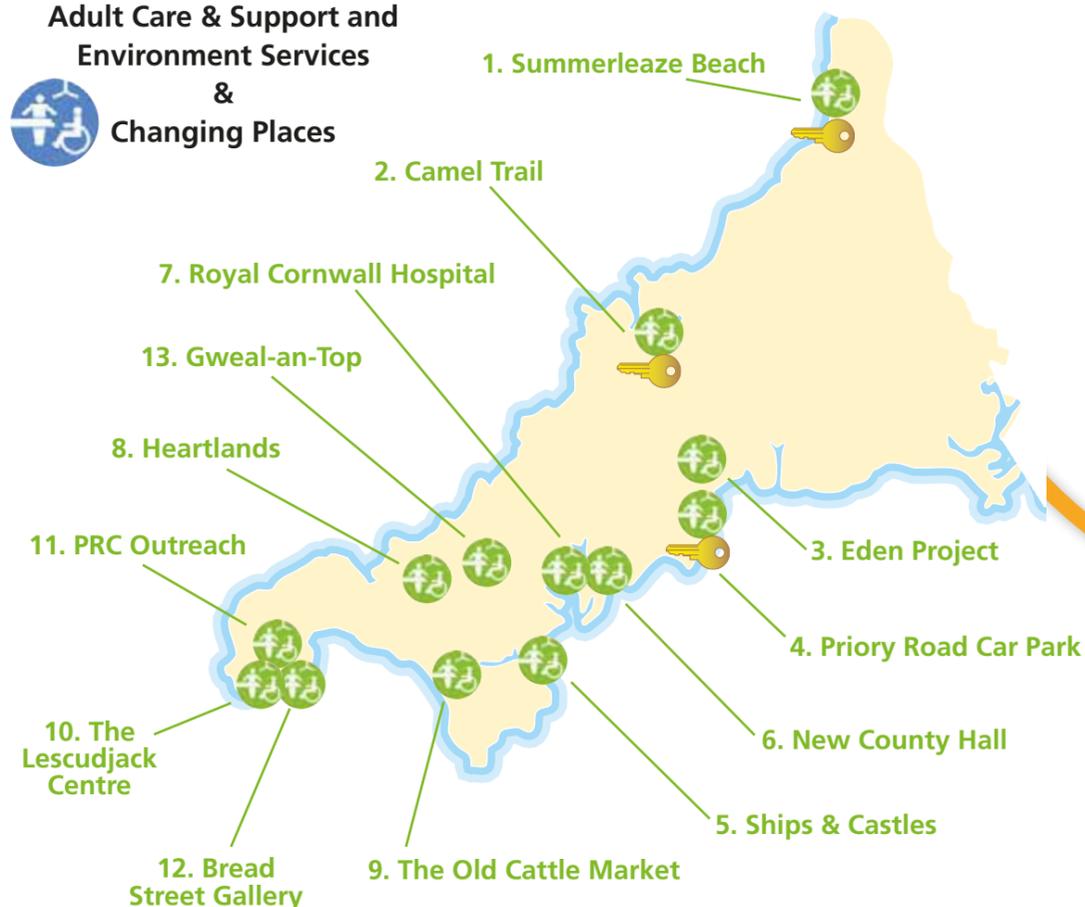
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OPEN

RADAR KEY REQUIRED

Aiming Higher for Disabled Children

in partnership with **Adult Care & Support and Environment Services & Changing Places**



Location and details:

- | | | |
|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|---------------------------------------------------|
| 1. Summerleaze Beach
Bude EX23 8HN
RADAR key required, 24 hour access | 5. Ships & Castles Leisure Centre
Falmouth TR11 4NG | 9. The Old Cattle Market
Helston TR13 0SR |
| 2. The Camel Trail
Wadebridge PL27 7AL
RADAR key required, 24 hour access | 6. New County Hall
Truro TR1 3AY
RADAR key available, set opening hours | 10. The Lescudjack Centre
Penzance TR18 3PE |
| 3. Eden Project
Near St Austell PL24 2SG | 7. Royal Cornwall Hospital
Trelawney Wing, Truro TR1 3LJ | 11. PRC Outreach
Penzance TR18 2BL |
| 4. Priory Road Car Park
St Austell PL25 5AB
RADAR key required, 24 hour access | 8. Heartlands
Pool TR15 3QY | 12. Bread Street Gallery
Penzance TR18 2EQ |
| | | 13. Gweal-an-Top, School Lane
Redruth TR15 2ER |



Support organisations here for you...

iSightCornwall

01872 261110
www.isightcornwall.org.uk

The first centre of resource for all in Cornwall and the Isles of Scilly who are affected by sight loss, whatever their age, circumstance or condition. iSightCornwall care passionately about helping anyone living with a visual impairment and have done ever since their foundation in 1856 when the charity supported Cornish miners.



Parent Carer Council for Cornwall

07973 763332
www.parentcarercouncilcornwall.org.uk

The Parent Carer Council for Cornwall's aim is to gather information from parent carers and using these unique shared experiences, shape the development and delivery of services to our children. We provide newsletters, activities and events, enabling families across Cornwall to be informed, network and socialise.



