

The magazine for people in Scotland with Spina Bifida and/or Hydrocephalus

talk-BACK

Issue 19 – Spring 2009

Scottish Spina Bifida Association

£2.10

Focus on... SSBA's work
in the Grampian region
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Meet our nurses

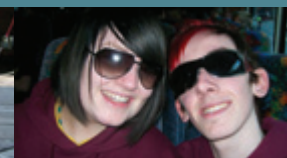
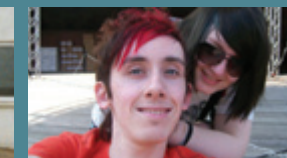
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Take a break!

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The Big Apple

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It's time you met the team at SSBA!



Let's face it, what makes SSBA special is its people, and that's exactly what this issue is dedicated to: introducing you to the team, and finding out more about what they do.

Welcome to the Spring Edition of *talk:BACK*. In this edition, along with the usual range of interesting articles, we've decided to spotlight the staff within the organisation, all of whom contribute to providing services and support to you, our users. It's always good to be able to put a face to a name, so flick through the pages to see our staff team!

Top of our agenda is to ensure that the services we deliver reflect what you say you need. We will always try to provide them in a way which is accessible and straightforward.

All of our staff, throughout the organisation, play a key part in the provision of direct services for you whether as an individual or a family. For many years now we have offered a Family

Support service with two dedicated Family Support Workers. We have now re-designated and increased this team to include a Services and Development Manager, Information and Events Co-ordinator and Financial Support and Groupwork Co-ordinator. In addition we have launched a new Healthy Living Project supported by a Senior Specialist Nurse and Volunteer Nurse. Please do not hesitate to contact us if you think we can help in any way. Our helpline is 08459 111112

Planning your holiday this year? then contact our reception staff for more information on booking Rebecca Cottage or a caravan at any of the Haven or British Holiday resorts.

Check too, about events and groups in



your area or look at our new website www.ssba.org.uk to see the wide range of services we offer.

Don't forget to let us know if you have any newsworthy information you would like to share with others, like winning a sporting award or travel tips and suggestions about holiday trips. To get in touch, phone our new Events and Information Co-ordinator, Anne Metcalfe on 01236 794502 or contact her by email annem@ssba.org.uk

Andrew HD Wynd • Chief Executive • Scottish Spina Bifida Association

talk:BACK is the official magazine of The Scottish Spina Bifida Association. Our aim is to increase public awareness and understanding of individuals with Spina Bifida/Hydrocephalus and allied conditions. It aims to support all those affected to identify their needs and to empower them to make informed choices and decisions.

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streetwise



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spring

BACKchat

Edinburgh befriending service launched

Edinburgh-base disability charity Ecas has launched a befriending service for physically disabled adults living in Edinburgh.

The service, which operates across the city, is the first of its kind in terms of able bodied volunteers befriending physically disabled people.

Additionally, the project has initiated a 'facilitated friendship' service which helps two disabled people to keep in touch and stay friends, which also breaks the traditional volunteering mould.

The £75,000 project will be jointly funded over a 3-year period by the Rank Foundation which is providing £45,000 and by Ecas itself providing a further £30,000.

New bullying guide available for free

Contact A Family has joined forces with Parentline Plus to produce a new guide for parents of disabled children on dealing with bullying.

The guide includes information and tips on spotting the signs of bullying, action and strategies you can take as a parent, and your child's rights.

If you would like to get your hands on a copy of the guide or to speak to someone about bullying, simply call Contact A Family's freephone helpline on 0808 808 3555 or, alternatively, you can download a copy free of charge by visiting www.cafamily.org.uk/bullying.pdf

Student support to be reviewed next year

Three possible approaches to reform student support in higher education have been set out in a new Scottish Government consultation.

The proposal to move from loans to grants, based around increasing the young student's bursary, extending it to independent students or introducing full bursary support in colleges, was suggested by the Association of Scotland's Colleges.

The consultation also includes proposals for increasing the minimum income level of students by adding any new grant to their existing loan entitlement and moving income levels towards the minimum guarantee set out by the National Union of Students (NUS).

The final option combines these two approaches, proposing that the new funding could be targeted at those from the lowest income families to reduce their debt on graduation and increase their income while studying.

The Scottish Government set aside £30m from the Spending Review for 2010-2011 to support these changes.

At the consultation launch, Cabinet Secretary for Education and Lifelong Learning Fiona Hyslop, said:

"Maintaining a world class education system is essential if we are to create a more successful country with higher levels of sustainable economic growth.

"This consultation is an excellent opportunity for a wide-ranging

discussion on student support in Scotland, particularly around what is most important to students: more money while they study or reducing their debt on graduation.

