



Neighbourhood Care Scheme Newsletter 22– Summer 2011



Having a volunteer can improve your health and wellbeing



At the Neighbourhood Care Scheme we know that the connections we make between people can make them feel better, less depressed and more connected to their local communities—that's both our scheme members and volunteers. Thanks to support from the Primary Care Trust, we have developed a programme of training for our volunteers to help them promote community health and wellbeing by increasing their awareness of activities and agencies that can help people improve their quality of life. You can find out more in the newsletter, where there are several articles about groups supporting people.

Also Inside: we say goodbye to Naomi as she takes a break from work to have her baby; we welcome Sharon Maloney who will be covering her maternity leave; and we have positive news about the scheme.



Sean, the Project Leader, writes:

Good News. When I last wrote in the Newsletter at Christmas last year, I was extremely anxious about where we would find the **money** to maintain the staff team from April. Fortunately, the Council was able to maintain its Adult Social Care support for us for another year, and our end-of-year surplus for 2010-11 was bigger than anticipated. We will therefore be able to get through to next

April without having to cut back our service. Phew!

It is also great news about **Naomi's** pregnancy. We will miss her while she is away. I am pretty sure that over the last six years no-one in the country has made as many good neighbourly introductions as Naomi. **Sharon Maloney** will have some very hot shoes to fill when she covers for her maternity leave. I hope that Sharon will enjoy the challenge. We look forward to working with her..

More Good News. In 2010-11, the volunteer support increased by 18%, and we continue to recruit 1-2 new volunteers each week. In our new neighbourhood of **Whitehawk, Manor Farm and the Bristol Estate**, Assuntina has got things off to a great start. Ruth's Promoting Community Health and Wellbeing Training has been going very well, with 38 people attending sessions since April. We hope to develop a real culture of promoting health and wellbeing within the scheme in the spirit of small things (a leaflet here, a quiet word there) being able to make a big difference, particularly when they come from someone you like and trust.

Team Work. It will be clear from this newsletter the extent to which the success of the Neighbourhood Care Scheme is a real team effort. In this context, it is worth mentioning the crucial role that the steering group (mainly volunteers and scheme members) plays in helping to clarify the strategic development of the scheme.

Planning for the Future. With a consultant from the Department of Health Volunteering Fund, I have begun work on a plan to 2016, which looks to extending our coverage to another six neighbourhoods, strategic collaboration with other agencies and improving our capacity to help carers, people with dementia and care-home residents. It is a long journey, but we know where we want to go.

13+. I realize to my amazement that I have been working with the scheme for thirteen—certainly not unlucky—years. I am fortunate to have a job where I encounter daily so much good will, kindness, concern, fortitude, commitment—simple, positive human qualities. Dealing with this, I am kept motivated. Thank you to everybody involved with the scheme for making my time at work feel so worthwhile—giving people opportunities to support and care for each other. It feels even more necessary now than it did in 1998.



Naomi, Volunteer Co-ordinator, writes

Looking back over the year so far, I would easily say that Assuntina joining our team has been the highlight. She's fitted in so well with the team and it feels like she has been here forever!, Assuntina's role with NCS is to manage our newest area—Whitehawk. I've done some of the recruitment with her there and it has been really great to meet all the new people coming through and feel their enthusiasm for the Scheme.

For my areas: North Portslade, Hangleton & Knoll, Poets Corner, Regency, North Laine and Queens Park, it has been business as usual—lots of positive volunteer recruitment and new matches being made. In particular the Queens Park volunteering hours have gone up by 50% in the last year, and by 20% in the Poets Corner area.

The biggest news from me is that I will be leaving at the end of August to start my maternity leave. It will be very strange not to be here anymore after 6 years plus; however I will be back next year, most likely in a part-time role.

In my absence, Sharon Maloney will be taking over my role (welcome to the Team!), so please get in touch with her should you have any enquiries/concerns about your volunteering. Sharon will be contacting people. I will of course be thinking of the Scheme whilst I'm not here and will be keeping in touch. I will look forward to reading the Christmas newsletter!



Susan, scheme administrator, writes

Unlike many organisations, there is never a slow period with the scheme. The months since April have been particularly busy in the office with: two mail-outs to members; two mail-outs to volunteers, our second recruitment drive in Whitehawk, volunteer interviews and training.

Our office volunteers give invaluable support to both me and the Volunteer Co-ordinators. Each has a specific role: Keith produces the various packs that are needed for assessment visits, interviews and inductions; Ian is the king of shredding, franking; recycling and every day takes the mail to the post office; Lilian is updating our contacts database and our newest volunteer, Sheila, is sorting out Sean's filing cabinets; a mammoth task! My final thanks goes to Jeanette who not only takes scheme members to appointments but helps with volunteer interviews, fundraising and has spent numerous hours stuffing envelopes.

If you look at the back page of this newsletter you will see the days each member of the team works. We aim for there to be someone in the office everyday to take messages and one Volunteer Co-ordinator to deal with any emergencies that may crop up.



Ruth, Volunteer Co-ordinator, writes:

As you read on the front cover the NCS has received some money from the PCT. We have used some of the money to set up a training programme covering topics related to Health and Wellbeing, which will enhance the support our volunteers provide to scheme members. Over the last 6 months I have been planning a year-long training programme for volunteers. The programme covers lots of interesting topics which will hopefully enhance the support volunteers provide to scheme members. It may even prove useful in their own life. An interim programme was sent out in May. The complete training programme will be printed and distributed by the end of August 2011. There will be a copy on the Impetus website, **www.bh-impetus.org** If you want to book onto any sessions please call the office on 01273 775888 or email **info@ncs.bh-impetus.org**.