Enable

01726 890711
www.enableincornwall.co.uk

Enable in Cornwall Ltd is a local charity that offers support to adults who have a disability. We provide a free, bespoke service of information, advice and befriending support to assist clients in reaching their goals. We empower people to be more independent, self-confident and to widen their social networks.

Enable is not just who we are it is also what we do.



Pentreath

01726 862727
www.pentreath.co.uk

Pentreath Ltd strive to encourage improved awareness, health and wellbeing throughout Cornwall and the Isles of Scilly. We promote good mental health through personal development, education and employment.



Shine

01733 421353
www.shinecharity.org.uk

Shine is a national charity for people who have spina bifida and hydrocephalus, providing specialist support to help families and individuals cope with the daily challenges these conditions bring.



Active8

07800 878042
www.active8online.org

Active8 aims to empower and motivate young people with physical disabilities in Cornwall to become autonomous individuals by developing their skills, confidence, support structures, aspirations and challenging the status quo.



Cornwall People First

01736 334857
www.cornwallpeoplefirst.com

Cornwall People First is a user-led self-advocacy charity for adults with learning disabilities in Cornwall. Through forums and other projects we help people speak up about things important to them.



Hearing Loss Cornwall

01872 225868
Textphone 01872 263664
www.hearinglosscornwall.org

Hearing Loss Cornwall is here to provide information, advice, guidance and communication support to EVERYONE who is affected by any degree of hearing loss.



Mid-Cornwall Lifestyles

07967 822340
www.lifestyles-cornwall.org.uk

MCL assist people to lead a life with the same opportunities for growth, happiness and fulfilment, as anyone else, regardless of ability. Re-balance your life with us.



"Orth agas gorra yn kres gwith yehes ha socyal"

healthwatch
Yeheswool Kernow Cornwall

your
voice counts

"Putting you at the heart of health and social care"



Help us to make positive changes to your health and social care services by:

- Sharing your experiences
- Taking part in research
- Becoming a volunteer
- Reviewing services

Get in touch **today** to have your voice heard

Freephone 0800 0381 281*

www.healthwatchcornwall.co.uk

enquiries@healthwatchcornwall.co.uk

Find us on Facebook and Twitter

*mobile networks may charge



Disability Cornwall is proud to be an Expert Partner for Healthwatch, because they are the people's champion of health & social care services.

The more you tell us about your experiences of health and social care services, the more we can work with Healthwatch to help ensure these vital services continually improve.

Just one great example of the difference Healthwatch has made:

There will now be greater support for people who visit a doctor about their mental health. Patients had often felt appointments were difficult to book, choices of treatment were limited and referrals to suitable support organisations were rare. Healthwatch Cornwall investigated and their recommendations included: better availability of back-to-back appointments, a review of GP training in relation to young people and mental health, an expansion of pastoral education in secondary schools & colleges and a designated practitioner for people with a diagnosed mental health condition. NHS England are allocating a named GP for people with mental health issues, while Health Education England have instigated further training for GPs.



COMMUNITY ENERGY SWITCH

WHAT WOULD YOU DO WITH AN EXTRA £254?*

*799 households cut their annual energy bills by an average of 25% (£254) when they switched to cheaper energy tariffs as part of Community Energy Switch's March 2015 collective.



REGISTER TODAY WITH NO OBLIGATION

www.communityenergyswitch.org.uk

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Kernow Clinical Commissioning Group



Going to the beach?

Do you like going to the beach but you or a member of your family use a wheelchair? Then check out the venues below from which you can hire a beach access wheelchair or sand chair.



Beach Wheelchair Hire in Cornwall

- 1 Crooklets, Bude**
Crooklets Beach Office, 01288 352226
- 1 Summerleaze, Bude**
Summerleaze Beach Office, 01288 352226
- 2 Polzeath, Wadebridge**
Wavehunters Surf School, 07969 660014
- 3 Mawgan Porth, Newquay**
Betty's News, 01637 860240
Kingsurf Surf School, 07917 054551
- 4 Towan, Newquay**
Blue Reef Aquarium, 01637 878134
- 4 Fistral, Newquay**
Fistral Beach Surf Hire, 01637 850584
- 5 Perranporth Beach, Perranporth**
Perranporth Garden Charities, 07881 521730
- 6 Porthminster, St Ives**
Porthminster Beach Café, 01736 795352
- 7 Porthcressa, St Mary's, Isles of Scilly**
Town Hall, 01720 422537
- 8 Marazion & St Michael's Mount, Penzance**
St Michael's Mount, 01736 710265
- 9 Gyllyngvase, Falmouth**
Gylly Beach Café, 01326 312884
- 10 Towan Beach, Looe**
Looe Town Trust Seafront Workshops, 01503 263709



St Mary's

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www.disabilitycornwall.org.uk

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 **Cornwall
Mobility**

North Buildings, Royal Cornwall Hospital, Truro, TR1 3LQ
01872 254920 info@cornwallmobility.co.uk

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