"I look forward to hearing the views of all the various interested parties and plan to consult during a longer period than usual in order to ensure student are fully enable to engage."

In response to the Minister's comments, NUS Scotland President Gurjit Singh said: "This is an opportunity to create a system that will minimise hardship and debt for future students. Students welcome

the Government's willingness to look at our proposals for a minimum income of £7,000 for students, which would bring Scotland's students up the poverty line.

This consultation is an opportunity for a wide-discussion on student support around what is most important to students: more money while they study.

"NUS Scotland has been canvassing student opinion at events across Scotland and will be voicing students' concerns in our response to this consultation."

Other proposals in the consultation include: limiting maintenance support to 5 years with the exception of specific courses such as medicine and dentistry; to enable increased investment in new student grants; and changing the eligibility criteria for minimum level of loan so that those with a household income of more than £60,000 for those away from home or £53,000 for those at home would not be entitled to any support.

Support for carers announced

Funding for carers across Scotland has been announced by Public Health Minister Shona Robison. She announced during Carers Rights Day that a package of measures worth over £13m had been declared as a 'down payment' on increased

support by the Government.

The measures include:

- An additional £4m to help deliver 10,000 extra weeks for personalised short breaks for carers. New national guidance has also been delivered to councils to

ensure local planning of short breaks meets the individual needs of carers.

- £9m for all NHS boards across Scotland to develop Carer Information Strategies to roll out initiatives in their local area, including training events for NHS staff and career information sessions.

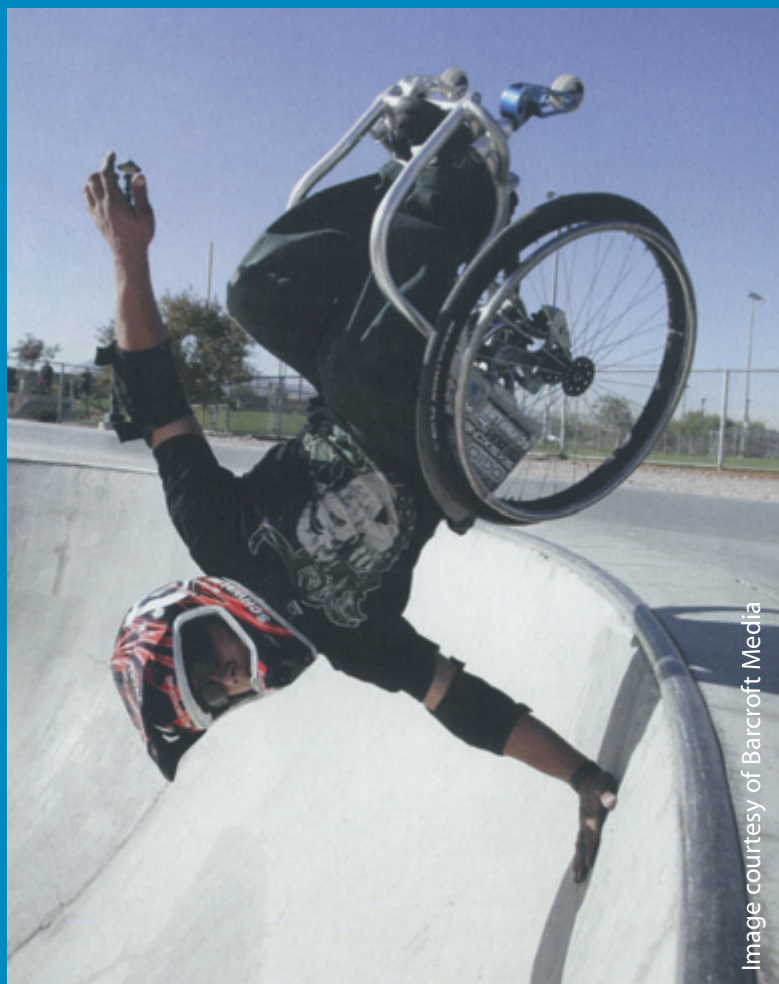
Teenager backflips his way into the record books

16 year old Aaron Fotheringham from Las Vegas has become the first person ever to perform a backflip in a wheelchair, earning himself a place in the Guinness World Book of Records.

Aaron, who has spina bifida, has been a wheelchair user since he was 3 and has been performing stunts since the age of nine when his elder brother Brian took him to the local skate park and encouraged him to go down one of the ramps.

Aaron now performs stunts all over the world and spends at least 3 hours a day practising.

"Everyone thinks 'oh, you're disabled, that's such a terrible thing' but I think it's positive," said Aaron. "It's like being able to carry your skateboard everywhere with you. People don't realise how much can be done in a chair."



