

Issue 16 – Summer 2019

DISCOVER

FREE



Shinedown

Maisie's story on bullying, school and the rock band with a difference who changed her outlook on life

A New World Record

Veteran soldier, Steve Hughes' achievement

Austerity's Victims

Local author highlights some stark realities

From Cornwall to the United Nations

Time2Shine take to the stage in Geneva

Plus your news, your stories and more!



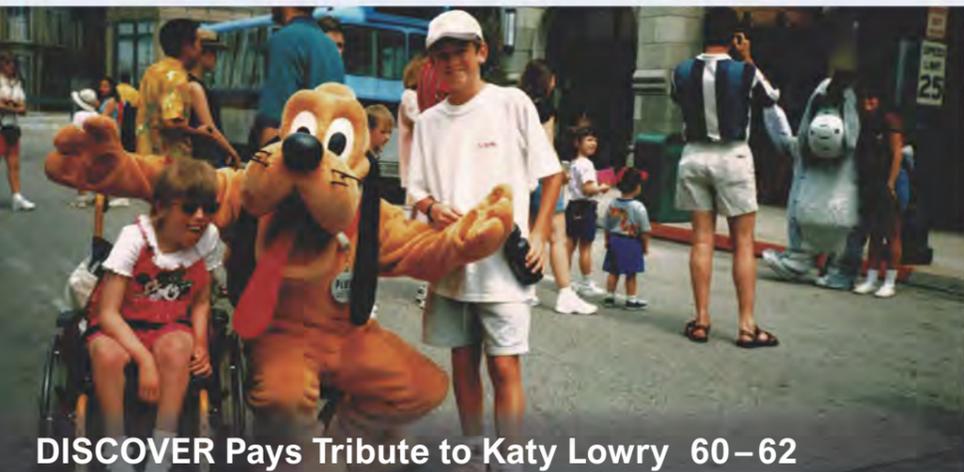
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Welcome

We are truly delighted to bring you a special edition of DISCOVER, the first in seven years, to help us mark a great achievement – disAbility Cornwall & Isles of Scilly's 21st Anniversary year!

DISCOVER always enabled us to maintain great relationships across the County. We featured people's stories, profiled the work and activities of local organisations, showcased forthcoming events and opportunities, and raised awareness of the issues affecting people living with a long term health condition or disability, their families and carers. We always felt DISCOVER was citizens' journalism at its finest, but we'll let you be the judge of that!

We've taken a slightly different approach with this publication as it's a one-off, and we have used it to profile our own projects and services and to showcase our 21st year achievements. We have, however, remained true to the ethos of DISCOVER and covered a wide range of topical items which we are sure you will find of interest. We feature the new Patient Passport for people with a spinal cord injury, DPAC (Disabled People Against Cuts) who reflect on eight years of austerity and its impact, and provide an insight into how the UK as the fifth largest economy in the world has come to rely on foodbanks to feed some of its most vulnerable citizens, to name a few. There are equally heartbreaking stories within, as Beverley, mum of Katy Lowry, a young woman with a learning disability, tells us of her untimely death when she was overlooked for basic observations at the Royal Cornwall Hospital.

But for all the tough stories, we hope we have provided you with a good read and a positive balance, including some rock & roll with American band, Shinedown, who are a great advocate for mental health, an interview with 'The Lost Voice Guy' (Lee Ridley), Britain's Got Talent Winner 2018 and Cornwall's own Time2Shine Group, addressing no other than the United Nations in Geneva. Wow!

We hope you enjoy reading as much as we have enjoyed bringing DISCOVER to you and if you like it and want more, then do sign up to our membership and let us know. It may be possible to see its return with enough support.

With best and warmest wishes from the team at disAbility Cornwall & Isles of Scilly.

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Quality assured:



PLEASE SUPPORT US

Our fundraising strategy is based firmly on maintaining independence and increasing self-reliance as this keeps us free to pursue our mission.

If you believe in what we are trying to do – 'Making Cornwall a Better Place to Live for Everyone', then your donation will help ensure we continue supporting people to achieve their rights, entitlements and independence, whatever the fundraising weather.

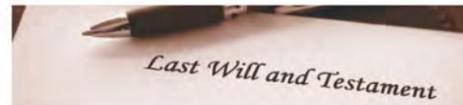
There are many ways you can support us, not least by using our services, this will help our charity to continue delivering our vital work during these difficult economic times.



Raise funds for our charity by shopping online, just visit: www.easyfundraising.org.uk/disabilitycornwall and follow the simple steps to sign up, then every time you shop, you'll earn a donation for us and it won't cost you a penny!



Visit our website and click 'Donate' button to make a donation via PayPal.



Leaving us a legacy will help us continue supporting people and families in years to come.

disAbility Cornwall & Isles of Scilly is grateful to its funders without whom we couldn't deliver our valuable work:

Children in Need, Cornwall Community Foundation, Cornwall Council, Council for Disabled Children, DM Thomas Foundation, Garfield Weston Foundation, The Hedley Foundation, The Henry Smith Charity, Sir Jules Thorn Charitable Trust, Leonard Laity Stoate Charitable Trust, Lloyds Bank Foundation, The MacRobert Trust, The Rank Foundation, Skills for Care, Sport England, Sports Foundation for the Disabled, The Sobell Foundation and The Taylour Foundation.

disAbility Cornwall & Isles of Scilly is 21 years old!

We began when a few like-minded people came together in 1997 and would like to take this opportunity to pay tribute especially to Steve Paget MBE, Luke Murray and Dr Theo Blackmore. They knew disabled people in our County needed an advice-line, a way of sharing information and a platform to raise awareness and address issues as a collective voice, with professionals working within the health and social care sector. They subsequently established two charities; 'Alldis' and the 'Cornwall Disability Forum'.

From humble beginnings, a helpline was established, DIAL, and DISCOVER magazine was born. Regular forums were held in St Austell for many years and then in 2005, the two charities merged to become disAbility Cornwall & Isles of Scilly. A new quality, values-based organisation flourished and developed a range of projects, services and opportunities.

We are now recognised as the lead pan-disability representative and membership organisation for people living with a health condition or disability in our County, reaching thousands of people each year through our membership and services. This year, we embarked on a challenging but rewarding journey of making our 21st year really count. We set ourselves an ambitious plan to identify 21 ways we could make a difference and are pleased to share them here with you.



1 Our 21st Anniversary year got off to a flying start when we were awarded 'Outstanding Contribution to Care & Support' at a glittering bi-annual awards ceremony hosted by the CAHSC Learning Partnership in March.



2 We were successfully audited for the **Investor in People Award** and retained it at Gold Standard. We have held the Investors in People accreditation since 2003 and have consistently achieved the Gold standard since 2012, demonstrating a commitment to investing in our people and a values-based approach to our work.



3 Working with Cornwall Sports Partnership, we launched the **Disability Active Forum**, engaging partners from the public and private sector working in health & well-being and disability organisations. We also secured a sport grant for supporting the development of new hubs for people with a learning disability to encourage healthy lifestyles.

Find us on:



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www.headlandprinters.co.uk

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McClure SOLICITORS

Working in partnership with disAbility Cornwall & Isles of Scilly



Photography

Our principal photographer is Geoff Squibb ARPS. You can view and make purchases from Geoff's fantastic gallery of images by visiting:

www.cornishpixels.co.uk

4 We developed a **partnership with Cornwall College** through which we are a host organisation for students on the Foundation Studies Course and provide Supported Internships for young people.



5 We hosted our first **Keeping Safe & Living Well Event** in partnership with Cornwall Fire & Rescue Service, Devon & Cornwall Police, Kehelland Farm Trust and Cornwall Sports Partnership at the Hayle Rugby Football Club. It was a successful and fun event, attended by 45 people to whom we provided advice on how to grow your own food, keep safe and live well in your community, as well as the opportunity to try out some sports.



6 We provided **in-depth support to 2,760 people** through 3 key frontline services: **DIAL** is the Disability Information & Advice Line for Cornwall. Our great team of qualified, professional advisers supported 1,003 people through 4,553 actions, and assisted raising an additional £252,132 in household income for our clients.

The **Special Educational Needs & Disability Information, Advice & Support Service** supported 569 clients, as well as 93 children and young people with Independent Support (Education, Health & Care Plans). We also secured development funding from the Council for Disabled Children for a new website, an app, to modernise the service and create new ways for people to obtain information and contact us for support.

Our **Care & Support Service** helps people to manage their own care packages. This year we assisted 263 clients with monthly payroll for their 550 Personal Care Assistants, as well as providing managed account services for a further 290 clients.

7 We were delighted to be awarded **Charity of the Year by Cornwall Airport Newquay 2018–2019** in recognition of all the work we have undertaken with the airport to assist them to become more inclusive and comply with their regulatory requirements. We have hosted consumer audits, focus groups, and our training service, 5 Degrees West, has delivered training in supporting passengers with restricted mobility, mental health, dementia and autism awareness to their staff, in addition to hosting 'familiarisation visits'. This year we are also producing their brochure for Passengers with Restricted Mobility which will soon feature on the Airport's website.



8 We formally launched our **partnership with McClure Solicitors** with a new website and monthly Will Clinics and can now offer our friends and members free will services, to either create a Will or review an existing Will. Our clients also benefit from reduced price Legal Power of Attorney. Clients can choose to make a donation to the charity or indeed leave us a legacy in their Will. Should they choose to do that, this is a great way of supporting our sustainability.



9 We formally signed off our **Service Level Agreement with Cornwall Fire & Rescue Community Safety Service**. We work in partnership for receiving referrals to our DIAL service and we refer clients for a Living Safe & Well visit.

10 To be launched this summer, **Every Customer Counts** is a very exciting initiative which will be rolled out nationally, supporting businesses to make positive access improvements to their premises and becoming more inclusive to all. This will be the first kitemark for accessibility to goods and services in the country.



11 We received **50,810 hits** through our websites and shared information with **4,790 social media followers**. Our social media is now a fantastic way of enabling us to reach more people and obtain the views within our community of interest.

We distribute information every day on issues affecting our client group, updates of things they need to know, share good news stories, events and activities to engage with and polls for their feedback. We use this information to shape and develop services and to inform us of issues facing our stakeholders.



12 Our **training service** designed to upskill the health and social care workforce and accredited by OCN London, delivered 11 training sessions to train 54 PAs and assisted 21 individual employers to access Skills for Care funding to train their staff.

13 We were successfully audited for and retained the **Advice Quality Standard (AQS)**, a quality mark for providing advice on social welfare issues. To achieve it, we are subject to a rigorous assessment to ensure excellent working practices.



14 We took part in the Garfield Weston Foundation **Christmas Challenge** through which we were delighted to raise a total of £12,283 with the foundation matching what we raised through donations.

15 We delivered our free **Have a Go Days** with Shilton Soccer during the school holidays for children with an additional need or a disability at Cornwall College. We also secured additional funding this year and rolled them out to Bodmin which enabled us to reach more children and young people (102 children attended at least one session).



16 We held our annual **Free Family Fun Day** in partnership with Parent Carers Cornwall, at Cornwall Fire & Rescue Service HQ in Tolvaddon on 1 December, to celebrate the International Day for Disabled People. We had information stands from a range of support organisations and a fantastic day with smiles and laughter all round! Over 300 people attended this event.

17 We provided **inclusive access advice** to Owltime Encounters CIC, Ibuntu Opticians, Poldhu Beach Café and Network Rail. We are working with the Royal Cornwall Hospital to develop a 'passport' for patients with a spinal cord injury, which collates their individual health & care needs for ongoing reference by clinical staff. We have often worked with Cornwall Council to ensure council owned car parks take into account the specific needs of our client group, and this year we are assisting in a review of the local Blue Badge Scheme.



21 And last but no means least, here is our special 21st anniversary edition of DISCOVER magazine. We really hope you enjoy reading it and will always welcome any feedback because the more we receive, the greater our chance of proving the case for bringing it back!



18 We signed a **Service Level Agreement with the Council of the Isles of Scilly** to deliver the SENDIASS service on the islands.

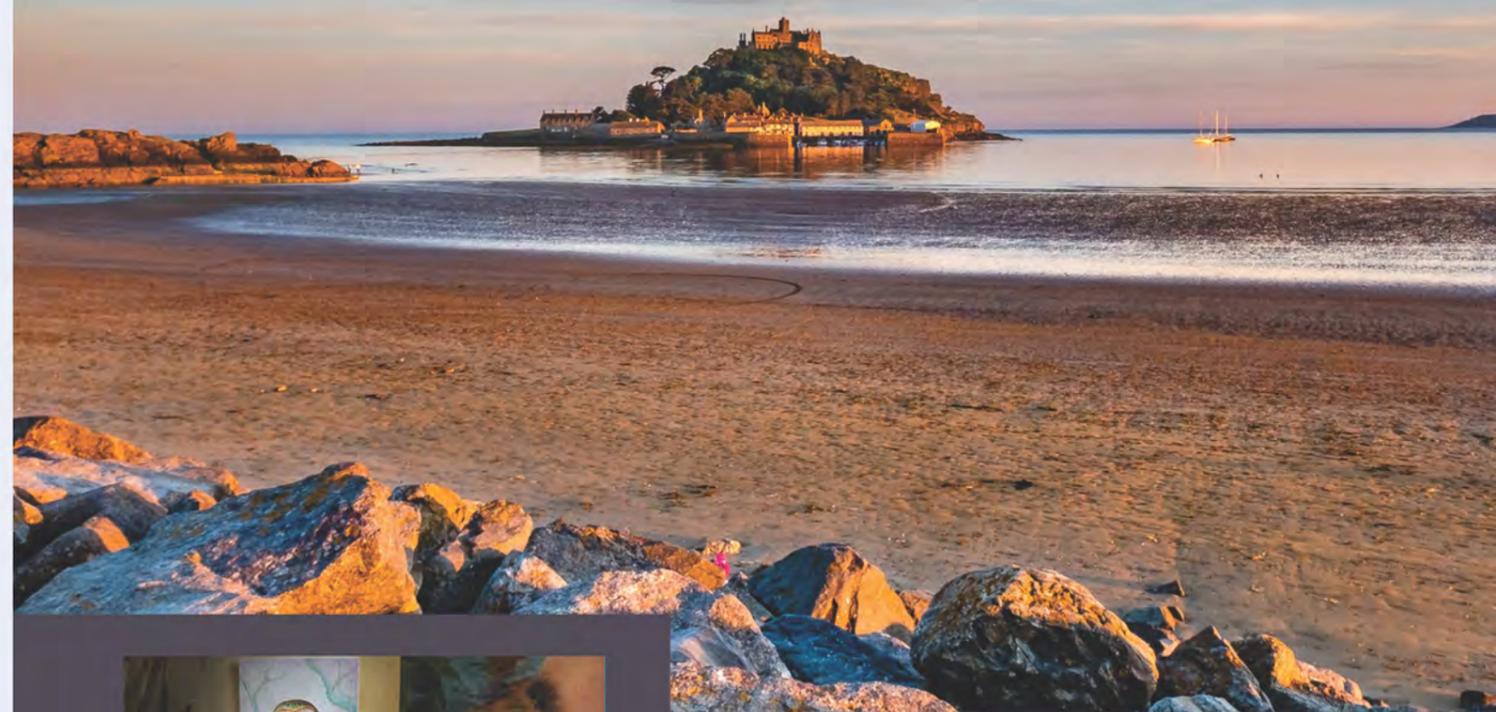
19 Village Works is a consortia of organisations comprising of disAbility Cornwall & Isles of Scilly, Cornwall Rural Community Charity, Cornwall Council, Kernow Credit Union and led by Inclusion Cornwall. Three year EU funding will see the project commence this summer to support economically excluded, unemployed and disadvantaged people of working age, in rural coastal villages in targeted areas across the County.



20 **Lifelong Inclusive Growth in Cornwall and the Isles of Scilly (LINCoS)** is a research project led by the University of Exeter. It works in partnership with the South West Strategic Health Alliance, Age UK Cornwall, disAbility Cornwall & Isles of Scilly and the Local Enterprise Partnership.

European Development Funding will enable the delivery of a three year study, commencing this summer, to help small businesses widen their employment practices to make the most of the skills and experience disabled and older people have to offer. It is intended that the development of digitally-supported products, processes and services will address current gaps in the market.

CORNISH PIXELS PHOTOGRAPHY



A Picture Paints a Thousand Words



Cost an Arm and a Leg



Can't Teach an Old Dog New Tricks?

Photos courtesy of Geoff Squibb ARPS

We are delighted to host the Cornish Pixels Photography Shop, thanks to our volunteer photographer, Geoff Squibb ARPS.

Born on The Lizard, Geoff's love and knowledge of our county's rugged and beautiful coastline has led him to take thousands of beautiful photographs and build a comprehensive portfolio of work.

Geoff has also developed a poignant and eye-catching panel of 15 photos, called 'disAbility', three of which are featured here. They were originally conceived as a campaign for social awareness and tolerance of disabilities, not just those easily perceived, but also the conditions which are not immediately apparent, often called hidden disabilities.

This significant body of work was subsequently recognised and awarded an Associateship distinction by the Royal Photographic Society who requested to retain the panel.

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

 www.cornishpixels.co.uk

SHINEDOWN

& shine on!

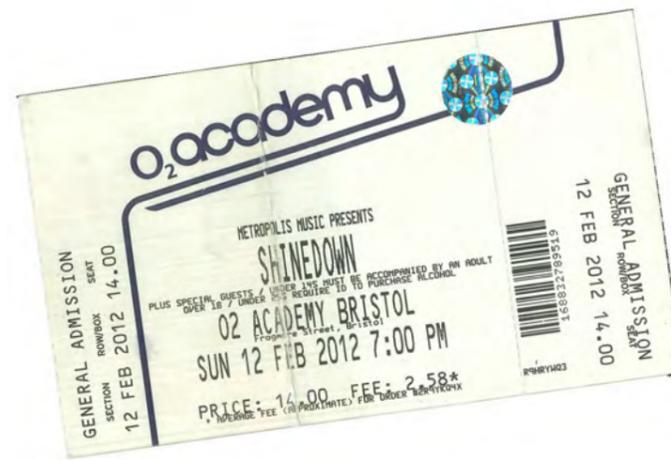
School can be a tough environment and as Maisie found out, a zero tolerance to bullying doesn't stop it happening and her mental health began to suffer.

She shares with DISCOVER how she learned to cope and how, for her, music was truly instrumental.

I think all schools say 'we have a zero-tolerance policy' but it's not true. They should focus on being a welcoming and safe environment for all; arranging training for students, teachers and support staff on things which are relevant, real life and resonate with young people, by trainers with lived experience of bullying and mental ill health.

