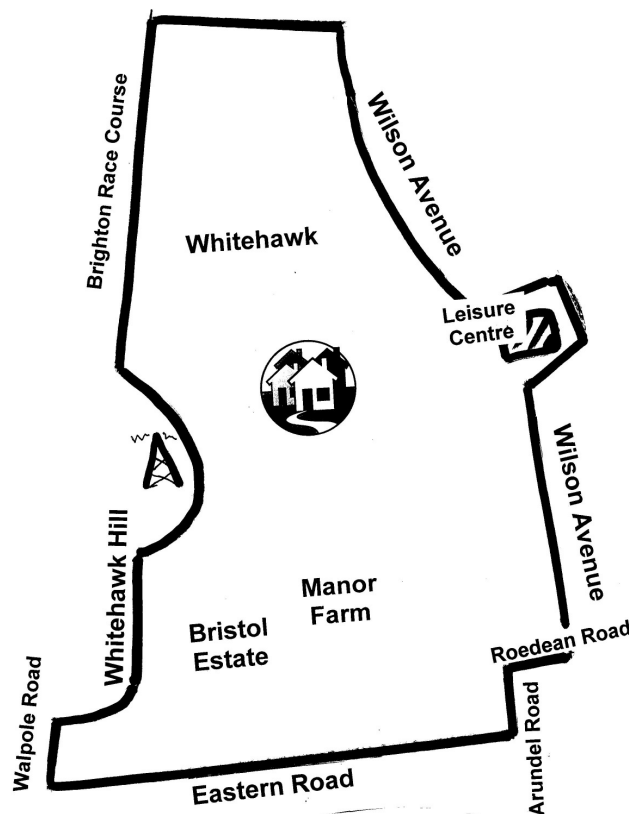




Neighbourhood Care Scheme Newsletter 21- Winter 2010



Good News in Tough Times!



Thanks to a grant from the Department of Health's Volunteering Fund, we have been able to employ a new part-time Volunteer Co-ordinator, Assuntina Cardillo-Zallo. Part of Assuntina's job will be to work with Naomi to set up the scheme in Whitehawk, Manor Farm and the Bristol Estate—the tenth neighbourhood to be covered by the Neighbourhood Care Scheme. The boundaries of our new area of operation are shown in the above map. Assuntina will also be helping us to support our growing number of volunteers and scheme members, as we continue our work in our other neighbourhoods. So ... good news for now! The future, though, with cuts and unfolding government policies, is still as uncertain as ever.

Sean, Susan, Naomi, Ruth and Assuntina wish all our readers a very happy Christmas and a good New Year.

Sean, the Project Leader, writes:

The Good News. It's great to start this newsletter with the good news of Assuntina's appointment and the extension of the scheme into Whitehawk. Here's more good news: in the six months April to September we enabled 199 volunteers to make 2993 visits as they provided 5682 hours of direct support to 203 individuals (a 28% increase compared to the same period last year). And some more? In our summer survey 90% of our scheme members who had received volunteer support reported a benefit, and 47% reported feeling less depressed. Our volunteers continue to make a positive difference to people's lives in a way that makes a positive difference to their own (90% reported a benefit). Thank you to the 92 volunteers (31%) and 154 scheme members (25%) who completed the survey, and to our office volunteer Lilian, who collated the survey responses—a mammoth task. And more? Our work with the city's Health Trainers to train our volunteers in health promotion (see page 9), though still at an early stage, should enable us to provide more useful health information to scheme members and help them access the health support they require.



The Bad News? See Money, Money, Money on page 6.

Thanks. To everyone who has helped us over the last six months, particularly those of you who helped with publicity for National Lottery Awards

Apologies. Generally, the Neighbourhood Care Scheme is a good news story, but I am aware that this is not the case for everyone. I would like to apologise to those scheme members we have not been able to help and to assure you that we try to recruit as many volunteers as possible to support people..

Susan, the administrator says:



I have worked as the administrator for the Neighbourhood Care Scheme for nearly seven years. Over the years my job has expanded and changed. My main role is to make sure that the office runs smoothly, so that Sean, Naomi, Ruth and, now, Assuntina can carry out their work. The main phone is on my desk, so it is usually my voice that you will hear. I am responsible for collecting the information and data we send to our funders or put in funding bids. Much of this data comes from the volunteers' quarterly returns. Also, I am responsible for writing and sending out the quarterly letter to volunteers, the members' bulletin and this newsletter.