New law for disabled parking spaces

Drivers who abuse disabled parking bays will be fined £30 under a new law passed recently by MSPs.

About 85% of disabled parking bays are advisory, meaning anyone can park in them without being penalised.

But the proposals in the Disabled

Persons' Places (Scotland) Bill will make disabled parking bays that are under local council control legally enforceable.

The new law will see drivers fined £30 for those who abuse disabled parking spaces, increasing to £60 if not paid within 14 days.

FORTHCOMING EVENTS TO LOOK OUT FOR...

Teenage Health Conference – August

Wheelchair skills course – October

Carers Weekend – October

****STOP PRESS**STOP PRESS****

WE'RE PLANNING A WEEKEND FOR CARERS WITH ADULT CHILDREN WHO ARE OVER 20 YEARS OLD.

THIS WILL BE HELD AT THE KINGS MANOR HOTEL IN MUSSELBURGH AND WILL INCLUDE TALKS AND INFORMATION ON A WIDE RANGE OF TOPICS SUCH AS UP TO DATE INFORMATION ON BENEFITS, FINANCIAL PLANNING AND HEALTH RELATED ISSUES.

WE WOULD HOPE TO HAVE FUNDING FOR THIS WHICH MEANS THAT THERE WOULD ONLY BE A VERY SMALL CHARGE TO CARERS.

IF YOU ARE INTERESTED IN ATTENDING OR WOULD LIKE MORE INFORMATION ON THIS OR ANY OF THE OTHER EVENTS YOU CAN CONTACT US ON 01236 794516 or email events@ssba.org.uk

****STOP PRESS**STOP PRESS****



SPOTLIGHT ON Grampian

Family Group

A family group is held at the Raeden Centre in Aberdeen on the last Saturday of the month from 10.30 until 12.30 for our children aged 10 and under and their brothers and sisters.

Full crèche facilities are provided which gives parents and any other relatives who would like to come along the opportunity to have a chat over coffee and to listen to various professionals organised by the Family Support Service speaking on a variety of subjects around spina bifida and hydrocephalus.

Combined clinic

Our Family Support Workers attend the “combined clinics” at the Childrens Hospital. It gives us the opportunity to meet all our families and offer help, support and advice

on a wide variety of issues such as benefits, housing, aids and adaptations and health matters.

Patient Care Pathways

NHS Grampian have recently launched their Spina Bifida Patient Care Pathways. This is a new policy which guides professionals in health, education, occupational therapy and social work through the correct procedure to follow when a diagnosis of spina bifida is made both during pregnancy and after birth.

This should ensure that all professionals are aware of who should be involved to ensure a high standard of care is provided.

We are delighted to say that our Support Service is named as one of the organisations which should be contacted and ensures good

communication and more “joined up” working.

Carer Information Point

People from across Grampian will now be able to find carer specific information on the concourse at the Foresterhill site of Aberdeen Royal Infirmary.

The Carer Information Point will hold leaflets and information about available support in the community and signpost to the appropriate carers’ support agency for the area they live in.

In addition to these, all our Service users have access to the full range of support we offer including access to the new Healthy Living Project and local branch activity. Call our helpline for further information on 08459 111112.

Meet... the admin team

Head of Administration
Julie Snaddon introduces
you to the team and gives
an insight into what they do
at SSBA.

As Head of Administration & PA to
the Chief Executive at Scottish Spina
Bifida Association, no two days are
the same. My role is to manage the
smooth running of the
administration department which
also involves being responsible for
budget preparation and
implementation of financial
processes and procedures. I ensure
that methods of standard practice
meet the operational requirements
of the Association, coupled with
providing the Chief Executive with
PA support. None of which could
be done without the assistance
of my Administration Team.

Lorraine Wilson Book Keeper/
Administrator is the number
cruncher of the team and
works behind the
scenes providing all
the heads of
departments with
financial reports
generated from
Sage, she also
assists me with the
development and
maintenance of
new
administration
and financial processes
and procedures.

Caroline Kenny and
Cheryl Bradshaw are the
first point of contact for
the Association as job
share, part-time receptionists. They
meet and greet all visitors and users
to the Centre with a professional
cheerful manner. Their main duties
are maintaining an efficient and
welcoming reception area which
incorporates all mail room tasks.
They are also kept busy taking
bookings for letting out our
Rebecca Cottage and
discounted Haven Holidays
for our users.

Together we work well as
a team helping other
departments with
information and
advice as and
when required.

Julie Snaddon

Lorraine
Wilson.



Julie
Snaddon.



Cheryl
Bradshaw.



Caroline Kelly.