I was a school kid with anxiety, needing the toilet but not allowed to go, what is that about? They should be understanding, it's a not a luxury to use the toilet, but a basic human right! What about girls when it's their time of the month? I was refused access to the toilet multiple times. In fact they were locked during lessons so sometimes I would be holding myself for six hours of the school day rather than having to go when everyone else was in there at break times. The feeling of anxiety you get when you ask to go to the loo, knowing the teacher will ask you why you didn't go at lunch and make a scene in front of the whole class. It's so embarrassing.

But the bullying must stop. We need more awareness and support for the bullies as well as the victims and get to the bottom of their problem. Preventing it happening is better than so many kids suffering and being taken out of lessons. Our problems then end up being even worse. Staff may be able to help the bullies get better before they hurt others. Most bullies have problems stemming from their home life and if that can be helped, then bullying can potentially be prevented. Bullying for me included being knocked over in school, pushed



into bushes and walls, having chewing gum or sticky sweets put in my hair. It was awful. There was one particular offender, there usually is.

Another thing about anxiety in school is when the teacher asks a question, as those of us with anxiety don't put our hands up to answer, even if we know it, but what do teachers do? They pick on those kids! Their excuse is they want to know that you're listening, but they single you out. It's horrendous. Sometimes, the answer may be in your head, and when the teacher asks, it's gone, even worse when you get the answer wrong.

I was diagnosed with separation anxiety from my Mum after a traumatic birth and was 11 when my parents divorced. My Mum had to work away a lot which meant I had to stay with my grandparents. The thought of being away from my Mum, home and my own bedroom – my safe place – made me very depressed.

Anxiety means I can't get out of bed some days, there's just a massive feeling of dread. I can't answer the phone if I don't know who the caller is, leaving the house is so hard sometimes with a short walk to my Nana's house feeling like climbing Mount Everest. Walking around a shop for ages as I can't manage to go to the till and pay for what I want, terrified someone may ask if I want help.

When Mum saw how bad I was, she took me to the GP. I showed him my hundreds of scars from injuries I'd inflicted on myself and his response was; "Do something different when you feel like that." Great! I was 12 when I first harmed myself and 16 the last time, I rarely felt any pain when I did, I was just numb, low and so sad.

I became so depressed that I tried to suicide twice by taking all the paracetamol I could find in the house. My Mum's friend told her that she couldn't fix me with money or love and I needed professional help. He knew this because he had

suffered with mental illness for most of his life. So an appointment was made with a different doctor and he was great. He said the best thing for me was anti-depressants before it got any worse. I didn't want medication but also knew it needed to happen.

The bullying was still unbearable, so I begged my Mum not to make me go anymore. She had tried to sort it out but it didn't get any better, only worse. I left school and was 'cyber educated', taught online at home from the local authority. They wanted me to go to school for exams and sit with everyone who had bullied me, even though I hadn't been there for over a year! Maybe it speaks volumes that my school was put into special measures just after I left.

I was referred to CAMHS (Child & Adolescent Mental Health Services) and saw a lovely counsellor every fortnight for a year. We talked about how I felt, what I was doing, what music I liked (heavy metal and rock) although my family thought it was making me worse. The counsellor explained how the music was helping me get my anger and frustrations out. One day I found something really special, a fantastic rock band! My Aunty had picked me up and taken me shopping. We then had dinner and drove home playing music in the car. She said: 'Listen to this, you'll love it. 'If You Only Knew' by American rock band 'Shinedown' started to play.

So take it from me, you're not the only one
 who can't see straight
 If you were ever in doubt
 Don't sell yourself short, you might be
 bulletproof
 Hard to move mountains when you're
 paralysed
 But you gotta try
 And I'm calling out
 Get up, get up
 Get a move on
 Get up, get up
 What's taking so long
 Get up, get up
 Get a move on
 Stop stalling, I'm calling out
 Get up, get up
 Get a move on
 Get up, get up
 Ain't nothing wrong
 'Cause I believe you can be whatever
 And I agree you can do much better
 Trust me...



That was it, when I got home, I researched them, downloaded their music and heard their song 'Bully' which really resonated with me.

The bass player has suffered with poor mental health and depression and the band have inspired and helped many people through their music, raising awareness about bullying and mental health and to let people know it's okay to be different and to embrace your uniqueness. They are inspired by their fans. After one show in California, local people, including the Mayor, thought it would be great if they made a mental health awareness day because of their new song, 'Get Up'. I cried the first time I heard it, it has words that really inspire you. I have seen them live three times now and I love them, best three days of my life so far!

Following the sudden death of my Papa, my best friend in the whole world, my medication had to be increased to the point I didn't have any emotions, I was just numb, floating around and empty.

Being cyber educated meant I ended up socially isolated and it's not something I would recommend. College was insane though after what I was used to as there were 5,000 students! It was over an hour on the bus or a 45 minute car journey. Luckily for me I had some great lecturers and the best personal tutor ever, as she had a really good understanding of anxiety. I somehow managed to do the whole two years, although with lots of 'extenuating circumstances', but hey, I passed and with a decent grade too!

I did manage to wean myself off the medication, although probably a bit too quickly and started taking magnesium supplements instead. What advice would I give a younger me? Fight for it, keep going, there'll be something positive in your life, it will pass. I'm looking at my future differently, I'm still here and I'm proof it's okay not to be okay.

Maisie
 X

Helping us to Live Safe and Well



Cornwall Fire, Rescue & Community Safety (CFRCS) Service is a fantastic, values-based organisation, responsible for a wide range of services that help make Cornwall safer. Their wide remit is delivered through a range of prevention, protection and response services, operating from 31 community fire stations and employing 734 people.

Their aim is to reduce the number of preventable fires, road and fire related deaths and injuries in and outside the home. The work undertaken is varied and includes everything from fighting fires and rescuing people, to attending road traffic collisions and promoting community safety within schools and the wider community.

Community safety is all about the issues that make us unsafe, or feel unsafe. Achieving safer communities depends on organisations across all sectors coming together to find solutions to local problems which locally is known as the Safer Cornwall Partnership.

Living Safe & Well Visits

This is a home safety visit tailored to an individual's needs and about health and lifestyle choices. It's free of charge and includes a custom made booklet 'Living Safe & Well' providing useful information on home safety, prevention and support services available. These visits are available for vulnerable citizens, including people with cognitive or mobility impairments, hearing loss, at risk due to hoarding or after returning home from hospital. The service can also assist with:

- Checking and installing smoke alarms;
- Issuing fire retardant bedding, throws and nightwear where needed; and
- Referrals to other services.

The home fire safety check will take about half an hour. A member from the CFRCS Service will be wearing a uniform and carrying an identification card. Please ask to see this and if you require confirmation, call the freephone helpline:

📞 0800 3581999

@ prevention@fire.cornwall.gov.uk

disAbility Cornwall & Isles of Scilly and the CFRCS Service have a formal agreement for partnership working. Together we can provide information to reach and support more people which has led to us being a referral partner in the Living Safe & Well initiative and working together at events. We co-host a free family fun day annually to celebrate the International Day for Disabled People at Tolvaddon, their HQ, which provides us with a fully accessible venue for these activities.

Have you tuned in to the CFRCS Service monthly radio station take-over yet? It's also worth following their Facebook and Twitter pages, so you can stay up to date with information, advice and activities.



LEE RIDLEY:

The man who was 'disabled before it was popular'...

Lee Ridley is the first stand-up comedian in Britain to use a communication aid in his routines, performing under the stage name of Lost Voice Guy. He rose to prominence last year after winning the 12th series of Britain's Got Talent.

At the age of six months Lee was diagnosed with a neurological form of cerebral palsy, which affected his movement and rendered him unable to speak. After studying journalism and achieving a Master's Degree, Lee worked as a journalist with the BBC before taking on the role of Online Content Manager for the city of Sunderland in 2007.

Lee began to perform comedy in 2012 by using an iPad voice synthesizer app. Lee told DISCOVER: "It came about because my mate thought it would work well. Of course I thought he was crazy but the idea stuck in the back of my head. Eventually, a few months later, I decided to give it a try because I knew I would regret it if I didn't and it turns out my mate was right! I've only been doing it for seven years, but I've already done so much and it's still a bit breathtaking really."

Lee's first successful show was at the Edinburgh Fringe Festival in 2013 and he'll be there again this year, performing for two weeks and he can't wait to be back. "I always enjoy performing at the Fringe," Lee says, "There is such a great buzz around Edinburgh during the festival."

Because of Lee's unique take on the world of disability, we wondered if he had ever been concerned an audience might not find his jokes

funny? "Not really no, because I think everyone has a different sense of humour," said Lee. "So there was bound to be people who had a similar one to mine. The main worry I had during my first ever gig was that nobody would be able to understand me and I would just be standing there telling jokes to myself! Once I got a few minutes into it though, I was able to relax a bit and enjoy myself. It just felt so good to hear people laughing at jokes I had written, in fact, I was on such a high I didn't sleep at all that night!"

Because Lee has to fully prepare his gigs beforehand, we asked whether he's ever concerned that if the audience weren't quite 'getting it', he wouldn't be able to change it mid-flow. But that isn't how it works.

Lee told us: "I can change my set quite a lot depending on how much the audience is enjoying it. Each of my jokes is stored as a different button on the speech app I use on my iPad, so I just tap each button when I want to tell that particular joke. This means I can decide what material to use and at which point."

Last year, Lee co-wrote and starred in a Radio 4 sitcom, *Ability*, where he plays Matt, who has a disability and moves out from his parents' home to share with his best friend from school. His friend treats him as an equal but is not quite the influence Matt's concerned parents are looking for! Lee said: "It's a pretty unique show because the main character uses a communication device to speak with, which had never been done on radio before, so I didn't really know how well it would work. Thankfully, everyone seemed to really like it and the first series even got nominated for a Writer's Guild Award, which I'm very proud about."

Lee is also writing a book, *I'm Only in it for the Parking* and you can find out more about it here: www.bit.ly/lostvoiceguybook

 www.lostvoiceguy.com



Photo courtesy of Steve Ullathorne



Photo courtesy of Caroline Briggs



Are you...

The parent or carer of a child or young person you think may have a special educational need?

Aged 18–25 and have a special educational need or disability?

The parent or carer of a child or young person (aged 0–25) with a special educational need or disability?

If so, our professional and friendly advisers are here to support you with this free, confidential and impartial service...

SpeakEasy STROKE SOCIAL CLUB

When you have had a stroke, you often feel confused, lonely and unsure how to return to a normal life. SpeakEasy know meeting and talking with other people who have had similar experiences can greatly help recovery, and this is where their Social Club can make a difference.

They meet every other Wednesday afternoon at Redruth Community Centre from 1.30–3.30pm and play indoor bowls, followed by tea & coffee, cake and a good chat! On the other Wednesdays in the month, they go out for lunch at accessible restaurants and cafés around the area.

It can be hard making the effort to join a club, so if you know someone in this situation, why not bring them along to meet other members of this friendly and welcoming club?



To learn more, contact George:

📞 01209 715939

@ george.lehunte@gmail.com



What we can assist you with:

Understanding the Local Offer.

Education Health Care Plans and Personal Budgets.

The law on SEN, disability, health and social care.

Preparing for meetings.

Resolving disagreements.

Mediation and tribunals.

Linking you in with parent support groups and forums.

What you can expect from us:

We aim to empower you with the information, advice and support you need to make informed decisions. We will do this by explaining your options to you over the phone, providing you with information factsheets and liaising with professionals on your behalf.

In some cases, dependant on individual circumstances, we may be able to attend meetings with you if we receive at least five working days' notice.

What our clients say:

"I truly cannot thank the SENDIASS adviser enough for their reassurance, calming and understanding nature, they have really been the light through all this darkness."

"It is good to know that your team are available to come and support parents and young people at meetings. You help to put a fresh perspective on things and find ways to work together towards better outcomes and positive relationships."

The difference SENDIASS makes...

A parent contacted us to say none of her daughter's teachers appeared to know she had dyslexia and learning difficulties, so it was unlikely the appropriate support for her was in place. The parent felt communication had broken down with the school and although she wanted to take her daughter out of this school and put her in another, she couldn't, because the other school was full and had a waiting list.

We suggested the parent arrange a meeting with the school which we would attend to support with communication, but we would send some information through first.

The meeting went ahead and we attended. The school acknowledged communication between them and the parent wasn't adequate and arrangements were made for regular meetings and a person nominated who would be able to communicate with the parent regarding progress. All teachers should know about the young person's dyslexia and meetings would now be held with all teachers.

The parent left the meeting aware of what was in place and felt the relationship between her and the school had improved.

How to get in touch with us:

We are open 10am–3pm, Monday to Friday. Outside these hours, you can leave an answerphone message and we will respond within two working days.

📞 01736 751921

@ sendiass@disabilitycornwall.org.uk

🌐 www.cornwallsendiass.org.uk



Hearing Loss Cornwall (HLC) is a small and distinctive Cornish charity for people living with deafness and hearing loss to be seen and heard. They provide d/Deaf people access to the information they require to enable them to live more fulfilling lives, feel empowered and less isolated.

Through communication, signposting, education and practical support, HLC help people with hearing challenges to adjust to life, working with audiology teams, Cornwall Council, businesses, service providers and the public.

HLC also offers a unique and valuable service as the acknowledged providers of British Sign Language interpreters and electronic note-taking in county.

They ensure vital communication support is in place for the Deaf community to access medical, mental health, dental, social care agencies and other essential meetings or appointments.

Various telephones and assistive listening devices are available for people to pop in and try, which can assist with daily living and some of these resources are available on loan.

01872 283664

info@hearinglosscornwall.org



Sensory Trust

Sensory Trust use nature and the outdoors to improve the health and wellbeing of people living with disability and health issues, their families and carers. Their aim is to make the outdoors accessible and enjoyable for all.

The Trust run a range of projects throughout the county from dementia friendly walking groups to family activity days for children with disabilities.

Their website is home to a range of guidance materials including practical advice on access issues, top tips for creating sensory gardens and a comprehensive catalogue of activity ideas that you can do at home to engage the senses. All of their activities are designed to be suitable for a wide range of participants and can be adapted to suit a variety of abilities and needs.

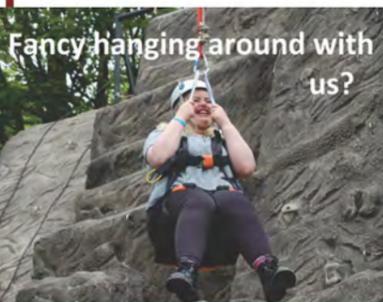
01726 222900

sensorytrust.org.uk



Active8 aims to empower and motivate young people with physical disabilities to become independent and self-governing, developing skills, confidence, support structures and aspirations. They have two formal programmes, Acceler8 for ages 4–18 and Illumin8, for 18–30 years.

Acceler8 is a two-year programme providing one residential weekend away each month. The young people are provided with activities and experiences they never thought would be possible to achieve, increasing self-esteem and confidence.



Fancy hanging around with us?

Illumin8 supports young people to find and maintain friendships, providing activities and a mentoring program to help members explore and become more independent through living, travel, volunteering, employment and leisure. A mentoring scheme has been introduced so previous members can provide support to younger and newer ones.

B101 Beacon Place, Station Approach, Victoria PL26 8LG

www.active8online.org.uk

@active8online

GAME SET MATCH

After five years of living in constant pain, Andrea Weston was diagnosed with a complex physical disability. Here she tells DISCOVER how tennis saved her life not once, but twice.



Andrea Weston

Photo courtesy of Geoff Squibb ARPS

Because it took too long to diagnose, I could only have surgery to stop the nerve damage from getting worse, not to make it better. During this time I lost my job and my marriage. I became bedridden for almost two years, had to rely on carers and ultimately became a wheelchair user. I was angry with the world and not a very nice person for quite a long time. I got so low, I could see no point in carrying on so tried to end my life.

I was lucky to survive and always say now that tennis found me, not the other way around. When visiting a mobility show, I got the chance to try out a wheelchair used to play tennis and that was the moment when everything changed. During the next 11 years I got to play internationally, reached the world's top 100, achieved a coaching qualification and was even recognised as one of the 'Women of the Year' in 2017.

I couldn't believe where tennis had taken me, but after getting back from The Women of the Year Lunch in London and having met amazing women like Esther Rantzen and Shirley Ballas, I got the awful news my social care funding would be cut. This had allowed me a second Personal Assistant and better choice and control over my life, despite the ups and downs of living with poor mental health and a physical disability.

Unfortunately I had to make my PA redundant and the massive set back was hard to deal with. I didn't know what to do with my life and it severely affected my mental health, which became so bad, the care agency I used had to pull out.

Last summer, tennis once again stepped in to save me. My coach and friend was leaving and despite

the initial unwelcome shock, Heron Tennis Centre in Newquay asked if I would like to caretake the disability sessions until another coach became available. I agreed because otherwise the children and adults with learning disabilities would no longer be able to play. It gave me something to get up for, having to plan the sessions and be responsible as other people were relying on me. Now there is a new coach, Josh Burton, but I still help when my health allows. It's great to see how the Cornwall Disability Tennis Network (CDTN) continues to grow with more children and adults taking part and more school visits undertaken.

If you would like to play, or you're a group who would like a session of your own, contact the Heron Tennis Centre and mention this article. If you would like to donate to CDTN, donations are very welcome and again, please mention this article.

01637 877555

cornwalldisabilitytn@aol.com



Andrea with Shirley Ballas & Esther Rantzen

Managing your Care and Support

Personal Budgets have been around for years now and can be used to buy care and support services independently. If you're eligible for support, here is a quick overview of your options and an update on the more recent changes.



A Personal Budget is the amount of money Cornwall Council allocates to a person eligible to receive funding for their care and support needs, following a needs assessment. They are designed to give you more choice and influence over the support you receive. Personal Budgets have changed over time and are set in legislation across social care, health and education.

What are the options?

Cornwall Council can run your budget for you and you don't need to do anything, as they will use a care provider currently registered and used by both the Council and NHS Kernow.

Alternatively you can run your budget yourself by choosing to receive your Personal Budget as a Direct Payment, meaning you are given the money and can choose how and with who you spend it, as long as it aligns with meeting your needs as set out in a support plan. The Personal Budget must be paid into a new separate bank account in your name or a nominated account and you have responsibility for reporting on its expenditure and returning any unspent funds. Alternatively, you can opt to have a prepaid payment card which can be used in a similar way to a debit card, the only difference being Cornwall Council holds the funds instead of you. You will need to use online banking

for this option. Either way, you have a choice over how you manage your Personal Budget as set out in the Care Act 2014. Choosing to have one allows you to employ someone of your choice, use a care agency or have a combination of both.

What's New?

Children are now offered a Personal Budget from social care.

Prepaid payment cards have been introduced by local authorities, including Cornwall Council, and are currently being offered to new Personal Budget recipients as an alternative to opening a bank account (the user still has a choice over who holds the funds).