The summer was particularly busy this year because we were in the final three of the National Lottery Award for the best charity/community project. Although we didn't win, we had a great time at the Award ceremony, which was held at the Roundhouse in London.

I'd like to thank my colleagues and my three office volunteers for their support and help in 2010. I wish you all a happy Christmas and a healthy New Year.

**Naomi says**

The last six months have been very positive with the scheme—all areas generating high numbers of volunteer support hours. Other notable success came as a result of our spring publicity campaign in the Queens Park area from which we recruited 24 new volunteers. These volunteers have now started to visit in the area and have been able to support the people who were waiting for help. So far the feedback has been very positive from both volunteers and scheme members and some good friendships have been formed.

Following the fantastic news that we will now be working in a new area and have a new member of staff, I thought I would take this opportunity to remind people of the areas I am responsible for: Queens Park, North Laine, Regency, Hangleton & Knoll, North Portslade, and Poets' Corner. My role within these areas involves supporting both volunteers and scheme members—recruitment and managing of the volunteers, and meeting and matching the scheme members with volunteer support.

I would like to thank all the volunteers for their input over the past year—it has been a real pleasure to work with you all. I'd also like to thank my colleagues here at NCS and all at Impetus for being great to work with!

Wishing everyone Season's greetings and best wishes for a Happy New Year.

**Ruth writes:**

This year we have continued to grow in Patcham and Hollingbury. The leaflet drop in September recruited 9 new volunteers, who will be able to provide support to people waiting for help. A huge thank you to the volunteers who gave their time and foot power to deliver so many leaflets; it made the daunting task seem much more manageable, and the results are fantastic. Also I manage Coombe Road and Hanover. There have been some encouraging stories of the support provided by our volunteers.

Telephone support across the neighbourhoods has also been steadily growing, with half a dozen people now receiving support via the phone. If you think you would like to volunteer but are not able to get out and about, then have you considered whether phoning someone is something you could do? Give me a call to chat about it if so!

I would also like to take the opportunity to thank for colleagues as always for being such great team mates, and also to welcome Assuntina to the team.

All the very best for the season and stay warm and well. Best wishes, Ruth.



Assuntina writes:

Hello to all of you! I'm really looking forward to starting work with NCS on 1st December.

I started out life as a volunteer 20 years ago, *so I have some idea what it's like being a volunteer*. I volunteered with disabled children on holiday play schemes, then with adults with learning and/or physical disabilities, before going on to get paid work in residential care. I spent a good few years working in the voluntary sector with parents of disabled children; I ran a small project offering support groups, giving advice and information, running play schemes and days out for families. In my last job, I worked with volunteers matching them up with children who were getting into trouble and at risk of being kicked out of school. Our volunteers were fantastic and so many of the children's lives were vastly improved with their input, so I know the difference volunteering can make.

For the last few years while my son was at primary school, I've devoted myself to my other passion and have been teaching yoga to community groups in the Patcham, Hollingdean and Tarnar areas. My students come from all walks of life and many of them are elderly and physically disabled and have found yoga to be really helpful with their health and fitness. On a personal note, I live in Patcham with my husband and my 12 year old son. I look forward to meeting some of you really soon!

Office Volunteers



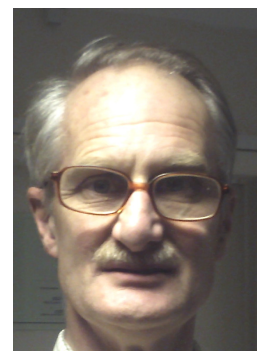
Keith Thomas says:

I have worked with the NCS for many years, firstly as a volunteer gardener and social visitor. When I developed some health problems I was asked if I would like to work as an office volunteer. The NCS team are a pleasure to work with and have given me great support and encouragement throughout the years, making it a happy and friendly place to be and I am proud to continue

volunteering whenever I am needed.

Ian Snoxell says,

I have been working as volunteer receptionist for nearly four years. This role involves a variety of tasks: greeting visitors, franking the post and taking it to the post office; shredding; photocopying and I am in charge of recycling. I really enjoy working with the Neighbourhood Care Scheme team.