Family Support

Formerly known as Family Support, the Direct Services team at SSBA will be the main point of contact for many users, so we thought you should get to know them a little better. Read on to find out who's who and who does what...

Diane Waugh – Services and Development Manager

I joined the Association as Services and Development Manager in November 2008. I have 7 years' experience working in the Voluntary Sector at senior management level with Sense Scotland's Parent Enabler Project and as Chief Executive with The Princess Royal Trust for Carers Centre in East Renfrewshire.

Previous skills and qualifications were gained during my time with Strathclyde Autistic Society as Family Advisor and working in Community and Priority Services with South Lanarkshire NHS. I gained my Registered Managers Award in Health and Social Care in 2008.

As a carer myself I am very committed to providing and developing high quality person centered services to families affected by disability.

My own experiences of accessing services for my daughter



who is a wheelchair user with very complex needs has given me a valuable insight in to some of the challenges families face on a daily basis.

My role within the Association is to manage the existing services and monitor and evaluate how well we deliver them and hopefully ensure we make a positive difference to the lives of all our service users.

It is also my responsibility to identify any gaps in provision and develop new services that will help our users maintain and improve their quality of life. So... how easy is that?!

Seriously though, I'm very excited about my new position and am so pleased to have such a

dedicated and experienced team to manage. I look forward to getting to know as many of our users as I can over the next few months and hearing what you think of the existing services and how we can continue to meet your needs.



Anne Kane – Financial Support & Groupwork Co-ordinator

With the restructuring of the Direct Services Team, I now take on lead responsibility for all benefit and grant applications, as well as all of the groups. My new job title is Financial Support and Groupwork Co-ordinator.

What this means in practice is that any enquiries about financial help that come in through the helpline will be

passed to me. I am also responsible for the organising and running of the groups, which at present consist of an Adult Social Group that meets in the Centre in Cumbernauld one night a month. As well as this there are three monthly family groups, one in Aberdeen, one in Edinburgh, and one in Cumbernauld. One of the developments we hope to look at is expanding these to other parts of the country as a need is identified.

This change does not mean I am no longer doing family support. With Lisa and Anne I also staff the telephone helpline and deal with enquiries on a day to day basis. I will still be taking the lead role in attending all three combined clinics at the childrens hospitals in Glasgow, Edinburgh, and Aberdeen.

The changes in the staff team provide a more focused and structured team, but users should still expect the same, or improved, level of service that they have always had.

Anne Metcalfe – Events & Information Co-ordinator

I have been a Family Support Worker in the Association for nearly 8 years but following the re-structuring in January, I was appointed Events and Information Co-ordinator.

My job now is mainly to plan and hold various Events and Conferences here at the Centre which will provide information to both our Service Users and Professionals on a wide range of topics.

I am also responsible for updating our part of the new-look website so that our events and regular Groups are publicised to as many people as possible.

I collect information and work closely with our Publisher, 55 North, to put together our regular magazine "talk:BACK".

We are planning a major refurbishment of our holiday cottage in Carnoustie and I have responsibility for planning and costing for this. This is turning out to be a major project as any of you who have gone through this will know! However it's also very exciting and we are including all our regular families who use the cottage in the Consultation. We also have a very dedicated team of Volunteers who clean the Cottage and prepare it for all the Guests so a big thank you to all of them for their hard work and dedication!



Services



Senior Specialist Nurse Lisa Henderson and Nurse Marilyn Cringles tell you a little more about a new health initiative to help those with spina bifida and hydrocephalus.

The Healthy Living Project.

As a result of the success of the Pilot Project last year which culminated in the Report "A Clinic designed with me in Mind" The Association has committed additional resources to develop this model into the new "Health Living Project".

You will be at the centre of the design of this new service to ensure you are in charge of your own health and wellbeing. We want you to "be the best you can be" and there's no better way to start than to ensure you keep as healthy as possible.

Key to offering you this service is to get to know you and to understand what your health and wellbeing issues are. It is only when we begin to develop this relationship with you that we can plan together to help you live life to the full!

We want to put you in charge of the whole process and to manage your health in the best way possible with help from professionals and others when it makes sense to do so. But remember you are in charge and you set your own pace and goals. We plan to contact every user of our services who is aged over 16 and we will do this initially with an introductory letter and a followup phone call. This will take some time to reach over 600 users in Scotland. If however you think you could benefit from this service now please contact our health care staff right away on 01236 794500.

As a follow through to these initial contacts we also offer ...

Health Check Clinics

These are part of the Healthy Living Project, and are offered to Service Users over 16 who have left the paediatric services and are now in the care of adult health services.