Personal Health Budgets are offered by NHS Kernow to any child or adult with long-term complex health needs, known as Continuing Health Care, but arranged and funded solely by the NHS.

What's changed or is changing?

Training is always necessary in the care sector, particularly as many certificates and qualifications must be renewed every three years, such as first aid. Free online training is no longer provided by the Council, however, disAbility Cornwall & Isles of Scilly bid for funding annually to enable us to offer a range of free training courses. Our training service, 5 Degrees West, can also provide training for care staff working with adults by assisting you to apply for funding from Skills for Care (please see pages 66–67).

Personal contribution payments to your Personal Budget are now commonplace and you will have a financial assessment annually to determine if you need to contribute. In some instances, people also have to make top-up payments if they are using an agency, as their rates are higher than what the local authority will pay. If you are finding it difficult to meet these top-up payments, please contact DIAL for information and advice (01736 759500).

The approved suppliers list has changed and is now known as the 'Dynamic Purchasing System (DPS) Contract for Home Care and Supportive Lifestyles'. It can be used by anyone to find care and support staff who work for care agencies and there's currently over 60 providers listed.

Using a Care Agency

Agency prices start at around £16 an hour, but can be up to £25, although the care workers themselves obviously receive less than this. Personal Care Assistants (PAs) are a cheaper alternative. This said, agencies may be better able to guarantee care and can usually find someone to come out to you even if the regular person they send falls sick, although you can't be guaranteed continuity. Depending on where you live in Cornwall, using an agency, can still be difficult as the more remote you are the less choice of available agencies you'll have.

There can also be problems for agency workers not having enough time to get from one appointment to the next and this can leave their staff feeling unable to give the time they need to each client.

Employing a Personal Assistant

PAs offer all you would get from using an agency worker, but also provide continuity and familiarity as you can choose and recruit someone you know. You may also find you have more control over how your support is provided. Generally

employing a PA costs less so you should benefit from this arrangement, but bear in mind, the legal responsibility of being an employer sits with you. For example, you will need to arrange cover when your PA is sick or on leave, but these eventualities should be considered in your support plan.

Help with your Personal Budget / Personal Health Budget

Both the Council and NHS will help you to develop a care and support plan setting out your personal health and wellbeing needs and the outcomes you want to achieve within your budget. They will also help you decide how you are going to spend it.

disAbility Cornwall offer a range of services which can help you manage your Personal Budget by taking away a significant part of the administrative duties of employing people.



Payroll and Employer Support

We deliver monthly payroll services so you just have to contact us once a month to say who has worked what hours for you. We then calculate how much your staff need to be paid, provide payslips and a summary for your records, detailing what tax, national insurance contributions and pension payments you need to make. We act as your agent with HMRC, can assist with working out how much annual leave staff are owed, advise you about statutory entitlements and also provide a comprehensive pension support service.

Costs: £25–£40 per month depending on how many staff you employ.

Managed Accounts

We can take the pressure off you by receiving the payments from the Council or NHS on your behalf and make payments to your care and support providers, including dealing with all auditing requirements.

Costs: £30–£37 per month depending on awarding authority audit requirements.

For further information, please contact:

📞 01736 751929

@ personalbudgets@disabilitycornwall.org.uk

Facebook Peer Support Groups

We have set up two groups on Facebook to give employers and PAs the opportunity and means by which to network, exchange information and learning. We also share information and updates and let you know about training available.

PA Employer Network: This closed group is especially for people who employ their own care and support staff.

PA Network: This closed group is especially for people working as PAs, employed directly by an individual rather than a care agency.

Social Media



Social media can be an effective way to stay informed on subjects which matter to you, but in an era when going outside, reading a book or talking to each other face-to-face can almost be viewed as quaint traditions, for those of us for whom a tweet is purely the sound a bird makes, does it create as many problems such as mental ill health, as it helps to solve, in terms of isolation?

Whether you are browsing Facebook, posting a picture to Instagram or composing a tweet on Twitter, social media is now playing a significant part in the daily lives of many of us. It's estimated that around 39 million people in the UK are active on social media and an average user can clock up between six and nine hours of use a day! This has led to grave concerns particularly for young people, with reports of escalating bullying and increased rates of anxiety and depression.

On the positive side, social media has a significant capacity to inform, reduce social isolation and increase access to services. Here are a few of the many pages out there we feel are helpful to 'follow'.

Change.org

Change.org is the world's largest petition platform empowering more than 200 million users to create the change they want to see. Every day people use Change.org to transform their communities, whether it's a mother fighting bullying in her daughter's school or citizens holding corrupt officials to account. Thousands of campaigns started by people like us have won and more are winning each week.

Deaf Umbrella

Although based in London, they utilise social media to share a host of material such as petitions, job opportunities, thought-provoking stories, events and news.

Family Information Service

Cornwall FIS share impartial information, advice and support to parents and carers of children and young people and the professionals who may be working with them.

Fixers

Over 20,000 young people have become Fixers, tackling everything from eating disorders to cyberbullying. Often inspired by their own experiences, Fixers use digital, print and broadcast media to make their voices heard. All activity is shared on their social media pages where they actively engage with followers.

Independent Cornwall Autism Network (ICAN)

ICAN collate and share information and events from autism services around Cornwall, dispersed with positive and motivational quotes and advice.

Keeping Safe Online

As with all good things there can also be a downside. When online, it's important to always remember that not everything is how it first may seem, so here are a few tips for staying safe:

Ensure you use anti-virus software such as Avast or AVG and that it's up to date. These can be used for free and will give you a good level of protection so you can browse safely.

If you ever receive an email asking for your bank card or other details, do not give them. Your bank will never ask for these via email.

Use strong and separate passwords for your most important accounts, so should a hacker steal the password for one of your accounts, they don't have access to them all.

Only accept 'friend' requests on social media from people you actually know.

Make sure your profile privacy settings do not give away any personal information, such as your address, email address or phone number.



GREAT (& CHEAP) BEER

BT & SKY SPORTS

POOL TABLE

FOOD OPTIONS ON SITE

Memorial Park, Hayle, Cornwall TR27 4PS
07900 604435 haylerugbyfc@gmail.com



Lounge bar and function room available to hire for family occasions and corporate events



Noticeboard

WHEELMATE

Finding clean, accessible toilets and parking spaces when on the move can be a real challenge for wheelchair users, but WheelMate is designed to change that. Also available as a smartphone app, WheelMate gives you an instant overview of your nearest facilities. Powered by wheelchair users who add and verify every single location themselves, you can add toilets and parking spaces in the app or on the site, rate and comment on locations listed by others and plan trips in advance by creating a printable list of locations.



WheelMate™

 www.wheelmate.com

THE ROUGH GUIDE TO ACCESSIBLE BRITAIN

With over 200 ideas for worry-free days out as well as reviews, hints and tips on some of the UK's best attractions, the guide is written by and for disabled people and available to view for free online.



To make planning your days out easier, entries are grouped into 10 regional chapters with everything from museums and studio tours, to scenic drives and coastal towns.

Every review contains all the access information you need including accessible parking provision and wheelchair access.

 0300 4564566

 www.motability.co.uk/news-views-and-events/rough-guide-to-accessible-britain



This is a small family business based in Hayle which offers sensory and neurodevelopmental arts and crafts for children and adults with learning differences, such as ASD, ADHD and dyspraxia. They also cover other conditions such as multiple sclerosis, parkinson's and dementia. Sessions can be one to one or a group, by arrangement.

 Unit 8 Foundry Farm, Hayle TR27 4DW

 www.sensationalcreations.org.uk

COMMUNITY HEALTH AROUND TORPOINT



Set up in 1991 to improve the health and wellbeing of residents in Torpoint and Rame, their largest projects are a community shop and an information & resource centre. These enable further provision of much needed local support, such as health groups (e.g. cardiac, exercise, diabetic), stress/anxiety management and walking groups to name a few. They also run or support social groups like bingo, crafting and crochet to prevent isolation. New for this year is a networking lunch for professionals and non-professionals to get together. Please contact Becky Lingard for further details.

 07837 551828

 chat-torpoint.co.uk

Cornwall Memory Cafés

The Memory Café is a place where any person with memory loss and their carer or family, may find support and also a 'signpost' to more formal help if required. They were opened to enhance the wellbeing and quality of life of both the people with memory loss and their carers.

They are not a day care centre, but a regular afternoon of social activity and support. The Cafés offer opportunities through activities such as music, dance, entertainment, exercise, paper therapies and the all-important social time together. Many carers say they are a lifeline.

There are currently 42 Memory Cafés across the county, from Launceston to Lostwithiel, St Just to Saltash. To find your nearest one, visit the Cornwall Memory Café website, or if you don't have access to the internet, then ring our DIAL service (01736 759500) and we will find it for you.

 www.cornwallmemorycafes.co.uk

THE DEAF HEALTH CHARITY SIGNHEALTH

SignHealth is a charity dedicated to making sure Deaf people get the same sort of access as hearing people to healthcare and health information. Deaf people generally have poorer health than hearing people, simply because access to medical services and health information isn't routinely provided in sign language. SignHealth are striving to change this through a range of projects, services and campaigns:

- BSL Healthy Minds offer therapy sessions carried out entirely in sign language to Deaf people with depression, anxiety or similar disorders.
- DeafHope provides support to Deaf people who are experiencing domestic abuse and to people who have survived it. The team help people to make choices and to stay safe.
- SignHealth's Advocacy service helps Deaf people understand the complex dealings of government departments and the legal system.
- Interpreter Now is an online interpreting service for people who are Deaf, deafened or hard of hearing.

 0203 9472600

 07966 976749



This relatively new social enterprise provides a local hub for the Redruth Highway village and surrounding areas to promote community spirit through enjoying social activities. They have weekly coffee mornings every Thursday 10am-12pm and host other events such as table top sales and snooker coaching for young people.

 Redruth Highway Community Project

I LOVE NATURE

This social enterprise is based on the edge of Bodmin Moor, just outside of Liskeard. It provides nature-based activities and experiences for families and organisations working with children, and has a passion to be inclusive and welcoming to all. Although their 11 acre site is a little wild in places, recent success in winning an Aviva award will allow the building of a fully accessible Changing Place Toilet, due to be opened this summer. In the meantime, if your family or organisation are interested in knowing more about what they do, please contact Amanda & Phil.

 info@ilovenature.org.uk

 www.ilovenature.org.uk



I Love Nature



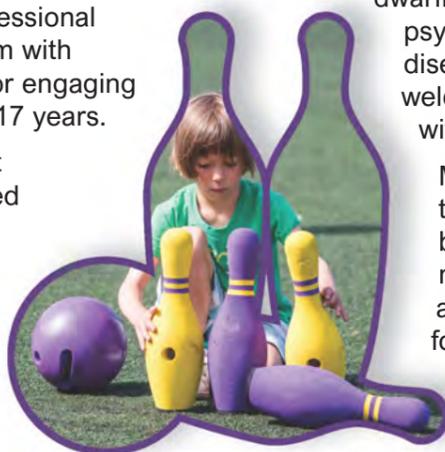
HAVE A GO DAYS

Have a Go Days are activity sessions for children and young people with any additional need, disability, physical or mental health condition. They are free to attend and provide a unique opportunity to 'have a go' at a wide range of sports including football, basketball, badminton, kwik cricket and dodgeball.

The team at disAbility Cornwall & Isles of Scilly had long felt that while there was disability specific sport available in county, 'full inclusion' rarely occurred and there was too much emphasis on competition, not simply having a go! So, in 2015, we applied to The Peter Harrison Foundation for a grant to run six pilot sessions during the summer holidays. The grant was used to hire an astro pitch at Cornwall College and pay for professional coaching from Shilton Soccer, a team with years of experience and a passion for engaging children of all abilities aged from 6-17 years.

Feedback received was so positive it was clear the Have a Go Days needed to continue.

We have since fundraised to run them during all the school holidays, adding a second location at Bodmin Leisure Centre to increase the reach across county.



Head coach, Mike Shilton, said: "It's great to see each child's journey. Many start with low self-esteem around sport, but after attending a few sessions you can see them becoming more confident as they make friends and learn new skills."

Some of the conditions the children have are down's syndrome, hypermobility, cerebral palsy, dwarfism, tourette's syndrome, psychosis, charcot-marie-tooth disease and depression, but all are welcome to attend on their own or with a brother, sister or a friend.

Many parents have told us how their child has been encouraged by the sessions to take part in more sport, whether it's a club, after school activity or just asking for a basketball hoop in the garden. Several of the children have shown great talent

for football and have since gone on to join local mainstream football teams. The Have a Go Days inspired James, 12, who has asperger's syndrome, to join Special Olympics Cornwall where he plays for the Boccia team.

Funding has now been secured to run Have a Go Days until 2021 which will mean many more children can try new sports, improve their health and fitness, gain independence, make friends, feel part of a group, be inspired to seek out new experiences, and feel proud of their achievements.

For more information search 'Have a Go Days Cornwall' on Facebook or call 01736 759500.



"This opportunity was fantastic; it gave my children a real insight into sports and made them feel like they were fully included in real sport! They felt comfortable with the group and worked together as part of a team."



"My daughter finds going out and mixing very hard so these sessions really helped her to be one of the team."



"Can I just say a massive thank you... What a fantastic group they are, identifying discreetly what each individual child needed, observing them, then adapting if required to suit them. A simple example I can give is that my son struggled to raise his arms and hands to 'high five'. I noticed they started doing 'low fives' with him - brilliant."

Photos courtesy of Geoff Squibb ARPS

CHANGING PLACES

Over 250,000 people need Changing Places Toilets (CPTs) to enable them to get out and about and enjoy the day-to-day activities many of us take for granted.

The absence of suitable toilets mean that people with complex disabilities who need assistance cannot take part in activities such as shopping, going out for a meal or attending a sporting event. Without a suitable changing bench and hoist, many people with complex needs have to be laid on unhygienic toilet floors or become trapped in their own homes.

Changing Places are not only fully accessible toilets, they also have extra space and contain a range of additional features such as: a peninsula toilet, an adult changing bench and hoist (but no sling supplied), which are essential to meeting the needs of people with profound and multiple impairments.

Did you know? Public toilets hold about 77,000 types of germs and viruses. This statistic becomes even more alarming when you consider that people who require adult changing facilities typically get changed on the toilet floor.*

CPTs are so important for people and families, especially when considering trips or days out. We asked one local family why they are important to them.

Rachel George's son, Adam, has a rare neuromuscular disorder which means he cannot sit unaided, stand or walk. Rachel told us: "Well I asked Adam why Changing Places Toilets matter and he looked at me with that withering look a teenager gives when parents have asked them something really stupid! He said: "Because they are toilets!"

Just in case his Mum still 'wasn't getting it,' Adam went on to say; "We all need the toilet and a place to wash our hands."

And that sums it all up pretty well we think!



Rachel, Adam and Alex Lawson, Cornwall Services Manager

Changing Places Toilet Finder

This is not an app to find standard accessible (RADAR or disabled) toilets. CPTs are different to standard accessible (disabled) toilets. There are over 1,000 Changing Places Toilets in the UK. This app is the first one to allow you to find the nearest facility to you or by searching a specific location, it gives you information on how to get there, how to get in and what facilities there are.

The RADAR Key Company's website has a similar toilet finding map, which is designed to include the enhanced functionality that is practical when matched by the larger screens and greater processing power of a computer including multiple routes and extra search functions.

www.changingplacesmap.org



* Gibbons et al, 'Ecological Succession & Viability of Human-Associated Microbiota on Restroom Surfaces', Applied & Environmental Microbiology (2015)

IN CORNWALL

To access some CPTs you will need a RADAR key. For more information and to purchase a key, contact The RADAR Key Company.

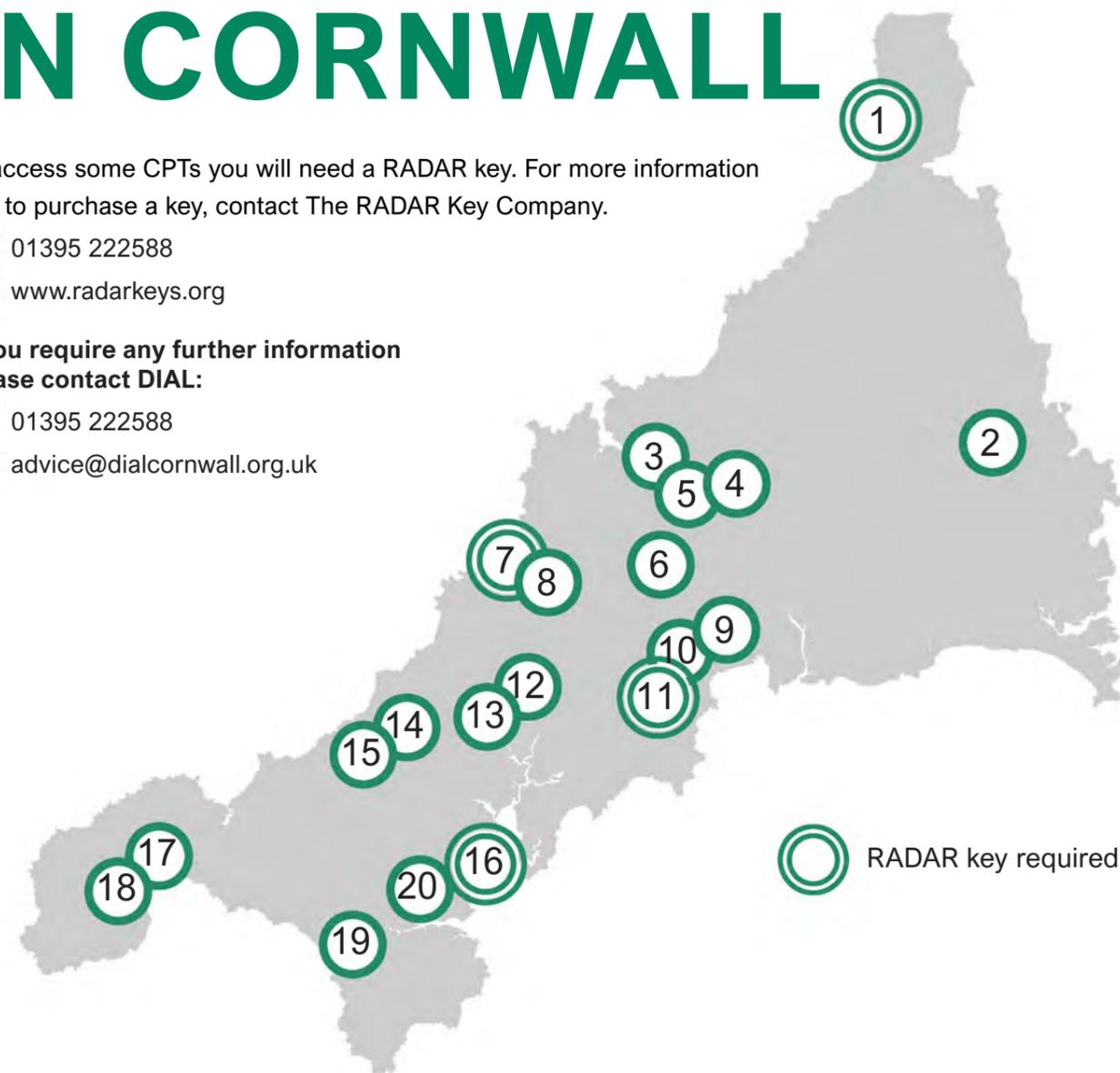
☎ 01395 222588

🌐 www.radarkeys.org

If you require any further information please contact DIAL:

☎ 01395 222588

@ advice@dialcornwall.org.uk



Location and details:

- | | |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 1. Summerleaze Beach, Bude EX23 8HN
RADAR key required | 11. The Lost Gardens of Heligan, St Austell PL26 6EN
RADAR key available from reception |
| 2. Tesco, Tavistock Road, Callington PL17 7RD | 12. County Hall, Truro, TR1 3AY |
| 3. The Camel Trail, Wadebridge PL27 7AL
Coin operated (20p, under review) | 13. Royal Cornwall Hospital Treliske, Trelawney Wing, Truro TR1 3LJ |
| 4. Chy Trevail, Bodmin PL31 2FR | 14. Gwealan Tops, School Lane, Redruth TR15 2ER |
| 5. Bodmin Clinic, Bodmin Hospital, PL31 2QT | 15. Heartlands, Pool, Redruth TR15 3QY |
| 6. Cornwall Services, Victoria Interchange, PL26 8UF | 16. Ships & Castles Leisure Centre, Falmouth TR11 4NG
RADAR key required |
| 7. Newquay Bus Station, TR7 1JQ
RADAR key required | 17. The Lescudjack Centre, Penzance TR18 3PE |
| 8. Newquay Zoo, TR7 2LZ | 18. Poppies Community Café, Penzance TR18 2BL |
| 9. Eden Project, near St Austell PL24 2SG | 19. The Old Cattle Market, Helston TR13 0SR |
| 10. Priory Road Car Park, St Austell PL25 5AB Coin operated (20p) | 20. BF Adventure, near Penryn TR10 9BX |

Merlin MS Centre Celebrating 10 years

This year the Merlin MS Centre is celebrating its 10th anniversary of supporting people with Multiple Sclerosis and other neurological conditions. It is the only purpose-built facility of its kind in Cornwall and has made a huge difference to hundreds of individuals and their families. The Centre provides a comprehensive range of subsidised clinical services, therapies and support to those living with MS and their primary carers. Service provision is extended to anyone who feels they can benefit.

The charity has come a long way since it first opened its doors on April 14 2009. Over 100 people a day now use the Centre; 10,750 therapy sessions take place yearly; more than 30,000 miles are covered by the community transport service each year; and wonderful volunteers have gifted 15,000 hours of their time each year. Thanks to the generous donation of lottery winner, Peter Congdon, the Primrose Hydrotherapy Pool opened in February this year providing additional therapy for service users.

The Merlin MS Centre receives no government funding, so relies on donations, fundraising events, grant-making trusts, the onsite café, retail and room hire, to cover its annual running costs, which are in the region of £600,000. If you would like to find out about the services we provide, or how you can help, please get in touch.

📞 01726 885530

@ hello@merlinmscentre.org.uk



Did you know?

Households with a disabled person have a combined spending power, known as the 'purple pound', of £249 billion per year.*



So you're going into town to buy that jacket you've had your eye on, or meeting friends in the pub, or perhaps you have to visit 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?

The question disabled people and carers often have to ask before they visit anywhere. Any business which is not accessible is obviously missing out on potential revenue, not to mention doing the right thing for all of their potential customers.

Despite the Disability Discrimination Act – Access to Goods & Services 1995, now being some 24 years old, people still find places they visit, whether pubs, restaurants or shops, are often still inaccessible to them, due to the built environment (steps etc), poor staff attitudes to accommodating disabled customers, crowded aisles, poor signage and a

lack of accessible toilet facilities. This is preventing disabled people living as full and equal citizens in society.

Over the years, disAbility Cornwall & Isles of Scilly has given access advice to different businesses and held focus groups for Cornwall Council and other service providers to consult with, especially when large buildings, new services, or public access projects are being planned.

When a business is accessible it will access the 'purple pound' which is the spending power of disabled people and worth billions every year. We all know how much the high street has suffered over the last few years, so we are appealing to all businesses to please improve access and if for no other reason, then at least their own financial gain!

The main problem with formal access audits from audit companies is the potential cost which can run into thousands, rendering them unaffordable for most small businesses.

We believe good inclusive access is great for everyone, not just disabled people, but families with very young children using prams & pushchairs, older people, those who have had surgery, people carrying luggage etc, so this year we have focused on designing Every Customer Counts (ECC), an affordable, innovative and interactive website for all businesses, both large and small, to benefit from.

Merlin MS Centre Making a difference for 10 YEARS 2009 - 2019

A Centre of excellence in Cornwall providing a range of expert care, support and therapies for those affected by Multiple Sclerosis (MS) and other neurological conditions.

We offer... therapies to manage symptoms as well as to relieve isolation and loneliness.

- Physiotherapy • Hydrotherapy • Community Transport Service
- Exercise Classes • Sensory Integration Therapy • Café
- Oxygen Treatment • Outreach Services • Podiatry
- Health and Wellbeing Therapies • Advocacy and Counselling
- Occupational Therapy • Day Respite

Merlin MS Centre Bradbury House, Hewas Water, St Austell, PL26 7JF
01726 885530 | www.merlinmscentre.org.uk
Charity Number 1093691

Join in the conversation
Facebook: merlinmscentre
Twitter: MerlinMSCentre

* Office for Disability Issues, Nov 2018, www.gov.uk/government/news/purple-tuesday-is-the-uks-first-accessible-shopping-day

How it will work for businesses

They answer a series of questions (the Quiz) regarding their premises and then receive a report with straightforward advice in each area on how to make their premises more accessible, which is all extracted from the information resources within the website. Once they have received their report, which will also show how they scored and give them a rating – the first kitemark for accessibility to goods and services in the country, the business can then sign up and commit to ECC, and work to make the recommended improvements. Meanwhile, we will send the business a marketing/information pack comprising:

- A Customer Commitment Policy
- Information resources
- A window sticker to display their rating
- The ECC logo for them to use on literature.

We will include an 'advert' on the ECC website profiling each committed business and their star rating. Disabled people can then source accessible businesses and rate them accordingly.

It's anticipated businesses will be incentivised to continue to fulfil all recommendations for improvements in their report over time, as they will see the benefits when disabled people engage and give feedback and rate their business. This will lead

to them revisiting the site to complete the quiz again and improve their star rating, hopefully until they reach five stars.

How it will work for disabled people

The website will provide an opportunity for potential customers to search by business type, location and perhaps even by star ratings, for businesses in their locality and then be given the option to rate them and give the business feedback in the same way as Trip Advisor works. The business should also be able to respond to these comments.

To make this web resource as easy to access to as many people as possible, the business advertising area of the site, along with a customer feedback facility, will be available to use via smart devices as a downloadable application.

With a cost to download of 49p, the app will be priced affordably and will be attractive to people with constructive feedback to share, allowing comments to be made in a timely and convenient fashion.

Did you know?

Three quarters of disabled people have left a shop or business because of poor disability awareness or understanding.*

* Purple, research conducted by, 2017

A New World Record



Steve Hughes

A disabled former soldier, Steve Hughes, has smashed the world record for a manual wheelchair push along the length of Britain by a whopping six days!

Steve went on to compete in many different races, including several half marathons, "Well I like a challenge," he said. "That's what led me to doing Lands' End to John O Groats for charity."

Holidays for Heroes Jersey provide free holidays on the island, for members past and present of HM Armed Forces injured during their service and where Steve and his family enjoyed a wonderful week in 2017. Steve said: "Everyone was so friendly and couldn't do enough for us. I wanted to give something back so other veterans and their families can experience the opportunities we had when we were there."

The Armed Forces Para-Snowsport Team also support injured military personnel and veterans, but through para-snowsports, and are the other charity Steve chose to support. He told DISCOVER: "I've chosen these charities as they're run totally voluntarily and they help disabled veterans like myself."

Huge congratulations to Steve for his incredible achievement and well deserved world record.

Steve crossed the finish line at John O' Groats on 8 April after covering a distance of more than 874 miles from Land's End, in 14 days, 4 hours and 59 minutes. "It was pure determination that got me through," said Steve, who completed this phenomenal achievement on his 50th birthday. He continued: "The hardest part was going up through Cornwall as there are some really tough hills and the last few days were also a real struggle, but I was never going to give up. When I crossed the line it was a bit overwhelming, as I had so much support from people cheering and waving."

It was several years ago while serving in the army, that a regular session on an assault course resulted in a significant injury, for the Royal Artillery gunner. His head became jammed between a huge tyre and a wall, which damaged his spine. Despite constant problems with his back, Steve carried on in the army, but the injury never completely got better and returned to cause significant problems in 2011. Since then Steve has endured ten different lots of surgery, including three on his spine. His mental health suffered, but discovering wheelchair racing gave his sense of wellbeing a boost. Steve said: "I have always watched Paralympic sports and the Rio Games gave me the kick up the backside I needed!"





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- Safe and reliable
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- Rent or buy
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✓ Easy-read digital display	✓ Safety cut-out sensors
✓ Smooth start/stop action	✓ Safety seatbelt

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Dr. Hilary Jones
Medical Advisor to Acorn Stairlifts



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A Place to Call Home

disAbility Cornwall & Isles of Scilly asked Cornwall Council in November 2018 about the housing register and in particular, how many people were on the waiting list for an accessible / adapted home to meet their needs. The answer was 18,534 'live' applications, of which 2,476 households have declared a moving reason as either 'health and disability' or 'needing adapted accommodation'.

Did you know?

There are 1.8 million disabled people with unmet housing needs, 580,000 of whom are of working age.*

We also carried out an online survey and heard many stories, some from people who had waited years and more than half of respondents said their home was not suitable for their needs. We heard a raft of issues, such as a lack of understanding of the current housing allocation system, it not being accessible, multiple appeals to get people to listen to them about their disability and therefore be allocated the right 'band', people who had sent in

registration forms but heard nothing since, those who do not have online access to bid for a property (29%), and the list goes on.

On the whole, people who responded felt it unfair to have to bid for an accessible home against people who didn't even need one, but who may be in a higher category due to their own personal circumstances, ultimately meaning they may lose out to them. Some people are afraid to bid for a property in case it's unsuitable because you only get to turn down two properties. If you have access needs how can you choose a home just by looking at a picture of the front of it?

So, what's the answer?

The London Accessible Housing Register is used by several boroughs. It involves collecting information on the accessibility of properties for inclusion in the advert to help bidders identify homes which could meet their needs. Each

property is given an overall grade which must meet certain criteria relating to steps, both internal and external, and internal circulation space. In effect, this means home-seekers with a disability can view relevant information about housing on offer so they can bid in an inclusive choice-based lettings system. We feel Cornwall needs a fair and supportive system like this too.

What's being done about the shortage of accessible homes?

It's unlikely the need for accessible homes will decrease as we are living longer and our population is therefore ageing. There are plenty of new developments popping up everywhere, but what about their accessibility level?

A report produced by the Women & Equalities Committee 'Building for Equality: Disability and The Built Environment' (2016-17) highlights the Government's ambition to deliver a million new homes between 2014-19, with around 210,000 being built each year thereafter (until 2039) to increase the general housing supply.

A subsequent White Paper proposed using new powers under the Neighbourhood Planning Bill that 'planning authorities should set clear policies using the guidance and 'optional building regulations' to ensure an adequate supply of accessible housing to meet local demand. This guidance was expected for Summer 2017.

The report welcomed the Government's acknowledgment that accessibility is an important element in ensuring the country has an adequate housing supply, however, many local authorities already have Local Plans and may not recognise the need to review their housing policies. They therefore recommended that once the new guidance under the Neighbourhood Planning Bill is adopted (which it now has), the Department for Communities and Local Government undertake an audit of local plans to identify those which do, or do not, meet that guidance. Where the audit reveals gaps in accessible housing policies, the Government must take action to press Local Authorities to amend their Local Plans with the new guidance as a matter of urgency.

With regards to improving supply through standards for new homes, the report further concluded, 'wherever people live or choose to live in the future, there should be real choice in the housing available to them. For this to happen, we need to 'change the starting point from requiring a local authority to prove there is a current need to be met, to assuming there is such a need'.

Did you know?

Cornwall has significantly less social housing stock than the average for England of 12% compared to 17%.*

We asked Cornwall Council for a response and they said:

Although the figures you quoted were correct at the time of issuing, we have been through a data cleanse to ensure everyone on the list still had the same needs and wants. The updated numbers as of 24 April 2019 are; 9,762 'live' applications of which 7% had a mobility need:

- 93 stated they needed a property suitable for wheelchair use indoors and outdoors
- 308 stated they needed a property suitable for people who cannot manage steps or stairs and may use a wheelchair
- 317 stated they needed a property suitable for people who can only manage 1 or 2 steps or small flights of stairs.

We are aware of the pressing need for more suitable accommodation for those who have mobility needs and are looking at all possible solutions to meet the increasing demand. Our aim is to ensure local people have a better range of living options available as they get older, allowing people to still live independently and within their community, near family and friends.

* The Papworth Trust, 'Facts and Figures', 2019

* Cornwall Council Economic Growth and Development, 'Together for Housing – Housing facts and figures for Cornwall', 2017; and Ministry of Housing, Communities and Local Government, 'Local authority housing statistics', 2018

Did you know?

In England, fewer than 17% of councils with a housing plan have set out strategies to build accessible homes.*1

The preferred option is to invest in adapting existing housing stock for those in need of major adaptations, such as accessible bathrooms, stair lifts and ramping, which can enable people to stay in their current home. Last year the Council invested £6.8m and provided over 900 major adaptations. Where a home cannot be adapted, the Council will support people to move to an appropriate alternative home, both through the Home Solutions and Homechoice teams.

When using the online Homechoice system, adverts for properties with adaptations have a 'Mobility Label', indicating which level of mobility need the property is suitable for. In addition to this, the Homechoice team will also provide more details for anyone who is interested in a property and can advise if it's suited to their needs. Applicants are also able to visit the property before accepting an offer of accommodation.

*1 Equality and Human Rights Commission, Research report 114, 'The housing experiences of disabled people in Britain', March 2018

*2 The Papworth Trust, 'Facts and Figures', 2019

People in need of adapted properties are given preference over people without adaptation needs. If a property is not suitable for someone's needs, they would not be penalised for refusing it.

Cornwall Council's Affordable Housing Team is also working together with Cornwall Homechoice and Home Solutions to provide suitable homes through the planning process on new developments. We are looking to the future and have plans in motion to develop over 3,500 more 'Extra Care' accommodation units by 2025, allowing people to live in their own homes, but with care and support available around the clock if they need it.

Finally, the Council has committed to working with partners in health and other housing associations to recognise the importance of good quality housing and the effect this can have on a person's health, with a commitment to working together to achieve this for the residents of Cornwall.

Did you know?

59% of disabled people who are 65 and over say they will need accessible housing features in the next five years.*2

Shopmobility

This nationwide scheme lends manual and powered wheelchairs and scooters to people with limited mobility, enabling the person to shop and visit leisure and commercial facilities within a town, city or shopping centre. The scheme is open to anyone with mobility impairments, permanent or temporary, although each one can operate slightly differently; with some providing it as a free service, while others make a small charge. Here we take a look at the schemes in Cornwall and East Devon:

Falmouth — Eight manual wheelchairs are currently available as well as one power assisted wheelchair and four electric scooters.

Cost: £5 per day
Opening times: Monday to Friday: 9am–4.30pm

✉ The Old Post Office, The Moor, TR11 3QA

☎ 01326 313553

🌐 www.falmouth.co.uk/travel-resources/falmouth-shopmobility-scheme

Paignton — Centrally situated at the entrance to Victoria car park, scooters and both motorised and manual wheelchairs are available for hire. Bookings can be taken in advance of your visit.

Cost: £3 per day
Opening times: Monday to Saturday 10am–2pm

✉ Victoria Car Park, Garfield Road, TQ4 6AU

☎ 01803 521771

🌐 www.torbay-shopmobility.co.uk

St Austell — A range of scooters, wheelchairs and mobility aids are available for hire.

Cost: Hourly. Different prices for members of this scheme and non-members.

Opening times: Monday to Friday 9am–3.30pm

✉ East Hill, PL25 5LX

☎ 01726 70706

🌐 www.gostaustell.org.uk

Torquay — Shopmobility has been in the bay for 12 years and offers mobility scooters and both electric and manual wheelchairs.

Cost: £3 per day
Opening times: Monday to Friday 10am–2pm

✉ 1 Lymington Road, TQ1 4BW

☎ 01803 380982

🌐 www.torbay-shopmobility.co.uk

Exeter — Free parking available on 3/F of the Princess Hay car park. Taxis and the ring & ride bus can drop you outside the door. They can bring a scooter out to the bus for you by arrangement and also to the bus station or central railway station if you let them know your arrival time.

Cost: £6.50 per day
Opening Times: Monday to Friday 1–4pm and 10.30am–3.30pm on Saturdays

✉ 8–10 Paris Street, EX1 1GA

☎ 01392 494001

🌐 www.exetercta.co.uk

Plymouth — Scooters and wheelchairs are available for residents and visitors.

Cost: £4 per day
Opening times: Tuesday to Friday 9.15am–4.30pm, Mondays 9.30am–4.30pm and Saturdays 9.15am–4pm

Access Plymouth,
✉ Mayflower Street,
PL1 1QJ

☎ 01752 600633

🌐 www.accessplymouth.co.uk



DIAL Cornwall and Isles of Scilly

DIAL is the front-line service for disAbility Cornwall & Isles of Scilly and has been providing free, independent information and advice to disabled people, families, carers and professionals since 1997.

We are a small team and answer approximately 1,500 enquiries per year. We are very proud to have held the Advice Quality Standard continuously for 14 years, so you can be confident in the professional support you will receive from us.

We categorise our enquiries into seven main areas, but you can contact us about any issue and we'll always try to help you find an answer.

INDEPENDENT LIVING AND EQUIPMENT

Many of our clients struggle to remain independent in their homes and need advice on a range of issues from shopping, gardening and decorating, to major adaptations like converting bathrooms and building extensions. Sometimes a small piece of equipment such as a bath seat or a hand rail can make all the difference.