Hello, my name is Lilian France

For the last three months I have had the good fortune to work as an office volunteer with the Neighbourhood Care Scheme. In my first few weeks I was given the task of reading and documenting into a workable Excel file all the scheme members and scheme members questionnaire forms, which is a wonderful resource of information and is valuable as feedback, and is used in a very credible way, so thank you to all who took the time to fill them out. It was also a very inspiring task as it gave me a deep insight into how this organization lives and breaths.

It is very heart warming and extremely rewarding to be a small part of this charitable company. I have had some chance to meet a few of the volunteers, and talk to some of you on the phone. I work on many different tasks in the NCS headquarters which I enjoy and it gives me valuable experience. The life blood of NCS runs through all the people who work, volunteer and use the scheme, and I am honoured to have the chance to work alongside all of you.

How to stay fit and healthy during the winter

Keeping warm

Several thin layers of clothing will keep you warmer than just one thick layer as the layers trap warm air. Remember to put on gloves and a hat if you go out.

Hot meals and drinks will help to keep you warm so eat at least one hot meal and have hot drinks during the day. Make sure you have a good supply of tinned or frozen foods and bread so you don't have to go out in bad weather.

Keeping safe

If you have to go outside, even to put your rubbish in the bin, make sure you put on footwear with non-slip soles and a coat.

Stay moving

Keeping active generates heat and helps to keep you warm. So when you are indoors, try not to sit still for more than an hour. Get up and walk around, make yourself a warm drink and spread any chores throughout the day. Chair-based exercises and simply moving your arms and legs and wiggling your toes are helpful if walking is difficult.

Taken from Age Concern's guide 'Winter wrapped up'.

Money, Money, Money—the Good and Bad News

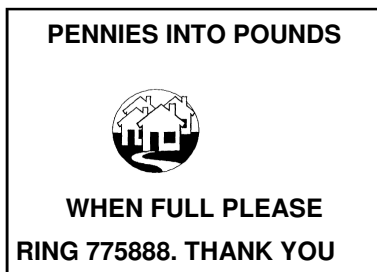
This year we have been able to develop our work thanks to significant funding from the Hardship Fund, the Primary Care Trust and the Department of Health. However, our support from the Henry Smith Charity finished in October and our Local Area Agreement funding from the Council ends in March. We are still a long way from securing funding to maintain the staff team from April 2011. Below we show a few ways people have supported us and suggest a few ways that people may be able to help. Every penny really does count!



A really big thank you to Charlotte Petts, who ran for us in the New York Marathon at the beginning of November. It seems that people just can't stop running for the Neighbourhood Care Scheme—and their efforts have now gone international! This photo shows Charlotte after she has already run 26.2 miles—and she looks as if she hasn't even broken sweat! Can it be that easy? If anyone else would like to run for the Neighbourhood Care Scheme, please contact the office. Impetus still has places for the Brighton Marathon in 2011. Charlotte is a friend of one of our volunteers. If you know someone who runs, why not tell them about us?



Thank you to everyone who voted for us or helped with the publicity for the National Lottery Awards earlier in the year. We were runners-up in the Best Voluntary/Charity Project of the Year. The whole process was a lot of work, but has really helped to raise our profile, which should prove valuable in future funding applications.



Thank you to everyone who has been collecting copper coins for us. We have raised **£167.25** since April. **Please keep saving those pennies!**



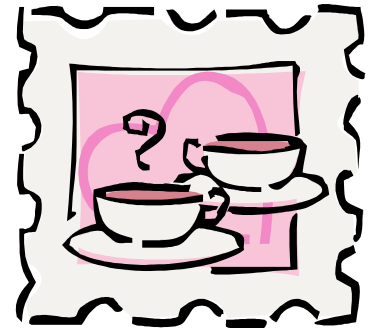
Thank you to everyone who has made a **personal donation**. We have received **£203** since April. Three supporters currently donate by **Standing Order**. If you would like to do this, please contact the office

Thank you to the Preston Club, who for the third time have made us a beneficiary of their Christmas Charity Bowls Tournament. The support of local groups like this is particularly appreciated. Do you belong to a club or group that might consider making us the beneficiary of a charity event?



We are ordering some **charity collecting boxes**. If you know of a shop or pub that might have one on their counter, please could you let us know. Or if you would be willing to ask in your local shops if they would be willing to have a collecting box, please contact the office.