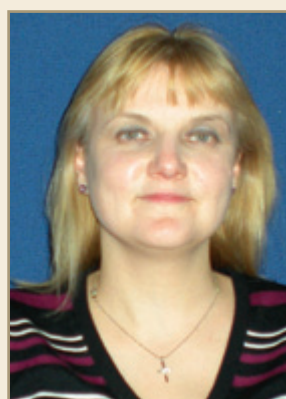
We feel the Health Check clinics are a way of helping people to stay healthy and prevent potential problems. Health checks are performed on an annual basis. We check all vital signs: temperature, pulse and blood pressure. We also check weight and height and head circumference. Also a urinalysis is performed as it is important to keep the kidneys healthy.

We will also talk through a health check questionnaire with you and any potential difficulties or worries can be addressed.

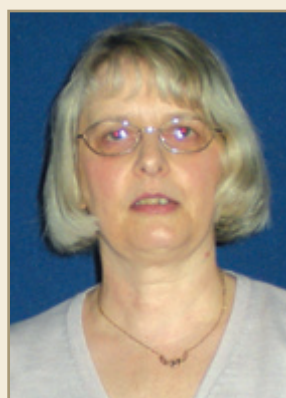
Introducing...

Lisa Henderson – Senior Specialist Nurse

I was appointed in September 2008.



Lisa Henderson.



Marilyn Cringles.

My nursing career started in orthopaedic trauma as a Staff Nurse and wound care nurse for the Unit. I gained my teaching and training certificate resulting in delivering training to students and junior staff members. I then gained promotion to the role of Nurse Specialist in chronic pain management and my career expanded to being part of an interdisciplinary team developing and running an adolescent service and developing and delivering training to nurse students as part of the BSC nursing module at Caledonian University in Glasgow. Previous training also included physiotherapists and senior healthcare professionals.

I then became an independent practitioner in pain management for 2 years before being appointed to my current post.

I have many skills to bring to the Association and I am very enthusiastic about the service we are developing. I look forward to meeting all of you as time goes on.

Marilyn Cringles – Nurse

I have a breadth of nursing experience including General, Paediatrics, Health Visiting, Palliative Care and Cancer Pain Management. I was also part of the Pilot for the Healthy Living Project and now that this has been established, continue to carry out health checks on our adult Service Users. I work with the Association as a volunteer.

Feedback from users...

"Thanks to Lisa for noticing the infection. My GP prescribed antibiotics – if it wasn't for the Health Check, the infection could have got a lot worse."

"On attending the Centre we were attended to promptly. The experience of our first visit was a friendly and welcoming one. The facilities appear to be excellent and all staff we met were friendly and approachable."

Fundraising focus

Forthcoming events and activities to get involved in!

To maintain the current level of services that the Association provides across Scotland, the Fundraising Department have to raise over £800,000 annually and with less than 4% in government funding we have a real challenge ahead of us.

The Fundraising Team is made up of Deborah Roe (Head of Fundraising), Clare Cogan Turner (Fundraising & Events Manager), Marion Anderson (Grants & Trusts Manager) and Sandra Bauld (Fundraising Administrator) and every year we work together to:

- Organise a range of sponsored events and overseas treks for supporters to take part in
- Create corporate & social events to both fundraise and raise awareness of the Association
- Seek support from companies who may be interested in sponsoring or donating to the Association and their events
- Apply to trusts, local authorities, grant and funding bodies
- Promote all fundraising activities through Fundraising Magazine, pr, emails, letters and www.ssba.org.uk
- Organise can collections at events
- Manage legacies
- Promote and manage regular donations
- Co-ordinate shop/pub/work counter boxes
- Provide any fundraising advice and marketing support to all community fundraisers who hold their own events for the Association
- Organise non-active ways for supporters to get involved such as the Unity Lottery, On-line Fundraising and home money box donations

All donations are important to the Association no matter how big or small and the fundraising team are always delighted to see photos and



Marion Anderson, Sandra Bauld, Deborah Roe and Clare Cogan Turner.

hear stories of how the funds were raised.

As Clare Cogan Turner says, "We are so lucky to have such thoughtful people supporting us in so many different ways, from the Carnoustie Brownies holding a sponsored silence and a committee of Peterhead Ladies holding a Sponsored Walk to individuals holding Bingo Evenings in Bellshill and Coffee Mornings in Coatbridge."