HEALTH AND WELLBEING

There are a lot of changes affecting our clients, especially with cuts in health & social care and other support services closing, which means many people feel they've been left with nowhere to go. We can communicate with other professional bodies like the GP or Social Worker on behalf of our clients to ensure they get the support they need.

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

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

HOUSING AND HOME ENVIRONMENT

It can be hard finding suitable housing with our current expensive private market and not enough social housing for everyone in need. Our Advisers can help people navigate the housing register and discuss options and solutions to make their home environment more suitable.

TRAINING, VOLUNTEERING AND EMPLOYMENT

We take enquiries from people who may be worried about their job because they've become unwell, or are now needing to look for work to meet the new conditions for claiming benefits, or perhaps they want to do some voluntary work, or retrain for a different career.

SOCIAL AND LEISURE OPPORTUNITIES

Some clients want to know about local support groups they can join or are concerned about the access and equipment at their leisure centre. Public transport is often an issue and for some people it's a real challenge to get around our county. Our advisers can support people to identify and achieve their aspirations wherever possible.

MONEY AND WELFARE ENTITLEMENTS

The benefits system can be confusing and often people don't know what they're entitled to. Many of our clients are experiencing real hardship due to Government changes to welfare benefits. Some enquiries can be complex money issues and our Advisers may complete a 'benefit health-check' or help with form filling. We hold foodbank vouchers and can access a wide range of support for people in need of short-term assistance.

RIGHTS AND DISCRIMINATION

We have supported lots of people to better understand their rights and find the best way to challenge and resolve issues. Sometimes a conversation is enough, but other times it's more serious, such as being called a benefit scrounger due to a lack of understanding about disability and how it affects people differently. Most serious is hate crime and we are a Third-Party Reporting site (TPR) to help anyone who wants to make a hate crime report to the police, or may need support with an incident. Hate crime against disabled people is under-reported in Cornwall and our aim is to ensure the statistics more accurately reflect the real situation. Reports can be made anonymously if the person doesn't wish to disclose their identity.

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.

THE DIFFERENCE DIAL MAKES...

A housing association support worker rang us at the end of the day on a Friday afternoon. A family she was working with had no money, food or electricity for the weekend because their welfare entitlements had been wrongly stopped. Although this had now been sorted out they were still waiting for the back payment to arrive.

Outcome: Our adviser contacted the local food bank to see if they could help. We have a good relationship with this food bank through previous referrals and jointly supporting a number of clients in the area, so although they are only open on specified days and times, they made an exception for this family, agreed to meet them at the food bank and provided them with enough food for the weekend and £30 in cash to buy electricity for heating and cooking.

THE DIFFERENCE DIAL MAKES...

A client was no longer able to work after a diagnosis of multiple sclerosis (MS). She contacted DIAL for support with her Employment Support Allowance (ESA) form and was booked in for an appointment with her partner. Our adviser gathered all the relevant information and prioritised the following issues:

Our client was only receiving the Personal Independence Payment (PIP) for mobility.

Her partner, who has an illness himself, was not coping well at work with the additional caring responsibilities he had at home.

The couple were concerned about finances as they were struggling to make ends meet.

After completing the ESA form, our adviser supported the client to ask for a PIP change of circumstances as it appeared she should meet the criteria for the daily living component, as well as

the mobility component. Following this re-assessment, the client was awarded enhanced payment for both mobility and daily living, which in turn entitled her partner to claim Carers Allowance and become her full-time carer, which would trigger additional premiums on top of the ESA.

The adviser also put them in touch with the MS nurse; explained about Personal Budgets and how disAbility Cornwall could help to manage it for them.

Outcome: Clients increased their welfare entitlements from £125 per week to £575 per week, significantly reducing the financial pressure they had been under. They now felt much more in control of their lives as they had been unaware of how the welfare system worked and how each entitlement potentially links to another, which ultimately increased the total amount they were entitled to.



If you receive Employment Support Allowance, Job Seeker's Allowance or Universal Credit, or you're having problems with them, then our Trek West programme may be for you.



Change can be very unsettling and you may be unsure as to your next move and need help to plan ahead for a clearer and better future.

If you want to make some positive changes, we can offer a friendly and professional guide to support you on a one-to-one basis over the telephone, via email, or in a face-to-face meeting at our outreach venue in Hayle.

Together we will develop your own action plan, setting out what you want to achieve and how best to achieve it.

We will help you to maximise your household income and provide you with practical information, advice and support to achieve your goals.

CONTACT DIAL

We are open 10am–3pm, Monday to Friday. We have a one working day call back policy for out of hours and busy periods. We also have a comprehensive advice area on our website, where you will find guidance and information fact sheets.

-  01736 759500
-  07522 970336 (text only)
-  advice@dialcornwall.org.uk
-  www.disabilitycornwall.org.uk



From Cornwall to the United Nations



Three young people from Cornwall who have Down's syndrome attended the Palais de Nations in Geneva, home of the United Nations (UN), on World Down's Syndrome Awareness Day in March, where they gave a presentation about their work experiences and ambitions to find jobs.

Cornwall's teenagers presented at the 'Side Event to the Convention of Human Rights for Persons with Disabilities' 21st Session, which had a theme of 'Leave No One Behind'. The event encouraged young people with Down's syndrome to speak up about their employment experiences and aspirations and was attended by UN Committee members, country delegates, representatives from civil society and international organisations. It featured speakers with Down's syndrome, from Switzerland, Indonesia, Spain and the UK.

The young people from Cornwall represented Time2Shine, an initiative of Cornwall Accessible Activities Programme (CAAP), which provides real life work situations for its 'Shiners' to enable them to get closer to work, and also Cornwall Down's Syndrome Support Group (CDSSG), a charity run by parents offering membership to families of people living with the condition, here in Cornwall.

Francesca Goff, 17, and Harley Jolley, 19, from Time2Shine and Charlie Lyne of CDSSG, were accompanied into the UN Building by Helen Laverty MBE, leader of the Positive Choices Network, who is also a well-known national advocate for people with learning disabilities and an avid supporter of both Cornish charities.

The three teenagers proudly told their stories to UN representatives and dignitaries from across the globe, highlighting the great work being done in Cornwall by Time2Shine and the small businesses which have supported the three teens on their employment journey.

Proud parents, Pat & Annemarie said: "It was an amazing experience. The young people proved that given the opportunity they are capable of showing the world how much they can achieve. As a parent, it was extremely emotional to hear and see my daughter being listened to."

A recurring message from self-advocates with Down's syndrome was how they want to work. The ones who had jobs all enjoyed working and were successful, illustrating how people with Down's syndrome make excellent employees in a variety of roles and industries. Studies



Harley, Francesca & Charlie

and employer testimonies show low absenteeism rates, commitment to roles for long periods of time and enthusiasm for being a team member. Self-advocates spoke strongly about their right to work and to have a decent job with fair working conditions.



Employment rates of people with Down's syndrome are low and often people with the condition are offered unpaid or low wage jobs and once in work, they often experience bad working conditions.

It was clearly an amazing opportunity for all the young people involved and

for one, Harley, it has seen his dream of a paid job in the police service hopefully getting a little closer to reality, because after seeing his speech, the police got in touch with him to see what they may be able to offer.

Positive Choices operate a network and social forum for student nurses, academics and others

working within learning disability. Their facilitator is Helen Laverty MBE and she said: "We at Positive Choices were delighted and honoured to be part of the group travelling to Geneva. Our mantra of 'Together We Are Better' could not be stronger than when we are working with Time2Shine, seeing them draw confidence from one another on the global stage and meeting other self-advocates from across the world."

CDSSG

☎ 07704 057006

@ co-ord@cdssg.org.uk

CAAP

🌐 www.caapuk.co.uk



Austerity's Victims

Austerity is the political-economic term referring to policies which aim to reduce government budget deficits through spending cuts, tax increases, or a combination of both. Austerity measures are used by governments finding it difficult to pay their debts.

Former Prime Minister, Theresa May, said in her last Conservative Party Conference speech that the present 'age of austerity,' which began with the 2010 Coalition government and continued on through David Cameron's and then her own Conservative government, 'is over', but many people would dismiss her statement as pure political rhetoric.

Neil Carpenter is a recently published author who highlights the stark reality faced by many in his book, *Austerity's Victims*, which is based on five local men who have learning disabilities.

"Cornwall is a great place to live for someone like me," says Neil. "After university and a variety of teaching jobs, I now enjoy a comfortable retirement, but many adults in this county who have a learning disability are not so lucky."

Six years spent working as a volunteer advocate has seen Neil going into day centres, helping to run a drop-in advocacy session and also visiting people in their homes.

Neil said: "The book was triggered by my impression when I began working as a volunteer that nearly everyone I met seemed poor. It was as if poverty was an almost inevitable part of having a learning disability. I wanted to see if that impression of poverty was accurate and *Austerity's Victims* is a detailed account of what I found. It aims to show how this particular group of people have been affected by austerity."

Austerity's Victims concentrates on Frank, Les, Thomas, Mark and Danny (all names have been changed) and their spending is compared not just with UK and Cornwall medians, but

also with the Joseph Rowntree Foundation's Minimum Income Standard, which is; 'what you need in order to have the opportunities and choices necessary to participate in society.' Or, put more bluntly, 'a minimum is about more than survival alone'.

The book illustrates how the men's spending averages at 48% of the UK median and 71% of the Minimum Income Standard. Neil said. "It goes without saying their income is below the relative poverty threshold, but it isn't the only problem. All have had their support hours at home or day centre cut. The three who have support hours have seen them reduced by an average of 27%, whereas Mark now has his place at a day centre only half-funded and Danny has had his Adult Social Care funding removed completely."

In addition, when the book was published, two of the men had their benefits cut: Frank failed to move successfully from Disability Living Allowance to the Personal Independence Payment and Danny, who suffered a life-changing brain injury in 1980, was, says Neil; "Suddenly deemed, 36 years later, to miraculously have changed and therefore be fit for work without his Employment and Support Allowance."

Neil adds; "To state the obvious, their quality of life has suffered. One aspect is how they lack the friends most of us take for granted, leaving them lonely."

Because Neil's aim is to reach as many readers as possible and show how poorly people with a learning disability have been treated, the print version of *Austerity's Victims* is for sale at cost price and the e-book is only 99p.



Neil Carpenter

Print: www.amazon.co.uk/dp/1984977601
Kindle: www.amazon.co.uk/dp/B07D3PVC8G

Mid-Cornwall LIFESTYLES

This well-respected local charity has developed from small beginnings in 1999 to now directly supporting disabled people across the county. Working with Adult Social Care and NHS Community Mental Health, they provide a reliable, flexible support service with referrals accepted from agencies, NHS and individuals themselves, either utilising Personal Budgets or being self-funded.

Mid-Cornwall Lifestyles have some exciting changes for 2019 with a vibrant new leader who will be amply supported and encouraged by their Trustees, to forge ahead with new ventures in the continuous development of this important local charity.

☎ 07967 822340

@ lifestyles@breathe.com

LINCoS

disAbility Cornwall & Isles of Scilly is pleased to be working in partnership with Exeter University among others to deliver LINCoS, a new project to research the barriers for people living with a long term health condition or disability and older people, both in the workplace and as employers.

It's hoped this will lead to identifying and supporting new products and processes to improve recruitment, retention and workplace opportunities for all.

If you would like to share your experiences, opinions, fears about employment, barriers you have faced in attempting to find work or, your challenges as an employer living with a health condition or disability, then please do get in touch with us. We look forward to hearing from you.

☎ 01736 759500

@ info@disabilitycornwall.org.uk



Photo courtesy of Cornwall Airport Newquay

Up, Up and Away



You may have seen Cornwall Airport Newquay featured on BBC Spotlight news recently, having become the first airport in the UK to be Makaton friendly, they certainly are working hard at inclusive access for all.

During the past few years the airport has worked closely with us at disAbility Cornwall & Isles of Scilly, and with our members through focus groups and consumer audits, where people of all ages and disabilities have provided a wealth of feedback on what improvements can be made to make the passenger experience more positive.

Alongside this, their staff have been trained by 5 Degrees West, our training partnership, in 'Passengers with Reduced Mobility' comprising PRM Theory, Dementia Care Awareness, Hidden Disability, Communication, Anxiety, Autism, Visual Impairment and Hearing Impairment Awareness.

More recently, the Time2Shine Group which has been established under the Cornwall Accessible Activities Programme (CAAP) have become a consultative body for the airport, meeting regularly and overseeing an action plan to implement the changes identified and undertaking familiarisation tours. These are open to anyone who would like to visit and see what the airport is like, so you can feel reassured you will have a positive experience when you use it.

Heather Sturt, Passenger and Customer Services Manager said: "We are delighted to be working with disAbility Cornwall & CAAP to ensure we are

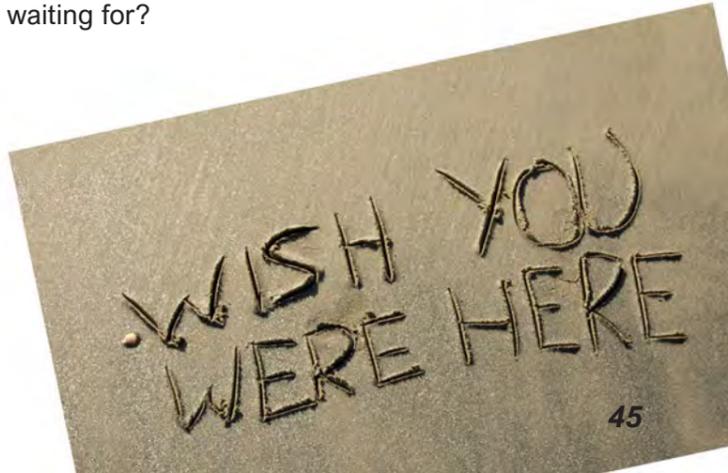
able to provide a positive experience for every customer. We want to make air travel inclusive for everyone."

Some of the access recommendations have already been put into place such as improved signage, while many will be undertaken as part of the terminal expansion plans, including the consideration of a Changing Places Toilet (CPT). Great news! Melissa and Jacob from Time2Shine joined some of the team from disAbility Cornwall in February, to assist in an airport audit to prepare a brochure for passengers with reduced mobility and hidden disabilities.

'Passenger with Reduced Mobility' is a term used by the Civil Aviation Authority for passengers with an additional need, health condition or disability and we would recommend you book either with the airport direct, or your travel agent as a 'PRM'. You will receive extra assistance from when you arrive in the car park, provided with a wristband or lanyard to wear enabling trained staff to identify you as a person requiring extra assistance, and will pass smoothly through departures with a fast track check-in and staff to support you through.

You can ask for a private search facility if needed for your dignity and comfort, a quiet room to wait should you need it and you will experience this right through to boarding the flight. All passengers board the flights using an 'Avi-Ramp' (pictured), so you can be assured of a smooth departure and landing back in Cornwall. The Access Brochure for PRMs will soon be uploaded to their website so do watch out for it. It will feature all the access considerations and document the journey you'll take through the airport, telling you everything you need to know for a safe and enjoyable experience. Just be sure to give them some feedback on the PRM survey after your journey!

With direct flights now available to Alicante, Faro, Copenhagen, Dublin, Dusseldorf, as well as multiple UK airports and onward connecting flights to great destinations like Paris, Amsterdam, Cork, Stuttgart, Toronto and Las Vegas, what are you waiting for?



AND NOW WE FEEL EPIC!

eHealth Productivity & Innovation in Cornwall & the Isles of Scilly (EPIC) is a European Regional Development Fund project seeking to raise awareness and increase use of eHealth technology in Health & Social Care across Cornwall, as well as supporting businesses to develop new solutions.

eHealth is any digital technology that improves quality of life and helps people to manage their long term conditions, including apps, websites, programs, sensors, smart speakers and wearable devices, such as an alarm if someone falls, tracker bracelets for physical activity, rehabilitation and for people living with dementia. Technology can be used to make life a little easier.

Humanoid robots can help us with all aspects and activities of daily living, such as reminding us to take medication, guiding us in unfamiliar places, or encouraging us to eat healthier.

EPIC have been working with Pepper, who thanks to his voice recognition system and exceptional artificial intelligence, is capable of maintaining a conversation! He can identify your emotions, so if you're having a bad day, he can sing you a song, or dance to your favourite tune to cheer you up!



Telepresence robots enable you to connect with those that matter the most to you by calling them on their smartphone or tablet. With the ability to move around using the robot, it means you can visit your friend from the comfort of your own home. It's ideal for supporting independent living, reducing carers' visits and giving reassurance to family members, as they can check in with you. This technology could reduce routine trips to the GP and physiotherapist as advancements mean they could take your blood pressure and even touch you.



Smart speakers use artificial intelligence and the internet to access information. These speakers are equipped with voice recognition and can access apps and websites. People can use these devices to remind them to take medication, attend an appointment or renew a prescription. They can also enable people with mobility, sight or dexterity issues, to turn on other devices such as lighting and entertainment using speech.



Virtual Reality (VR) is a computer simulation of a 3D environment most commonly using a headset. Users can experience activities they had previously enjoyed but can no longer take part in or haven't encountered before due to physical restrictions. People can use immersive VR apps for a range of environments and experiences such as combatting social isolation and loneliness, helping to ease depression and/or anxiety, and developing independent living skills. Healthcare professionals can also learn new skills without causing danger to patients, such as medical and surgical training.



Companion robotic pets are based on 'pet therapy', but as taking live animals into care homes can be tricky to say the least, sometimes using robotic pets can be more appropriate.

Paro is a robotic seal and has been shown to reduce both agitation and depressive symptoms in older adults with cognitive decline and dementia. He can modify his behaviour to suit the user and has been found to reduce stress and improve relaxation. However, he costs more than £5,000 making him unaffordable, so EPIC is supporting a cheaper local initiative so more people can benefit from these robotic friends.



EPIC have supported over 30 companies so far leading to two new products and they're aiming for more. Cornish businesses are currently working on new companion pets, a robotic arm for a wheelchair, apps for managing employee wellness, a pharmacy dispensing system and a platform to connect patients with care providers locally. Once these products are available for everyone to buy and use, they hope it will help us all by spending less time on journeys for routine check-ups, being more independent at home and managing our own health with the use of technology. To share your views or even test some of the new products during the design stage, please visit:

 www.plymouth.ac.uk/research/epic

 01736 759500 (Contact DIAL if you don't have access to the internet)



European Union
European Regional
Development Fund

Free Wills Cornwall

We should all have a Will which sets out our wishes. Without one, the law will decide what happens to our estate. With a Will, we decide.

disAbility Cornwall & Isles of Scilly's mission is to Represent, Include, Support and Empower. Integral to this is ensuring everyone's voice is heard and people have the support they need to achieve and maintain dignity, choice and control in all aspects of their lives.