We are looking for **volunteers** who have a couple of hours to spare on a Saturday between 10 a.m. and 4 p.m. If we find enough people, we can apply to run **the Chapel Royal café** on Saturday afternoons for a month. We could keep the profits and it would be a great way of publicising the scheme. Interested? Then please contact the office.



Low-Cost Handyperson Service and Free Home Safety Checks

This is available to any resident of Brighton and Hove if you are:

- Aged 60 or over; or
- Disabled; or
- A single parent with a child or children under the age of 18; or
- A family with a child or children under the age of six.

For more information please contact:

Homesafe Brighton and Hove

113-119 Davigdor Road

Hove BN3 1RE

Freephone: **0800 313 4457**

Text: **0759 621 3348**



A 21st Century Hospital

There are plans to redevelop outdated parts of the Royal Sussex County Hospital in Brighton. Parts of the hospital date back to 1828 and are amongst the oldest buildings in the NHS providing acute care. These old and cramped buildings will be replaced with state-of-the-art facilities so nearly 70% of patients will have a single room, each with an en-suite toilet and shower. Other beds will be in four-bed bays, also with en-suite facilities.

The redevelopments will mean that patients needing neurosurgery, neurology, treatment for major trauma or cancer will be able to receive their care locally rather than travelling outside the region.

The Neurosciences Centre at Princess Royal Hospital (Haywards Heath) was built in 1938. It is too small, so nearly 40% of Sussex residents who could be treated there have to travel outside the region. The new buildings in Brighton will have twice as many neuroscience beds, so patients can be treated at their local centre.

In partnership with neighbouring hospitals, the Royal Sussex is being developed as the Major Trauma Centre. Plans include a helipad, so patients who need urgent transfer or are isolated can be brought in by air ambulance.

These three elements would open in 2015.

Plans also include rebuilding and expanding the Sussex Cancer Centre. The redevelopment will mean that most local residents can continue to be treated locally, except those with the rarest cancers.

The plans include better teaching and training facilities for Brighton & Sussex Medical School. .

This second stage will be complete in 2019.

Find out more

To add your name to the mailing list call **01273 523375** or email **hospital.redevelopment@bsuh.nhs.uk**

Artist's impression of the new hospital

We know that many of our readers use the hospital. Do use the above phone no. to find out more. It is important for hospital users to have a say in the new designs.



Promoting Health through Volunteering

“The course really makes you think about the causes of poor health and how you can support people to make changes in their lifestyle that can improve their health and wellbeing. It’s not easy, but it is possible.”

This is what one student said about the Promoting Good Health through Volunteering course—a three-day course run by the Health Trainer Service. Since September, volunteers from the Neighbourhood Care Scheme have been attending the course. Some of them will already be bringing their new knowledge and skills to their volunteering with scheme members. Unfortunately, many of our volunteers do not have the time to attend a three-day course, so we are working with the Health Trainers to cover some of the essential elements in a shorter format—perhaps over two half-day sessions. We are also planning training on particular health topics. We’ll be sending out information in the New Year.

If you would like help to make a life-style change that would improve your health (perhaps through changing your diet, or taking more exercise, or reducing your drinking), please contact us in confidence at the office. We can then if appropriate refer you to the Health Trainers, who are experienced in offering such support.



Stop Smoking

If you live in the Eastern Road or Tarner areas and would like to quit smoking, with group or 1-2-1 support, get in touch with the **Stop Smoking Team** on **01273 267397**.

Sessions are held at locations in and around Tarner and Eastern Road:

- The Phoenix Centre on Thursday afternoons for 1-2-1 and group sessions. The group is open and rolling. Clients must attend an individual information session beforehand.
- The Foyer, Pelham Street, on Monday evenings
- The Audrey Emerton Building (opposite Royal Sussex County Hospital) on Wednesday mornings.

Please make sure you refer yourself to one of the Stop Smoking Team before you attend any of the sessions.