Whenever events are held in the community they not only raise funds but bring SSBA to peoples' attention. Individuals often remember SSBA the next time they are thinking of doing a charity activity and call the Fundraising Team, Clare continued "People don't realise the important work that they are doing while fundraising for us. Some individuals who have been made aware of the Association through our supporters have gone on to donate prizes and equipment and some have even chosen to make us their companies nominated charity. You just never realise who you may know who might be able to help"

The final word comes from the Head of Fundraising, Deborah Roe who says "We are incredibly grateful to all those who support the Association, we simply couldn't

raise the necessary funds without you. In the 4 years that I have worked for the SSBA I have really enjoyed getting to know the supporters and am constantly overwhelmed by the lengths people will go to to support a cause they believe in."

If you would like to get involved in some sort of Fundraising but are not sure where to start please call the Team on 01236 794508 and they will be happy to help you.

Upcoming SSBA Events:

Ladies Lunch – Sunday 31st May 2009

This event especially for ladies includes champagne reception, sumptuous 2 course lunch, games, guest speaker, raffle and auction and all hosted by our new Ambassador John Amabile (from ITV1's 60 Minute Makeover). Tickets are £37pp. Please call 01236 794508 or visit www.ssba.org.uk/ladieslunch

Walk for Scotland – Sunday 7th June 2009

Formally the Great Scottish Walk, Walk for Scotland will take place in Edinburgh this year and will provide the same great route around this very historic city with lots of entertainment along the way. A great family day out while raising funds for the Association. To apply or to find out more information please call 01236 794508

Golf Day – Thursday 11th June 2009

Join us at The Carrick, a spectacular 71-par championship course on the banks of Loch Lomond, for the annual SSBA Golf Competition. Because we'll take care of the organisation the only thing you'll have to worry about is your swing. Team of 4: £600. Please call 01236 794508 or visit www.ssba.org.uk/golfday

Good news about grants for disabled children aged 16 & 17



For more details, and to apply,
contact us at:

Website www.familyfund.org.uk

Email info@familyfund.org.uk

Phone 0845 130 4542

Post 4 Alpha Court
Monks Cross
York YO32 9WN

The Family Fund is the largest charitable sector grant-maker to families, giving around £29 million to about 48,000 families each year. All funding comes from the governments of England, Northern Ireland, Scotland and Wales.

The Family Fund are pleased to tell you that, from April 2008, we have been able to raise our age limits.

We can now give grants for severely disabled children up to age 17 in Scotland and Northern Ireland and up to age 18 in England and Wales.

Our age range is now:

- 0-17th birthday in Northern Ireland and Scotland
- 0-18th birthday in England and Wales

The Family Fund gives grants to lower income families with severely disabled children for things that make life easier and more enjoyable.

We give grants to meet the additional needs of caring for a severely disabled child, such as holidays, driving lessons, specialist toys, computers and hospital visiting costs.



Family Fund
helping disabled children

Hooves and Paws Riding School Equestrian Learning Centre



**Riding Lessons •
Stable Management •
Equine Training for Adults
Children from age 4 •
Schools • Groups • Clubs •
Award Schemes •
Pony Club • Fun Days**

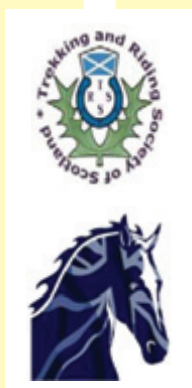
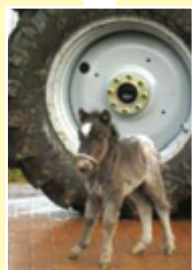
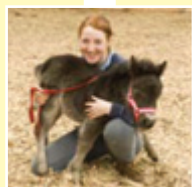


Special Needs - Special Programs

Our rare Miniature Horses are to become part of our therapeutic services to children who might for whatever reason not be ready or able to ride. As part of our Spring & Summer 2009 programs these sweet natured creatures will be available to small groups for handling, grooming & nurturing, you do not have to have a condition to benefit from this experience but the program is designed to stimulate the sensory responses in the children & can assist a number of conditions, including autism, attention deficit hyperactivity disorder (ADHD), depression, anxiety & conduct disorders

Service provider to Social Services & Community Education Groups & individuals with Special Needs

Licensed by SLC. Regularly Inspected & Approved by TRSS & ABRS. Disclosure Scotland registered. Child protection program. Health & Safety Policy. Public Liability Insured. Vet, Veterinary Nurse & Emergency First Aid on site



Visit our website
www.hooves-and-paws.org

or contact us for further information or to arrange a visit 01698 791554
Email hooves-and-paws@hotmail.co.uk
East Hazeldean Farm, Stonehouse, ML9 3PF

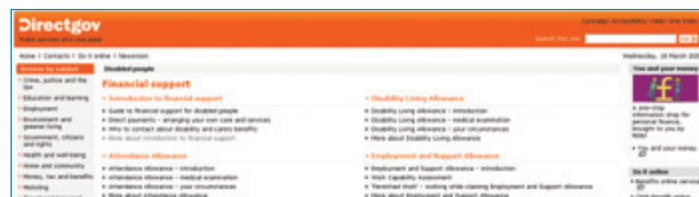
news

Easy read information from DCS

DCS has produced its customer information leaflet in 'easy read' to make it accessible for all its customers.