We understand the significant impact on family and loved ones when a person loses their capacity without making a Will or having other arrangements in place. We also recognise the importance of making provision for any dependent children or adults in a family who may have an additional need or a disability.

We chose McClure Solicitors as our partner because we developed a great working relationship with their local consultant and trust them to deliver an empathic and professional service.

They will prepare your Will or review your existing Will free of charge, a service which usually costs £150 for a single client and £240 for a couple, as well as offering Legal Power of Attorney at a special discounted price.

McClure have substantial expertise as they have been preparing Wills for over 150 years and produce over 700 every month.

As a charitable company, funds from legacies are vital to our very survival and when people take up this free offer they often choose to leave a donation or a legacy to us. We would love as many people as possible to do something legendary by leaving a gift in their Will for our work, although there is no obligation to do so.



McClure
SOLICITORS

In partnership with disAbility Cornwall & Isles of Scilly, McClure Solicitors can provide the following Legal Services:

FREE WILLS

Making a Will is one of the most important things you can do to ensure your wishes are carried out and your family is taken care of in the way you would want them to be.

FREE WILL REVIEW

You can have your Will reviewed free of charge and receive advice as to whether it's adequate, needs amending, or in fact needs replacing altogether.

SPECIAL PRICE POWER OF ATTORNEY

Every adult should have a Lasting Power of Attorney (LPA), a legal document appointing someone to act on your behalf if you become unable to make decisions about your health and wellbeing, or to manage your affairs.

There are two types of LPA – Financial & Property and Health & Welfare.

Without a LPA no one will have authority to act in your best interests if you become unable to do so yourself.

Simply contact us to book your appointment, which is completely free of charge and available at a number of locations across Cornwall and Devon.

Please let us know any access needs you may have when booking.

☎ 01736 751924

@ contactus@freewillscornwall.co.uk

🌐 www.freewillscornwall.co.uk



Wozzon?

JULY
3

Blue Light Day 2019

The annual Blue Light Day for Cornwall is a popular and fun event which helps to break down barriers between individuals with learning disabilities and the emergency services.

Times: 10am – 3pm
Venue: Royal Cornwall Showground, Wadebridge



JULY
4

Kidz to Adultz Wales & West

One of the largest and free UK exhibitions dedicated to children and young adults up to 25 years of age with a disability or additional need, their families and the professionals who support them. Advice and information on funding, mobility, communication and more.

Times: 9am – 4.30pm
Venue: Thornbury Leisure Centre, Bristol

www.kidzexhibitions.co.uk/kidz-wales
0161 6078200

JULY
26

BF Adventure 30 Year Celebration

Find out about work they do through an afternoon of networking and celebration, complete with optional site tours around their beautiful 60 acre site, or simply sit, socialise and enjoy some tea and cake!

From 4pm and requiring prior booking, there will be a BBQ and evening activities, including zip wire, indoor climbing wall, canoeing, and finishing with games & activities for all in the Adventure Barn.

Times: 2pm – 4pm
Venue: BF Adventure, Halvasso, Longdowns, near Penryn

www.bfadventure.org
01326 340912

AUGUST
10

A Different World Festival 2019

This event is organised by the parents of a teenager unable to attend Reading Festival due to his autism.

This festival is different as the music is not too loud and there are no flashing lights, it's a flat site with plenty of space to move around, adjacent parking, signed singing for the majority of bands and a safe enclosed site. They even have doggy ice cream if you bring your assistance dog!

Times: Gates open at 11am
Venue: Abbey Rugby Football Club, Reading
Entry: (Tickets in advance) adults £15; 11 – 17 years £10; under 10s and carers free.

www.adifferentworldfestival.co.uk
07752 076326

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Five wonderful shows, five occasions to share.
Please join us for our first season of BSL signed performances at Minack.

The Secret Garden
Saturday 13th April, 2pm

A Perfect World
Wednesday 3rd July, 8pm

Romeo & Juliet
Monday 22nd July, 8pm

Stones in his Pockets
Tuesday 17th September, 2pm

Orfeo
Tuesday 17th September, 7.30pm

For more information and to book tickets, visit our website. To reserve seats for BSL signed performances, please e-mail us at the time of booking. Reserved seating is also available for patrons with limited mobility. Please see our website and contact us to discuss your access requirements.

JULY
20

CN4C's Summer Fayre

Local charity, Cornwall Neighbourhoods for Change will be hosting this Summer Fayre where all funds made on the day will be used in the community to help people who may find themselves disadvantaged or struggling. They are planning on welcoming a host of organisations who will profile their services as well as performances from local singers, bands, drama groups, dance associations. If successful this will become a regular community spirited event.

Check CN4C's website and social media for updates.

www.cn4c.org.uk
01209 310610

Goin' arree?

AUGUST
4

Mount Edgcumbe Classic & American Car Show & Summer Fair

This popular family day out has something for everyone – 150 stalls selling crafts, jewellery, clothes and much more, food and drink outlets including a licensed bar, bouncy castles, fairground rides and family friendly entertainment from jazz music to magicians, and of course the car show, which last year saw over 900 cars take part.

The event raises vital funds for Cornwall Hospice Care and The Friends of Mount Edgcumbe Country Park.

Venue: Truro Cricket Club, Boscawen Woods
Entry: Free (parking is £10 per car)

www.cornwallhospicecare.co.uk
01726 66868 (option 3)

South West Outdoor Festival

National Trust

Friday 27 – Sunday 29 September 2019
Penrose and The Lizard, Cornwall

A wild weekend of entertainment and adventure

nationaltrust.org.uk/SWOF

NTSWOF
#SWOF

Photography: Oliver Edwards and Visit Cornwall. © National Trust 2019. The National Trust is a registered charity, no 205846.

POVERTY IS THE WORST FORM OF VIOLENCE

MAHATMA GANDHI

Heidi Allen, the former Conservative, now an Independent MP and Frank Field, who resigned from the Labour Party to become an Independent Labour MP, have jointly undertaken an inquiry into the extent and causes of chronic poverty in Britain.

Five years on from the parliamentary inquiry conducted by a cross-party group of MPs and Peers, into the growing need for foodbanks in our country, Frank and Heidi plan to refresh the inquiry's findings from their programme of visits to foodbanks and other frontline community organisations. Their main objective is to gain evidence on how and why the face of poverty is changing in our communities, to gauge the severity of destitution in each area, and to seek ideas for a reform programme to protect people from hunger and homelessness.

Frank comments: "Half a century ago, when he encountered hungry children and sheer desperation in some of his country's poorest communities, Bobby Kennedy issued a plea for action to salvage the living standards of what he called 'the other America'. What Heidi and I are seeking to discover is how 'the other Britain' can be strengthened so that none of our fellow citizens are pushed into destitution."



Joanna Young

In Lancashire, the Chair of Morecambe's foodbank, Joanna Young, was unable to attend on the day the MPs visited in February. Instead she wrote an open letter to them, demonstrating the power of social media as it was shared over 10,000 times.

I have spent the last two years composing carefully constructed press releases which avoid controversy and don't get too heated. But now it's time for me to tell you what I really think, especially as you have come to listen. These are my views, not those of the foodbank.

The numbers of people without enough to eat in Morecambe continue to go up, and this is directly and absolutely caused by the deliberately hostile welfare policies introduced since the roll out of Universal Credit, including the current rate of benefits, zero hours contracts and caps on disability and other benefits over the past five years.

[I have met mothers who have had to ask me for a toothbrush for their child; women who regard sanitary towels as a luxury; and mums for whom deodorant for their teenage son is a treat.](#)

I have met dignified gents my Dad's age who have been ground down by a system which has refused to recognise their talents, potential or their experience and treats them like failed economic units of production when things go wrong. Even when they've paid their taxes, sometimes for forty years or more. All they want is a bit of help and they can't believe they've ended up in a foodbank.

I met a magnificent lady who drew herself up to her full height and eloquently described her professional life before she got sick and her anger when she got judged to be well enough to work. She paid into the system all her working life and then got nothing back when she needed help. She packed up her tins of donated food, straightened her back and went away, her head rightly held high. She should not have been in our foodbank because the state should have been helping her when she was too sick to work.

I meet people released from prison, 'rehabilitated' by doing nothing inside, who are given £46 and told to go away, with no phone, no idea how to use the internet, no skills and no home, and who are expected somehow to contribute to society.

Pregnant women who have not eaten for a while and who need money for nappies because the baby is due. People sanctioned because they were having chemotherapy and missed a DWP

meeting. People who are so ashamed and upset they won't meet my eye and I don't blame them a bit. But now I'm starting to meet people who think it's normal to be in a foodbank. Those are the hardest because this is not normal.

We have a welfare system which regards those who ask for help with suspicion and derision. A culture that assumes if you're not earning, you have no value and if you ask for assistance, then you are weak, helpless, lazy or stupid and that it's definitely your fault.

A generation of people are growing up in a culture which doesn't treat them with potential, excitement, creativity and encouragement, but punishes, demeans, demands and then blames them for their own miserable shortcomings when they can't magically summon up the social capital to succeed. The price of this in mental health, low educational attainment and expectations, poor physical health and lack of aspiration is astronomical. How can you expect people to pull themselves up by their bootstraps if you take away the boots and the straps?

[How can a single mum even think about an educational course or a different career when she can't feed her child? How can a growing thirteen year old boy concentrate on his homework if he's hungry and doesn't want to upset his mum by asking for something to eat?](#)

How can you expect people to plan and take responsibility for their finances when zero hours contracts treat them as dispensable economic units rather than people with rent to pay, homes to heat and children to care for? That's not socialist talk, it's real life.

The haves and have nots are now divided by a wafer thin bit of paper – between those who are just about making it and those who, by sheer bad luck, bad judgement or both, are not.

Children in this kind of poverty can't aspire – they are too hungry. Ask the amazing teachers whose jobs have morphed from being educators to being triage on the frontline of a need that isn't letting up and has no end in sight.

So, to paraphrase Bob Geldof, who confronted a very different kind of hunger, but who had the same kind of indignation that I, a devoted political centrist and usually reasonable human being, feel about the current situation: please, just give them some f***ing money!

This is so utterly avoidable, so pointless and so costly. If you leave people with no money in a situation where they have nothing to survive on for five or more weeks, there will be a major crisis in their lives and the lives of the people who depend upon them. Isn't that obvious? How would you cope if it happened to you?

The International Covenant on Economic, Social & Cultural Rights, signed and ratified by the UK and effective since 1976, regards access to adequate food (as well as social security) as a human right. The state is currently, according to our evidence here in Morecambe, in contravention of this to the tune of the 1,229 families with children.

A final thought. After a busy listening session at the foodbank I go through a small but important ritual. I pick my kids up from school, sometimes letting them have whatever snack they want from the corner shop. Getting home, I turn up the heating to dangerously luxurious levels, let the children relax and do what they want, put on my slippers, make a cup of tea and then sit on my bed for a few minutes on a soft wool blanket that was given to us for our wedding, and I just have a moment to myself.

[I am so, so lucky. These simple pleasures – a snack, some free time for the kids to play with their toys, a cuppa, a warm and comfortable house, a soft clean blanket – these are, for many of our clients, things they don't have. In 2019, in England, it seems that I am rich indeed.](#)

Did you know? Between April 2018 and March 2019, almost 17,000 three-day food packages were given to households in Cornwall.*

* Pirate FM, April 2019, www.piratefm.co.uk/news/latest-news/2859450/foodbanks-crisis-17k-emergency-hand-outs-in-cornwall-in-a-year

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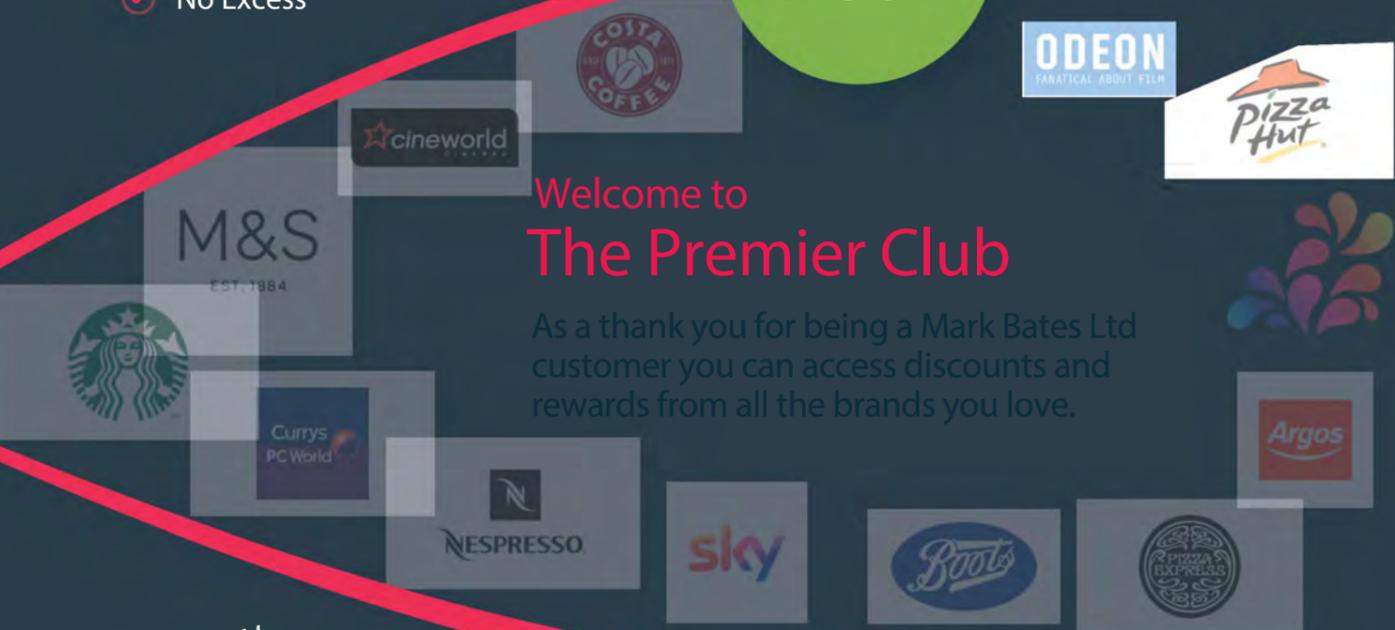
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| Merlin MS Centre, St Austell | - Wednesday 18 September |

“Please contact disAbility Cornwall to book a place on 01736 751920 or info@disabilitycornwall.org.uk”



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Children and vulnerable adults are being used by drug dealers across the country to courier drugs and money*



* This crime is known as county lines

Exploitation is a complex form of abuse in which someone is coerced into doing things for the benefit of others.

It's often a gradual process with the victim slowly introduced to new ideas, behaviours and activities, making these appear normal and acceptable. Because of this, victims will often not recognise they're being exploited until their situation becomes very serious. It can take many forms and these are often interlinked. For example, someone who is being forced to sell illegal drugs may also be a victim of human trafficking, if they are forced to travel to cities to sell drugs against their will.

Common forms of exploitation

Debt bondage, financial, labour or sexual exploitation, modern slavery, radicalisation, cuckooing and drug trafficking. This includes being forced to transport drugs to areas where they can be sold and distributed, such as 'County Lines' where gangs transport drugs to towns and cities along 'deal lines'.

Focus on County Lines

'County Lines' is the term used to describe urban gangs supplying drugs to others parts of the UK using dedicated mobile phone lines.

The gangs are likely to exploit children and vulnerable adults in order to move and store drugs and money, often using coercion, intimidation,

violence and weapons. An operating base is an essential feature of county lines gangs. They will exploit vulnerable people, by building up a debt or using threats and violence to take over a person's home, known as cuckooing.

Children as young as 12 years have been reported to be involved, but most commonly they are boys aged between 15–16 years. They deliver drugs and money between locations and will often stay in the house that has been taken over.

Gangs may also target women who tend to be drug users or are involved in a relationship with a gang member. They can become victims of sexual and domestic violence and can also be forced into delivering drugs or money.

Vulnerable adults who have financial difficulties, mental health conditions or a learning disability, are usually the most likely victims of cuckooing; they can also become sellers of drugs on the streets.

If you feel you are at risk, or know anyone who is being exploited, please don't hesitate to call the Police.

For more information and advice about county lines visit www.dc.police.uk/countylines

To provide information: either report via 101@dc.police.uk or call Crimestoppers anonymously on 0800 555111



Home Office



Devon & Cornwall Police

Discovering a Pathway

Sir Ludwig Guttmann (1899–1980) proclaimed: ‘Spinal Cord Injury was the most depressing and neglected subject of all medicine’ (Cole J, 2004).

For many years there have been attempts locally by individuals and groups to try and raise the knowledge, competencies and standards of care required by people with spinal cord injury, sadly with only limited short-term success. However, progress has accelerated in recent months with the involvement of the Safeguarding Team at the Royal Cornwall Hospital (RCH). This has resulted in the development of a ‘pathway’ involving both patients and professionals.

The ‘patient pathway’ is the route that a patient will take from their first contact with the NHS, to the completion of their treatment. The pathway should give an outline of what is likely to be needed as well as what will happen on the patient’s journey for planning services and operations.

At the heart of the development of the spinal cord injury pathway sits the patient passport, which provides immediate and important information for doctors, nurses and administrative staff in an easy to read form, promoting a positive experience for patients going into hospital. Backed up by policies and procedures, the aim is to train and identify staff and resources able to manage the care of this group of patients in a safe and suitable environment. Hopefully Sir Ludvig would be quite impressed!

There are also passports available for people with dementia, mental health conditions and learning disabilities. For more information, please contact the RCH Safeguarding Team.

☎ 01872 254551
@ rch-tr.SGAdults@nhs.net



Royal Cornwall Hospitals
NHS Trust



CAMPAIGNING FOR CHANGE

Disabled People Against Cuts (DPAC) was formed after the first mass protest against austerity cuts and their impact, back in 2010. Linda Burnip was the Leading Coordinator of the key group of disabled people who went on to form DPAC, she told DISCOVER:

It is now over eight years since we first marched against the decimation of disabled people’s human rights and since that day, in October 2010, the cumulative impact of cuts, which the Tories continue to refuse to measure, has left many disabled people living in fear and destitution. Over £7 billion has been wiped off social care budgets and life for many seems to be a continuous battle to get and keep what is needed to lead lives which support dignity, freedom and equality.

In just over eight years, foodbank usage, period poverty, choosing between food and heating, benefit caps, and the return of Victorian diseases have become the norm. How did we, in one of the richest nations in the world, reach this situation?