Adult Social Care Access Point

Access Point has been set up as a single point of contact for people with social care needs and their carers in Brighton and Hove. It can provide advice and information to enable people to access the support they need. There are several ways to contact Access Point:

Telephone: **01273 295555**

Mini-com: **01273 296388**

Email: **accesspoint@brighton-hove.gov.uk**

Access Point Outreach Sessions

Drop-in and by appointment

This will be an opportunity to seek advice and information and, where appropriate, on-the-spot social care and carers' assessments. The current schedule of Outreach Sessions is as follows:

- Seven Dials: Alternate Wednesdays at the Age Concern offices in Prestonville Road, Brighton, 10am—12 noon
- Kemp Town: Weekly on Tuesdays at St George's Crypt, St George's Road, 2pm—4pm, with Age Concern and the local Pension Service.
- Saltdean: Monthly on the first Tuesday at St Martin's, Longridge Avenue, 10am—12 noon, with Age Concern.
- Hove Polyclinic: Monthly on the last Tuesday, 10am—12 noon, with Age Concern and the local Pension Service.

If you are disabled or care for someone who is, we will be holding regular sessions at the Hove offices of the Federation of Disabled People, **01273 203016**, on the 2nd and 4th Mondays of the month at 2pm—4pm.

For further information and advice, or if you would like a Social Care or Carers' assessment please call into one of our drop-in sessions. If you would like to make an appointment call **01273 296150** or phone Access Point on **01273 295555**.



Christmas Closure

The Neighbourhood Care Scheme office will be closed from Friday 24th December 2010 until Tuesday 4th January 2011. If you need help or advice please contact the Access Point on **01273 295555**

It's your NHS, have your say!

The NHS has to save £20 billion over the next 5 years



BH LINK wants to ensure the sick & vulnerable do not pay for the debt crisis

Sign-up to your LINK & ensure your voice is heard

Brighton and Hove Local Involvement Network (LINK) is the health and adult social care watchdog for the city.

Make sure Brighton & Hove remains a great place to live, with high quality health care.

Free sign-up, free magazine:

Contact us on: **01273 810 235**

info@bhlink.org

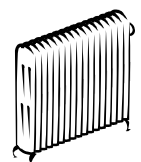
www.bhlink.org

Warm Front

Warm Front is a government-funded scheme which provides grants to make your home warmer, healthier and more energy efficient. The grant provides energy efficiency advice and a package of insulation and heating improvements tailored to each property up to the value of £3,500. Some homes that need oil central heating may receive a grant of up to £6,000. Warm Front Grants are for people who are on certain benefits and own their own home or rent it from a private landlord. If you have received a grant before, you may qualify for extra insulation and heating work, depending on the improvements you originally received. The scheme is managed by eaga.

If you have any questions, please get in touch with one of the eaga team on **0800 316 6011**. Lines are open Monday to Friday from 8am to 6pm and Saturday from 9am—5pm. There are more details on www.warmfront.co.uk

If you are not sure whether you are entitled to a Warm Front Grant, call the Benefit Entitlement Check team free on **0800 072 9006**. Lines are open Monday to Friday from 8am to 6pm.



Brighton & Hove Neighbourhood Care Scheme (NCS)

We support older people and adults with physical and/or sensory disabilities and their carers by putting them in touch with local volunteers who assist them in a variety of ways. We are a good neighbour scheme, and try to make positive connections between neighbours and create more caring neighbourhoods. The scheme operates in the Coombe Road, Hangleton & Knoll, Hanover, North Laine, North Portslade, Patcham & Hollingbury, Poets Corner/ Vallance, Queens Park, Regency and Whitehawk/Bristol Estate/Manor Farm areas of Brighton & Hove.

The NCS staff are:

- Sean de Podesta (Project Leader)
- Naomi Lacey (Volunteer Co-ordinator)
- Ruth McEnergy-Carter (Volunteer Co-ordinator)
- Assuntina (Volunteer Co-ordinator)
- Susan Alderson (Administrator)

We can be contacted at:
1st Floor, Intergen House

65-67 Western Road

Hove BN3 2JQ

☎01273 775888

E-mail: info@ncs.bh-impetus.org www.bh-impetus.org

Our Funders

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| Brighton & Hove City Council | The Henry Smith Charity |
| Brighton and Hove City Primary Care Trust | Hove & Portslade Aid in Sickness Association |
| The Derek and Eileen Dodgson Foundation | Patcham Community Association |
| George John and Sheila Livanos Charitable Trust | Department of Health Volunteering Fund |
| | The Hardship Fund |



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