What is easy read and why use it?

The easy read format was first designed to help some disabled people, particularly those with learning disabilities, to understand information easily. However, it is popular with other readers too, because an easy read leaflet only gives essential information and uses simple words and pictures to make it easier to understand.



To obtain a copy of the DCS easy read customer information leaflet visit:

www.direct.gov.uk/en/DisabledPeople/FinancialSupport

Or contact the Benefit Enquiry Line:

Telephone: 0800 88 22 00 or Textphone: 0800 24 33 55

You can also use the RNID TYPETALK service.

The Benefit Enquiry Line is open from 8.30am to 6.30pm on Monday to Friday, and 9.00am to 1.00pm on Saturday.

DONNELLY Plumbing and Heating Specialists



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- ✕ PLUMBING
- ✕ TILING
- ✕ ELECTRICAL
- ✕ JOINERY
- ✕ MEDICAL ADAPTATIONS

- ✕ 24 HR EMERGENCY SERVICE.
- ✕ HEATING AND PLUMBING BREAKDOWN COVER.
- ✕ POWERFLUSH SYSTEM CLEANING.

01355—909000

Myra House
15 Law Place
Nerston, East Kilbride
G74 4QL
E Mail: Info@donnellyuk.com



"Mystery Shoppers" Needed...

We are a market research company specialising in the area of customer service research. We are planning a programme of mystery shopping to gather objective information about how well different shops (including banks, post offices and so on) cater for people with various disabilities.

Can you help?

Are you a wheelchair user?

Do you have impaired sight or hearing?

Do you like expressing your opinions?

Would you like to help ensure the needs of all disabled people are properly met?

If so, we'd like to hear from you.

What's involved?

A general conversation with one of our researchers about your experiences with shops, followed by...

Visits to 4-5 different shops to record objective information on various aspects such as:-

- ease of access
- availability of information
- attitude and helpfulness of staff
- "Debrief" with one of our researchers over the telephone.

The process can be fitted around your other commitments.

Fee?

Mystery shoppers will be paid a fee of at least £50, plus all expenses in carrying out the assignment.

To find out more...

...or to join our panel of mystery shoppers, please contact
Anne Fullam or Ruth Betts either by telephone, letter or email:-

Telephone:
(020) 7272 7766

Email:
anne.fullam@fds.co.uk
ruth.betts@fds.co.uk

Address:
FDS International Ltd
Hill House
Highgate Hill
London
N19 5NA



What your pharmacy can do for you?

What your community pharmacy can do for you?

During public holidays, GP surgeries can be closed for a total of four days. They also close for various other holidays throughout the year. If you find yourself unprepared when the GP surgery is closed, do you know that your local community pharmacy may be able to help?

There are a few things you can do to be prepared:

- If you take repeat medication, make sure you have plenty to cover holiday periods.
- If you run out of medicine seek advice from a pharmacist first, if possible

Healthcare that is out with the core working period of the NHS is called out-of-hours (OOH) or unscheduled care. Community pharmacies can help during these periods, and particularly over weekends and

public holidays.

When GP practices are closed over public holidays:

- Ask your pharmacist for health advice on a range of treatments
- Visit www.nhs24.com for self-care health advice and pharmacy opening times, or call the NHS Helpline on 0800 22 44 88
- Only call NHS 24 out-of-hours services if you can't wait until your GP practice re-opens.

Community pharmacies can advise on routine and minor ailments e.g. eczema, allergies, thrush, earache or diarrhoea and can offer advice or recommend an appropriate treatment without the need for a doctor's appointment.

We all like to be prepared, but when taken unawares, it's reassuring to know that community pharmacies can help! If you would like further information about the services offered by your local

community pharmacy, please contact the pharmacy directly or the NHS Helpline on 0800 22 44 88 (calls are free).

Do you have a minor ailment?

Did you know that you can visit any local Community Pharmacy to treat ailments and be given advice without the need for a prescription or doctor's appointment?

The Minor Ailment Service is available at every community pharmacy and if you receive free prescriptions, you can register for the service and have access to advice and treatment for: Acne, Athletes Foot, Backache, Cold Sores, Constipation, Cough, Diarrhoea, Earache, Eczema and Allergies, Haemorrhoids (Piles), Hayfever, Headache, Head Lice, Indigestion, Mouth Ulcers, Nasal Congestion, Pain, Period Pain, Thrush, Sore Throat, Threadworms, Warts and Verrucae.