This year, DPAC will have two main areas of campaigning; firstly around the provision of care and support for independent living and against care charging, where we are arguing for a national care system free at the point of delivery and secondly; to abolish totally Universal Credit (UC).

DPAC believes that UC is an economic and political disaster bringing further distress and impoverishment to those forced to endure it. Up to 2015 (the last figure available) at least £15.8 billion has been wasted on its implementation.

No civilised government should impose this on its citizens and no opposition party should want to simply pause and fix it.

We intend to establish a Scrap Universal Credit Alliance (SUCA) – a UK wide alliance of individuals and organisations committed to scrapping UC. This will be a national social movement which will unite in action all those who want to campaign to stop and scrap UC. It is based on experiences of DPAC nationally and DPAC Norfolk locally.

Areas already subjected to UC have reported serious hardship with soaring rates of visits to foodbanks and the amount of people sanctioned and left without any income for three months or more.

Universal Credit was rolled out in the North West over four years ago and two well-known social justice bloggers outline some of the horrors of it in their blogs: thepoorsideof.life and katebelgrave.com

To apply to join DPAC nationally or to find a contact list for groups locally, please see details below:

@ mail@dpac.uk.net
🌐 www.dpac.uk.net

Parents Carers Cornwall (PCC) is an independent organisation run by and supporting parent carers who have children with additional needs and disabilities, aged 0–25 years.



We can assist with enabling families and other organisations by:

- Finding information that can support them
- Enabling families to attend and network with each other through activities, events and training
- Supporting schools and pre-schools with signposting to organisations that families may find useful
- Producing a free newsletter with up-to-date information and shared with many professionals/families
- Very importantly, providing a united forum to enable parent carers to not only have a voice, but for that voice to be heard, through participation, directly in meetings or via feedback through surveys.

If you would like further information or to register with us, please contact:

☎ 07973 763332 @ infoparentcarercornwall@gmail.com



➔ Easy access route

If you like the great outdoors and need to use a wheelchair or mobility scooter, then the Cornwall Rolling Ramblers who are now celebrating their tenth year, may be for you! Here they share one of their favourite rambles at the atmospheric Botallack, in West Cornwall, near St Just.



Over the last ten years, well over a hundred individuals have enjoyed rambles with us, and with our close ties to the National Disabled Ramblers, we have lobbied for improved access for mobility vehicles and undertaken a 'recce' of Dartmoor, for both the Walking Festival there and to improve access in general.

Cornwall Rolling Ramblers were also involved in setting up the Countryside Mobility Scheme, which now provides off-road 'Tramper' mobility scooters for hire throughout the South West region.

Every year we plan a series of rambles, some of which are challenging like the one described below, but many are easier, such as the Camel Trail and Heligan Gardens. We also hold a few social gatherings and welcome carers and family members to all our events.

➔ BOTALLACK

We begin at the Botallack Count House run by the National Trust. Here you will find good parking, a café, toilets and the opportunity to hire a Tramper. You don't necessarily need one but because parts of the route are rough, we would advise you at least have somebody with you.

With the Count House behind, you can see remains of the tin dressing and arsenic works immediately in front of you. The gate opening onto the track you need to follow may be padlocked, but Count House staff can provide the lock combination code. Off to the right are the

well-photographed Crown Engine Houses, but you need to turn left and follow the road around to the left to reach an unmade road that leads to the right, past Wheal Owles and Wheal Edwards.

Continuing down the path you reach another turn off to the right, which has a gate further down and is the route to take if you hire a tramper. When the Rolling Ramblers were last here, this gate was open, but we recommend checking with Count House staff when you arrive. This track leads to Kenidjack Castle, the remains of an Iron Age fort and a spectacular view of Cape Cornwall.

If you have a regular scooter, this is as far as the route goes and you must return the way you came, although there are side paths shown on the map which comes with the tramper if you want to explore further.

If you are heading back to the main path and turn right for Kenidjack Head, you will soon reach a section of the path leading down to the left. Part way down, if you branch off to the right, it leads to a valley towards the sea and eventually a disused quarry with more fantastic views over Cape Cornwall, the Brisons and Porthledden.

Arriving back at the Count House, why not stop for a welcome coffee and cake at the café?

If this article interests you, why not search Facebook for 'Cornwall Rolling Ramblers' and then make arrangements to join us for a 'taster ramble' for free.

 www.cornwallrr.org.uk



DISCOVER Pays Tribute to Katy Lowry

Katy Lowry, a wheelchair user with a learning disability, was 30 years old when she was admitted to the Royal Cornwall Hospital Treliske (RCHT) in December 2016. She died just over two hours later.

At the inquest last year, it was found that Katy's death would have been avoided had she received basic observations and adequate assessment. The fact she did not, amounted to neglect and a gross failure, according to Dr Emma Carlyon.

Katy's mum, Beverley, told DISCOVER:



Giggling Katy, nearly 2yrs

Lunch by the pool, Mediterranean cruise, 2012

"31 years ago I gave birth to a beautiful baby girl by caesarean section at Treliske Hospital. She was very small even though she was three weeks overdue. I was told she had dislocated hips and she was put in a type of sling to reposition them and we were sent home. What they didn't tell me was she only scored 2/10 on her condition at birth, had a very high palette making it impossible to feed properly and had suspected down's syndrome. We only learnt this when Katy was six years old and we read her full medical records for the first time.

Five weeks after Katy was born and weighing less than her birth weight, she was admitted with dehydration. I told the doctors I feared something was wrong. The next day, we were told Katy would never sit up, walk, talk, feed herself or have any kind of life and was permanently brain damaged. They said we were young, should go home and

have another baby. They would 'take care of her'. 30 years and 10 months later, Katy was admitted to the same hospital for the same reason and this time they did what they said they would do all those years before. They let Katy die.

In the time Katy had, she experienced a wonderful life full of adventures. She did sit up, feed herself, crawl, dance and self-propel to anywhere she wanted to go. She swam with dolphins, travelled (would have happily lived forever in Disneyland) and was a true inspiration!"

We suggested to Katy's family that DISCOVER could feature a positive story on Katy's legacy, but they told us we couldn't, because sadly, there isn't one and this is why:

"We've been asked many times since Katy died, 'why are you questioning the hospital, what do you

hope to get out of it?' Well we've always wanted to know was Katy's death detectable, treatable and preventable? We now know it was yes to all three. Staff made huge mistakes that night and we want them held accountable just like the rest of us when we don't follow the rules and don't do our jobs properly. The staff who saw Katy that evening and those who were supposed to but didn't, chose not to follow standard operational procedures. They chose not to examine her and do the observations we now know were vital. They chose to tell us she was fine and would be going home later. Their choices robbed Katy of her life and us of Katy.

The Trust says they've made many changes and improvements since Katy's death. They've changed the pathway and Triage for vulnerable patients. But these so called changes were in force 20 months before our daughter died as that was

the last time she visited A & E and that was the procedure then. So nothing has changed. They say staff will be trained better to handle patients who 'lack the capacity to consent'. But patients who are unconscious, drunk, foreign, or even deaf, may lack this on point of entry, but are examined and procedures followed. What makes a learning disability different?

We have read page after page of what lessons the hospital say they've learnt. Pages written by Head of this, Director of that, dozens of faceless people who never met Katy and now, never can. All our daughter required that evening was a competent nurse, someone who would follow standard operational procedures, take her blood pressure, heart rate and temperature. If they had, Katy would not have died.

Katy was one of life's true innocents. She knew nothing of discrimination and treated everyone the same – with a smile and a high five! She had complete faith and trust in those she met. 300 people attended her funeral, 27 floral tributes and 123 cards & letters were sent, telling us how much she'll be missed and what an impact she had made. Everyone smiles when they mention her name.

We miss you Katy, every day. You've left a huge hole in our lives which is impossible to fill. We miss your laughter and singing, your sparkly shoes and pennies left all over the house, even the sound of your noisy toys! All our lives are less colourful now.

Katy was never alone, in pain, or in & out of hospital and for that we are truly thankful. Her life was full of love, laughter and music. But to lose her too soon because people judged her by who they thought she was and saw only her disability is crushing and hard to understand or accept."

Response from RCHT:

The circumstances and actions that led to Katy Lowry's death should not have happened and in extending our most sincere apologies we know they cannot make up for the grief her tragic loss has meant to family and friends. Staff at the hospital were deeply affected by her death and as a Trust we are strenuously working to improve our services; totally committed to learning from the failings in Katy's care.

We have made sure extra training has been provided to all frontline health staff, to provide greater understanding, knowledge and skills when caring for patients with learning disabilities. Two full study days, open to all health professionals within the hospital and community, provided education around communication, pain and reasonable adjustments, using patients and families' personal experience to evidence the need for staff to

Katy's death illustrates the recent research by Mencap that a lack of clinical training may contribute to 1,200 annual deaths of people with a learning disability because, among the findings, is how a quarter of healthcare professionals have never attended training on how to meet the needs of patients with a learning disability.

It was shocking to learn that while Katy died of natural causes, it was contributed to by neglect. It is our view that Katy was seen as a disabled person first and a patient second. While we acknowledge the dedicated work of a great number of staff working tirelessly within our NHS, our role is to represent those of us who for reasons of impairment, can still be failed by the public services we rely on.

The NHS was created to meet the needs of every citizen, based on their clinical need. When we use emergency services, we are likely to be at our most vulnerable, just like Katy was. Yet information heard during the inquest into her death has demonstrated how Katy was a victim of neglect. We therefore intend that Katy's untimely passing will be viewed as a beacon of hope and change that from now on, our NHS assures all of us, regardless of impairment, of an equal and equitable service.

recognise and respond to individual needs.

The need to improve care for people with learning disabilities is recognised across the NHS. We are working closely with the Learning Disability Mortality Review Programme at the University of Bristol to put into practice any recommendations to improve services for patients on a continual basis. The Learning Disability Team at RCHT is working closely with families and carers to learn where the Trust can further improve care and support for patients and families and, crucially, provide them with a voice to help us provide the same high standards of care for everyone, regardless of their individual circumstances.

If any family or patient would like to be part of this group, please contact the Learning Disability Team.

📞 01872 254610

@ rch-tr.LearningDisabilities@nhs.net

Cat's in the Powder Room

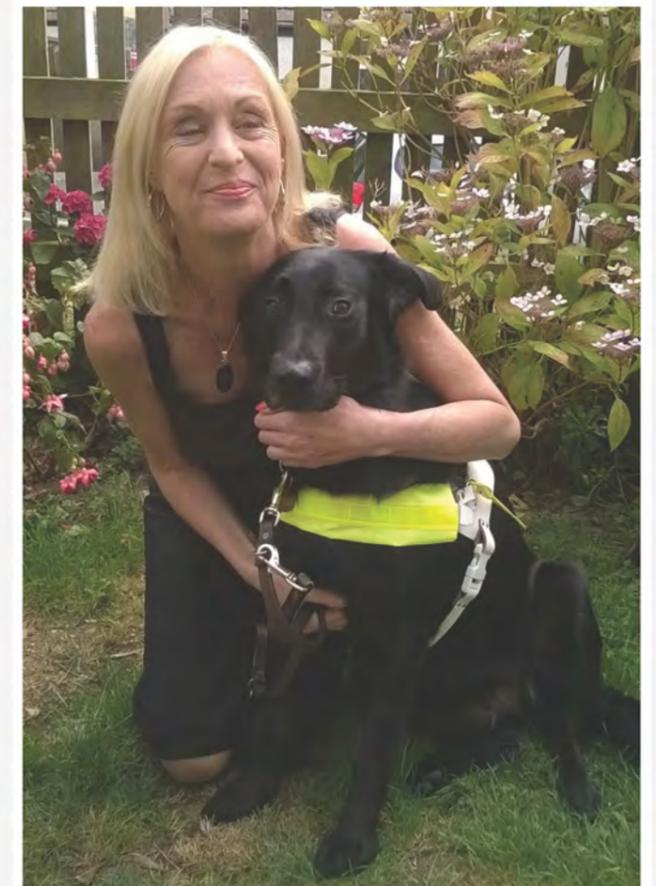
Catriona, known as Cat, often calls herself Cat & Dog, as due to being registered blind for 20 years, her guide dog is her constant companion. Here she tells DISCOVER about some of the challenges she has faced, how her dog is instrumental for independence and her work as a complementary therapist.

I have suffered with ill health most of my life. When I was in my late teens I developed ME and two years later, severe arthritis in my feet and ankles. Then came kidney failure and the complete loss of my sight. I received a life changing kidney and pancreas transplant nearly 19 years ago, but had some side effects after surgery. I developed osteoporosis and after years of being ill, was finally diagnosed with coeliac disease. I'm pleased to say though, things have at least settled down a bit now!

My transplant and various surgeries resulted in long stays in hospital, both here and in London and even being airlifted between the two. It took a long time to recover from all of these conditions and operations and having always loved working, as both a hairdresser and barperson, I still wanted to do something.

I helped some charities with fundraising, visual awareness training and even being a Trustee. Then I joined others, including the Guide Dog Association after getting my first guide dog, Ike, about 14 years ago.

Ike was such a character. He used to get me lost including 'guiding' us to the river one day which resulting in me having to phone for help! Other times, if the back gate was left open he would just



Cat with guide dog, Kiesha

disappear leaving me to ring taxi companies, local radios, friends and even the police. The police actually picked him up one night in the football ground and brought him back to me in a police car! Every time we went into town, he would try and take me to the pet shop and all the cafés!

Ike was an amazing worker though. My Dad lives in Scotland and a few years ago had to go into hospital, which Ike took in his stride. He learnt on the first occasion where he could go for a pee near my Dad's flat, where the hospital was, where the lifts were, the lay out of the corridors and how to get straight to my Dad's bed on the ward. It took him just the once and we then visited the ward twice a day, every day. He would fly in the plane with me each time from Newquay to Scotland; I lost count how many times he did this in his lifetime. Ike changed my life completely and we even won the National Life Changing Achievement Award, as before Ike, I found it hard to get out and about.

Throughout all my health problems, I was determined to get better and to have a guide dog. With Ike, I went to college to become a complementary therapist, going all over the country to learn new therapies.

I now work part time in The Powder Room at the Pentire Hotel in Newquay, helped by my new guide dog, Kiesha, who I've had for nearly four years. She has a completely different character to Ike; very well-behaved, professional and an old soul!

I absolutely love working alongside my Manager, Kerry Woodhatch, Nat Mouncey the acupuncturist and hairdresser, Vicky Collings.

We have rooms along a corridor and my room has my business name on it which is Positive Intent Therapies. Because I went to a specialised college in Hereford for blind people, we learnt many therapies, how to massage in a certain way and had the best tutors to show us how to look after our backs, necks and hands to avoid getting problems. I'm now able to do a selection of massages, reflexology, reiki, guided meditation therapy and crystal therapy.

Kiesha loves coming to work with me. She bounds her way from the front door of the hotel into our corridor and after first getting me to my room, she then trots off and knocks on the hairdresser's door to say hello to her! Vicky takes her two dogs to

work and they are all as good as gold, sitting in a line patiently waiting for a treat! Most of the time Kiesha just stays in my room though, saying hello to the client and then either curling up quietly in the corner or trotting off to sit in the hairdresser's.

Last year I held a seminar to raise money for the Guide Dogs Association, talking about my life and how I came into complementary therapies. I was so proud that a lot of people travelled to hear me talk and I enjoyed doing it. After that, I started running a course on different therapies, meditation, crystals etc, intending it to run for seven sessions, but it was such a success, group members asked me to carry on, so I did up until Christmas. I then took a break but will start again in a few weeks. Kiesha loves these sessions, going around saying hello to everyone and they all love her being there.

I feel very lucky to have such a fantastic life, with lovely friends and family, great PAs (Personal Assistants) who help me with all sorts of things, my job which doesn't feel like a job as I love doing it, and my brilliant guide dogs from Ike to Kiesha.



Cat and the team with Kiesha

Join Us & Get Involved

disAbility Cornwall & Isles of Scilly was established in 1997 by a few like-minded people who came together to change society in Cornwall for the better.

From humble beginnings, delivering information and advice from a small room in a community hospital in Hayle, we have grown to become the lead, representative, frontline organisation for people living with a health condition or disability in Cornwall & Isles of Scilly, reaching thousands of people each year through our membership and services. Through hearing the views and opinions of our members, we are able to use this intelligence to shape, influence and inform future policy and services across all sectors. In addition, as a user led body we need you to tell us what you want to help drive our organisation forward.

So, how can you get involved in our community of interest? Simply sign up! Membership is currently free and will ensure you are kept informed via a weekly email news bulletin, in addition to being invited to our activities and events, and you may also be eligible to join our Board of Directors.

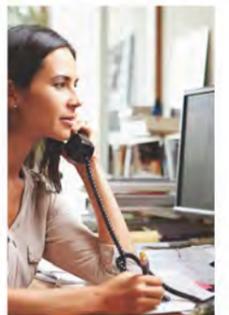
FOLLOW US ONLINE

Like our Facebook page or follow us on Twitter to keep up to date with information, services, news items, activities and events happening countywide.



HAVE YOUR SAY

We undertake focus groups and mystery shopping among other activities to provide feedback to the Council, independent businesses and others, all to help shape and influence policy and services. We would welcome your involvement and will pay for your time and travel.



To become a member please complete and return the form below.

Name: _____

Address: _____

Postcode: _____

Telephone (optional): _____

Email: _____

As a user-led, representative organisation, at least 51% of our members must reflect the people we are here to support. Please tell us if you have a health condition / disability. Yes No

Email communication is the best and most affordable way for us to keep you up-to-date. Please let us know how you prefer to be contacted. Email Telephone Post

Please return this form to: disAbility Cornwall & IoS, Units 1G/H Guildford Road Industrial Estate, Hayle, TR27 4QZ. Or email to info@disabilitycornwall.org.uk, or call us on 01736 759500.

We hold members' information in a database but you can be assured this is never shared with others. Our full privacy policy is available on our website.

5 Degrees West is a partnership between Seahorse Associates Training & Development Consultants and disAbility Cornwall & Isles of Scilly. We deliver training services accompanied by person-centred support with a clear focus on creating inclusive and accessible communities.

For businesses:

Our carefully selected associate trainers are highly regarded in their field and approved by sector organisations. All training is overseen by our Training Director who has substantial experience in the management and inspection of high quality education and training.

We can deliver training at your premises, at our accessible venue in Hayle, or alternatively we can support you to find a venue of your choice.

For individuals:

Since launching our partnership in 2017, we have developed the first Personal Care Assistant (PA) training course in the County. With more and more people using social care Personal Budgets and/or Personal Health Budgets to employ their own staff to meet their care and support needs, it is essential this workforce has access to good quality training.