Book now for self catering holiday accommodation at super rates!

Top of our holiday accommodation list is a week's stay at the Association's own fully adapted Cottage in Carnoustie.

Please phone now on 01236 794 500 and book your holiday by credit/debit card. It's that simple!

Alternatively you can take advantage of our new deal in caravan accommodation. In partnership with British Holidays we are now able to offer greatly reduced rates on any of their caravans featured in the latest British Holidays Brochure. You can

order a brochure now by phoning 0870 2425500 or visit www.british-holidays.co.uk.

Our sponsored pricing structure is based on the actual cost to the Association and therefore is variable throughout the season with the most expensive generally being during public holiday and school holiday times. In order to compensate for this we have introduced a higher subsidy for families with a child under 16.

All wheelchair accessible caravans comfortably sleep 5.



Three stages to success!

- Check brochure and decide on the holiday you are interested in.
- Phone us on 01236 794 500 to check availability of sponsored price.
- Have your credit/debit card ready to secure booking.

Rebecca Cottage, Carnoustie (near Dundee), is a four bedroom detached cottage set on the sea front of the Angus coast with a porch looking out to sea.

Access all areas in New York, New York

Chris Gosling recently took a trip to New York with his classmates. Here's his story on how accessible the city is for wheelchair users...

New York was, without doubt, one of the best holidays I have ever been on, and is a holiday that I could recommend to anybody with or without a disability. Although there

were occasions where accessibility was not what it could have been, New York is a very wheelchair-friendly city and the people very helpful. I would however check out accessibility in the hotels as the one we stayed in had the restaurant downstairs with no lift!

We packed a lot into our 5 day stay and the trip went very smoothly starting with Continental Airlines where I had the advantage of boarding first and skipping the queue! Our first visit on arrival was to Times Square where the low kerbs made it very easy to move around.

The Empire State Building was fully accessible with numerous lifts and wide doors and again I was allowed to

jump the queue! Our other visits included Battery Park, NBC Studios, the Rockefeller Centre, Madame Tussauds, Central Park Zoo. We also

had our fair share of shopping in Macy, Bloomingdales and China Town all of which were accessible.

We arrived back in Glasgow with another uneventful flight but very tired!



Chris Gosling, stateside!

The Empire State Building was fully accessible and I was even allowed to jump the queue.





120, Bond Street,
Blackpool, FY4 1HG



The Beach,
69-71 South Promenade,
St Annes on Sea, FY8 1LZ



Marton Mere Holiday Village



ACCESSIBLE HOLIDAYS

3 GREAT CHOICES!

Specialist holidays for carers & service users

EASY ACCESS FOR WHEELCHAIRS EN-SUITE ROOMS ADJOINING ROOMS
ELECTRIC HOISTS OVERHEAD TRACKING HOIST ELECTRIC BEDS COT SIDES
MODERN SPACIOUS BAR & RESTAURANT SPECIAL DIETS CATERED FOR
HYDROTHERAPY POOL CONFERENCE FACILITIES CAR PARK
LIVE CABARET SHOW EVERY NIGHT
PICK-UP AND RETURN SERVICE

PARTY at the Bond Hotel Blackpool, where the great fun atmosphere is a very popular choice for many of our guests. The hotel has 65 bedrooms, most of which are wheelchair-accessible, and all the extra facilities that you might require during your stay. With great food, and nightly entertainment, this hotel offers the perfect Blackpool holiday!

RELAX in our sophisticated new hotel in St Annes. Recently refurbished to the highest possible standard, this stylish 26-room hotel overlooks the sea, and offers a choice of luxurious wheelchair-accessible accommodation - from single rooms up to 3-room suites. The new Bond Hotel, St Annes is the ideal venue for those looking for the chance to unwind in style.

ENJOY our de-luxe holiday homes at scenic Marton Mere. If you would prefer a self-catering break, these superbly appointed holiday homes could be just the thing. They sleep up to six, have central heating and all mod cons, are fully accessible, and overlook the beautiful lake and wildlife area at this popular resort.

LUXURY travel wherever you choose to stay, you will have access to Bond Accessible Coaches Ltd who will pick you up and take you home at very reasonable prices.

So come and explore a whole world of special holidays for very special guests. Whether it's a week with the stars of "Coronation Street or Emmerdale", a break on a nature reserve, or a luxury room with a great sea view, we can provide it - and at a great price too!

**To find out about our Special Offers
please contact Karen on 01253 341218**

sales@bondhotel.co.uk • Booking hotline 01253 341218
www.bondhotel.co.uk