We have a range of courses available including: Basic Food Hygiene, First Aid, Health & Safety, Safeguarding Adults and Assisted Movement. We also run impairment specific courses, such as Huntington's Disease, Autism and Dementia Awareness.

We are able to support employers to apply for funding to Skills for Care to fund their PAs' training, related travel costs and backfill for their staff while they train.

Personal Health Budget holders can use their budget as agreed in their Support Plan to fund the training.

If you would like more information, or to book a place, or help to access funding, please contact our friendly and professional team.

Working together, our training will equip tomorrow's health and social care workforce with the skills and confidence to meet the needs of all our people in Cornwall & the Isles of Scilly.

Get in touch with us:

☎ 01736 751920

@ info@5degreeswest.org.uk

🌐 www.5degreeswest.org.uk

📘 Please follow us on Facebook for our latest training updates or join our mailing list.

"The training was interesting and informative and gave me a real boost. My PA and I both benefited a great deal and we now feel that we can move forward in our working relationship. Thank you once again."

Free training for PAs:

We are delighted to announce that Skills for Care have approved our application to deliver free training to people working as PAs for Individual Employers (people in receipt of Personal Budgets), in partnership with a range of specialist organisations. So between July 2019 and January 2020, the following training will be delivered in Hayle and Bodmin:

Spinal Injury Care & Support
Huntington's Disease Care & Support
See Differently – Visual Awareness
Movement & Mobility
Assisted Movement
Food Hygiene in the Home
Emergency First Aid in the Workplace
Health & Safety in the Home & Community
Moments of Joy for People with Alzheimer's
Safeguarding Vulnerable Adults
Positive Behaviour Support
Introduction to Autism & Autism in Cornwall
Teaching Life Skills in Autism
Ageing with Autism
Makaton
Key Signing.

Please contact us to register your interest and we will email you a full list of the training and dates once they have been set. Or follow our Facebook page for updates.

Equality and inclusion is the driver for everything we do!

Noticeboard

HANDYPERSON SERVICE

This service provides help with household maintenance and repairs for people in Cornwall who are over 60 or have a disability. Whether you need a light bulb replacing, help moving a small piece of furniture or getting settled in your home after time in hospital, the Handyperson Service is ready to help.

If you are in receipt of a means tested benefit, such as Guaranteed Pension Credit or Housing Benefit, it is £12 per hour including VAT + the cost of any materials. If not, then it's £18 per hour including VAT. Depending on demand, the service hopes to be able to visit within two weeks although it can sometimes be longer.

☎ 01872 224707

@ handyperson@cornwall.gov.uk



PURPLE ANGEL PONIES

This community project at Carn Brea, near Redruth, relies on donations and volunteers to operate. At present they have four ponies; Mirabella and Lily Rose, kindly donated by Mrs Kay Broad and Sandy and Honey, on loan from the South West Equine Protection charity.



The project is primarily a walking group for health & wellbeing and people are warmly welcomed from across the community to get involved.

The ponies have health issues, similar to diabetes and so they benefit from regular walking too!

☎ 01209 718586

🌐 www.reflectionsouthwest.com/purple-angel-ponies

BENEFITS INFORMATION FOR PEOPLE WHO ARE DEAF OR HARD OF HEARING

A set of films has been produced in British Sign Language for people who are deaf or hard of hearing. The first four films provide basic information about different benefits and the final one will explain how to make a claim if a person is eligible.

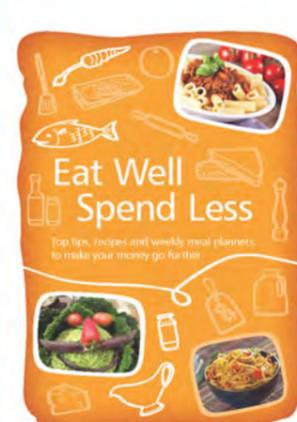
🌐 <http://bit.ly/2okQ7z2>



No Barriers Radio was started by David Braysher as an independent radio station primarily aimed at individuals with a disability or learning difficulty. The aim is to bring together this community of individuals across the globe and provide a platform to put forward views and raise awareness of physical and learning disabilities.

@ stationmanager@nobarriersradio.com

🌐 www.nobarriersradio.com



Need some ideas to make your money go further? This guide containing a weekly meal planner for a family of four or a single person may help. The planners offer a balanced

diet which means your body should get all the nutrients it needs, with portion sizes based on average requirements. Recipes have also been included from Cornish community groups and foodbanks.

☎ 01209 615600

@ Healthy.Cornwall@cornwall.gov.uk

MESSAGE IN A BOTTLE

The Lions Club's Message in a Bottle scheme is designed to encourage people to keep their personal and medical details on a standard form and in a common location – the fridge.

The bottle comes with two labels to display so any emergency service personnel will be able to find the bottle if called to your home, by seeing the first label on the inside of the front door or main entrance to your home and the other, on the fridge door.

The scheme is free and while focused on the more vulnerable people in our community, anyone can fall downstairs, so this scheme can benefit anyone. As a minimum, it will save the emergency services valuable time identifying you and your emergency contacts. By stating you have special medication or allergies, it's a potential lifesaver and provides peace of mind to users, their friends and families.

Bottles are free of charge and can usually be found in your local chemist or GP surgery. Thanks to several other organisations, you may also find you can obtain one via your nearest neighbourhood watch group, council offices, housing association, or police station among others.

☎ 0845 8339502

🌐 www.lionsclubs.co/MemberArea/message-in-a-bottle



SUNSHINE AND SHOWERS PEER SUPPORT GROUP

Set up at the start of 2012 in response to cuts in NHS services, Sunshine and Showers aims to help people with long term health conditions, both mental and physical, learn recovery and coping skills. They offer a safe space every two weeks for people to get together at Truro Bowling Alley to share information, as well as days out such as a cinema club.

🌐 www.sunshineandshowers.co.uk

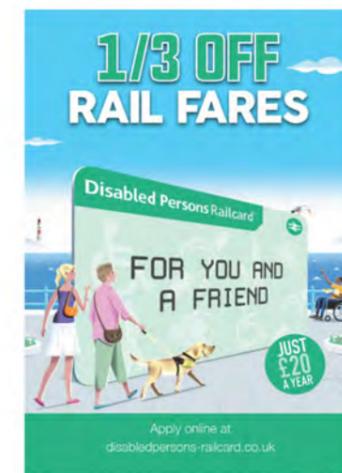
DISABLED PERSON'S RAILCARD

This handy card is for people who have a disability which makes travelling by train difficult. It entitles you to 1/3 off the price of Standard, First Class Anytime, Off-Peak and Advance fares for both you and a friend and costs £20 for a whole year.

☎ 0345 6050525

SMS 0345 6010132 (textphone / minicom)

🌐 www.disabledpersons-railcard.co.uk



SAFE PLACES CORNWALL

Safe Places are where people with a learning disability and/or autism can go if they need help when out and about.



Safe Places cards are available from Healthy Cornwall. Please also contact them if you would like your premises to become a Safe Place:

☎ 01209 615600

@ safeplaces@cornwall.gov.uk

BEACH ACCESS WHEELCHAIRS

disAbility Cornwall & Isles of Scilly are delighted to work with Cornwall Mobility who are managing and growing the fleet of beach access wheelchairs,



often called sand chairs, and available on different beaches around the County. To find out where you can hire one, please contact Cornwall Mobility.

☎ 01872 254920

@ info@cornwallmobility.co.uk

'Friendly team, excellent service.' - Mr. D Law

'..A first class service. Thank you.' - Mrs I Justin

Getting it right for over 35 years...

'Always a pleasure to visit. Very helpful people.' - Mr. P Crawford

Since 1983 we've been providing high quality services and equipment to people in the South West. Our highly trained staff will always assess your needs first, before making a recommendation, so that we can help you choose the equipment or service that will provide the best solution for you.



Our wide range of services include:

- Driving assessments & tuition
- Theory & hazard perception tuition
- Passenger/transfer assessments
- Vehicle adaptations
- Specialist drive from wheelchair assessments
- Assessment and consultation for powered mobility scooters, wheelchairs, and wheeled walkers
- Maintenance, servicing & repairs

Our Independent Living Centre features a wide range of mobility products, including;

- Mobility aids
- Rise & recline chairs
- Solutions for around the home
- Wheeled walkers
- Wheelchairs
- Specialist high care seating
- Powered mobility scooters & wheelchairs
- Sleeping solutions

How to find us

Cornwall Mobility,
North Buildings,
Royal Cornwall Hospital,
Truro, TR1 3LJ

Free parking
We are open Monday to Friday
9am to 5pm (Closed Bank Holidays)



CM Cornwall
Mobility
Tel: 01872 254 920

Find your freedom, live your life
cornwallmobility.co.uk
info@cornwallmobility.co.uk



Who Dares Works

Who Dares Works runs across West Cornwall & Isles of Scilly helping people to reconnect with training, education and work. Funded by the European Social Fund and The National Lottery Community Fund, it has supported more than 700 people since it began in April 2017.

Led by Active Plus and delivered by a partnership of social enterprises, Who Dares Works offers a range of barrier busting support such as debt, housing & benefits advice, support for mental and emotional wellbeing, trauma therapy, dyslexia screening and much more. Participants can also try a range of work-related activities including Who Dares Builds, Who Dares Cooks, Who Dares Creates, Who Dares Cares, Who Dares Trains and Who Dare Repairs. Everything is fully funded including travel and childcare.

There are no barriers to getting involved as long as you are 18 or over and not working. 65% of participants who join Who Dares Works have a disability or a long-term health condition.

Anna joined the project in March 2018 and is now in paid employment. She said: "Who Dares Works was what I had been looking for, for years. A safe and friendly environment for me to meet new people, tackle challenges and push my barriers."

When Billy joined, he was struggling with anxiety and physical injury to his back and leg. Billy took advantage of all the project had to offer and said: "Through Who Dares Works, I found my identity, drive and direction. You meet people who have had similar experiences and we all support each other. Who Dares Works focuses on what you can do and everyone has something to bring. My confidence has soared."

Who Dares Works is also committed to sustainable development and supporting local communities. Project Manager Carolyn Webster explains: "We are determined to leave a legacy from Who Dares Works and are working with local organisations to help build their capacity and involvement. They are the community-based organisations that will be around when we are not and if we can help them today, they can continue to deliver for tomorrow."



W
Who Dares
Works

**COMMUNITY
FUND**

European Union
European
Social Fund

01872 300236
whodaresworks@activeplus.org.uk
@WhoDaresWorks

ON YOUR MARKS GET SET, GO...

Working in partnership with the Activity Alliance and disAbility Cornwall & Isles of Scilly, the Cornwall Sports Partnership aim to deliver an inclusive programme for all young people and adults with a disability to become involved in mainstream sport and to be active for life.

Whether you want to participate in an inclusive setting or take part in a disability sport specific event, there are many opportunities to get active, try out new sports, join a club and/or compete.

DISABILITY SPORTS CLUBS IN CORNWALL:

Wheelchair Tennis, Heron Tennis Centre, Newquay

Wheelchair Basketball, Truro College

Powerchair Football, Truro Leisure Centre

Wheelchair Fencing, Truro Fencing Club

Wheelchair Badminton, Liskeard Leisure Centre

Sailing, Mylor Harbour

Wheelchair Rugby, Truro College

Goal Ball, Draceana Centre, Falmouth

Wheelchair Track Racing, Par Running Track

Kernow Boccia Club, Truro College

For more information on these clubs visit:

 www.cornwallsportspartnership.co.uk/disability-inclusive-sport

SPOTLIGHT ON AUTISM

Working in partnership with Cornwall Council's Autism Strategy for Children & Young People, the Cornwall Sports Partnership have been leading a leisure and physical sub group to ensure all opportunities in Cornwall are autism friendly. The work of this group include a framework for providers, communication passports, training provision and opportunities for people with autism to be active. More information can be found on the Get Active Cornwall website:

 www.getactivecornwall.co.uk



SPECIAL OLYMPICS CORNWALL (SOC)

This is a club for all children and adults who have a learning disability, their families, friends and carers to come along and take part in various sports. SOC provides year-round sports training and competition in a variety of Olympic-type sports to give people with learning disabilities the opportunity to challenge themselves. With regular activity at Truro College and hub sessions across the county, everyone can get involved.

Sports available across the county include:

Tennis, Badminton, Table Tennis, Boccia, Football, Cricket and Swimming.

For more information please visit:

 www.specialolympicscornwall.org



Photos courtesy of Cornwall Sports Partnership

The advantages of improved physical activity go well beyond physical health and wellbeing. The association with psychological wellbeing is now well established and the potential for physical activity to play its part in managing the growing challenge of mental ill health is significant. Physical activity can enhance psychological wellbeing, mood and sleep quality and by reducing levels of anxiety and fatigue. Physical activity can also reduce the risk of depression and dementia, both of which have a high prevalence in Cornwall & Isles of Scilly, where approximately 27,000 adults have a diagnosis of depression and over 5,000 adults have a diagnosis of dementia.

Recent estimates suggest that Cornwall spends a conservative £12 million each year on treating a number of diseases, such as diabetes and coronary heart disease. These estimates are a starting point in understanding the costs of physical inactivity. The true total cost of diseases related to physical inactivity is likely to be much higher when obesity, musculoskeletal health, mental health and functional health are taken into account.*



disAbility Cornwall & Isles of Scilly – telephone directory

ADVICE AND SUPPORT ORGANISATIONS

ACAS (Employment Advice)	0300 1231100
Addaction Cornwall	0333 2000325
Advocacy in Cornwall	0300 3435706
Age UK Cornwall	01872 266383
Alcoholics Anonymous	0800 9177650
Arthritis Care	0300 7900400
British Polio Fellowship	0800 0431935
British Red Cross (Support at Home) Care & Support Team	01209 614929
disAbility Cornwall & IoS	01736 751929
Career South West	0800 9755111
Charcot-Marie-Tooth UK	0300 3236316
Citizens Advice	03444 111444
Cornwall Advocacy	01872 242478
Cornwall Eating Disorder Service	01872 221434
Cornwall People First	07469 928565
Cornwall Personality Disorder Service	01872 221434
Cornwall Rural Community Charity	01872 273952
Council for Racial Equality in Cornwall	07515 580002
CRUSE Bereavement Care Cornwall Helpline	01726 76100
Direct Payments Scheme Advice Team	01872 324155
DIAL	01736 759500
Dyslexia Cornwall	01872 222911
Epilepsy Action	0808 8005050
Headway (the brain injury association)	0808 8002244
Healthy Gay Cornwall	01209 615600
Hearing Loss Cornwall Text phone	01872 225868 01872 263664
Huntington's Disease Local Care Adviser	01579 345480
iSight Cornwall (Sight Centre)	01872 261110
Kernow Carers Service Helpline	0800 5878191
Macmillan Cancer Support	0808 8080000

ME Association	03445 765326
Mencap Helpline	0808 8081111
Merlin MS Centre	01726 885530
Mid-Cornwall Lifestyles	07967 822340
Motor Neurone Disease Association Helpline	0808 8026262
Multiple Sclerosis Society	0808 8008000
National Autistic Society West Cornwall	0808 8004104
Royal Osteoporosis Society Helpline	0808 8000035
Parkinson's UK	0808 8000303
Relate (Relationship Counselling)	0300 0030396
Royal National Institute of Blind People	0303 1239999
Scope	0808 8003333
SEAP Advocacy in Cornwall	0300 3435706
Sexual Health Service (The Hub)	01872 255044
Shelter Helpline (Housing Advice)	0808 8004444
Shine (Spina Bifida & Hydrocephalus)	01733 555988
SSAFA Forces Support	0800 7314880
St Petroc's Society (single homeless people)	01872 264153
Stroke Association Helpline	0303 3033100
Truro Young Women's Centre	01872 260847
YMCA	01736 334820

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.

CORNWALL COUNCIL

General Enquiries	0300 1234100
Housing	0300 1234161
Adult Social Care	0300 1234131
Council Tax	0300 1234171
Benefits	0300 1234121

CRISIS SUPPORT

Cornwall Rape & Sexual Abuse Centre	01872 303038
Cornwall Women's Refuge Trust Helpline (24 hrs)	01872 225629
National Domestic Violence Helpline	0808 2000247
Samaritans Cornwall	01872 277277
Victim Support	0300 3030554
West Cornwall Women's Aid Helpline	01736 367539
Women's Rape & Sexual Abuse Centre	01208 77099

HEALTH

Cornwall Partnership NHS Foundation Trust	01208 834600
Derriford Hospital	01752 202082
Healthy Cornwall	01209 615600
Healthwatch Cornwall	0800 0381281
Marie Therese House (MTH)	01736 758875
Millbrook Healthcare	0300 3030123
Neurology Care Advice Service	01209 881656
NHS Non-Emergency Service	111
NHS Complaints Advocacy	0300 3305454
NHS Kernow	01726 627800
Prosthetics Rehabilitation Service	01752 268011
Royal Cornwall Hospitals Trust (Treliske)	01872 250000

PATIENT ADVICE LIAISON SERVICES (PALS)

Cornwall Partnership NHS Foundation Trust	01208 834620
Derriford Hospital	01752 202082
Royal Cornwall Hospitals Trust (complaints dept.)	01872 252793

MENTAL HEALTH

Cornwall Mind	01326 617220
Cornwall Children & Adolescent Mental Health Service (CAMHS)	01872 322277
MIND Information Line	0300 1233393
Nightlink (Emotional support) (5pm-midnight)	0808 8000306
Pentreath Ltd	01726 862727

MOBILITY EQUIPMENT SUPPLIERS

British Red Cross	01209 614928
Cornwall Mobility	01872 254920
EPC Wheelchairs	01872 218008
HSC Mobility	01736 755927
Unique Mobility	01566 774030
Pro Mobility	01326 569494
Tremorvah Industries	01872 324340

PARENTS, YOUNG PEOPLE & CHILDREN

Childline	0800 1111
Contact a Family (for families with disabled children)	0808 8083555
Cornwall Educational Psychology Service	01579 341132
Family Information Service	0800 5878191
Kernow Young Carers	01872 321486
NSPCC Child Protection Helpline	0808 8005000
Parent Carers Cornwall	07973 763332
SENDIASS	01736 751921
Sibs (for siblings of disabled children and adults)	01535 645453
Young Minds (parents helpline)	0808 8025544
Young People Cornwall	01872 222447

POLICE (DEVON & CORNWALL)

Emergency	999
Emergency Text phone	80999
Crimestoppers	0800 555111
Non-Emergency	101
Non-Emergency Text phone	18001 101

TAXIS

A2B Truro	01872 272989
A2B Falmouth	01326 317898
Parnells Taxis Bodmin	01208 73000 / 75000
Caradon Cabs	01579 340007
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
Royal Voluntary Service	0330 5550310
Volunteer Cornwall Head Office / Transport	01872 265305