Coordinating volunteers in Patcham & Hollingbury, Coombe Road and Hanover has also kept me busy and it has been very encouraging to see the longevity of many matches as well as new volunteers and scheme members joining the Scheme.

The highlight of the last 6 months has been Assuntina joining us, and she has got the Scheme off to a brilliant start in Whitehawk, and it's been great to have her on the team. A sad goodbye and a massive thanks to Naomi for all her help over the years and best wishes for exciting times ahead!



Assuntina, Volunteer Co-ordinator, writes

I have been with the Neighbourhood Care Scheme for over 7 months now, and have loved working here. The good news from me is that since starting in December last year we have recruited 17 brand new volunteers after two big recruitment campaigns where we delivered a leaflet into every household in Whitehawk, Manor Farm and Bristol Estate.

Some of the fantastic volunteers who we recruited from our first campaign helped me deliver leaflets for our second campaign and I can't tell you how grateful I was for the help. Thanks also to our wonderful office volunteers and staff team we delivered to over 3500 homes!

Some of those new volunteers have already started to offer regular support in the area, and combined with the volunteers we already had on our books we have been able to support 11 people for regular weekly visits and 10 others have received help with one-off tasks.

There are another 11 volunteers at different stages of the recruitment and matching process so it's very encouraging to see this new area developing and growing. Here's what one lady said about her new volunteer:

'She's an absolute joy and lifts my spirits when I'm feeling down'.

Thanks to all the professionals working in the area who have kept their eyes open for people who would benefit from our support and are pointing them in our direction..



Claire Adamson, Social Work Student, writes

I had the privilege of joining the team as a social work student from January to June. My time and experience with the scheme was both beneficial to my academic learning and fuelled my allegiance to person centred social work. It provided me with a greater understanding of the need for community participation and its residents' experiences and needs.

On a personal level I feel more in touch with my own neighbourhood and have had my eyes opened to the importance of neighbourliness through the positive connections the scheme creates.

Invaluable to my experience was the opportunity to work closely with 4 scheme members over an extended period. With each member we were able to identify areas where they sought assistance and then established goals they wanted to achieve in order to make a difference in their lives. I'm happy and proud to say amazing results were created and it was a pleasure and heart warming experience working with them.

It is clear that the Neighbourhood Care Scheme provides an essential, rewarding and critical service to the city. Sean's vision and passion for the scheme is unwavering and is reflected in its continued success and growth. I was inspired by his and the team's dedication and commitment to the work they do.

My personal commitment to the scheme and the belief in the work they do carries on through my role as a volunteer with them.

Lastly, I would like to thank Sean, Naomi, Ruth, Assuntina and Susan for the time, kindness and energy they all gave me. I wish them much success in the future.

Hello to Sharon



Hello, my name is Sharon Maloney and I will be joining the team at the beginning of August to cover for Naomi while she is away on maternity leave.

I have recently moved to Peacehaven where I live with my partner and my two year old son. Since I left college over 20 years ago, I have always worked in jobs that involve helping and supporting people in some way. I have lots of experience of supporting older people and people with disabilities. I have also trained as an adult tutor and for many years taught pottery and ceramics. I love teaching and believe any kind of learning is a valuable experience. Many of the people that I taught had disabilities and mental health issues. Learning something new is a great way to meet people and improve self-esteem. I enjoy painting and making pottery myself when I get time which isn't as often as I would like these days with a two year old to keep me busy.

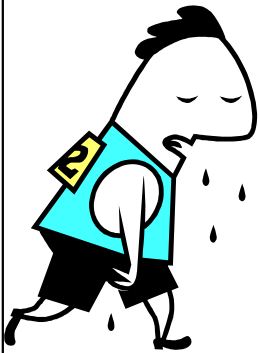
In my last job, I ran a volunteer project at The Bridge Community Education Centre in Moulsecoombe. The volunteers were involved in various roles throughout the centre including teaching and supporting students who needed a bit of extra help. The volunteers really made a big difference, they enabled lots of people with learning difficulties, physical disabilities and mental health issues to benefit from courses and have the same opportunities as everybody else to learn something new.

I am really looking forward to starting work and hopefully meeting you soon.

Sharon's email address is: **Sharon.maloney@bh-impetus.org**

Funding News

We will get through the current financial year only by spending nearly all our accumulated reserves—a trick that can't be repeated every year. We are urgently fundraising to cover the costs of our work from October and into 2012-13. It is a better situation than last year, but it is still the case that every penny we raise—and every penny we save—matters to the continuation of our work. The development plan up to 2015-16 (see Sean's article) will be used as the basis for our long-term fundraising.



Fundraising Events—Any Ideas? Last year, four marathon runners raised over £4000 for the scheme—which more than covered our phone bill for the year. This year we had no runners. If you have a fundraising ideas for the scheme, please let us know. We will try and support you to make it happen. Below are other ideas for ways to help.



Chapel Royal Café. We are waiting to hear whether we will be able to run the Chapel Royal Café on Saturdays in October. If you would be able to spare 2-3 hours to help with this one Saturday, please let us know. If we run the café, we get to keep the takings.



Personal Donations. So far this year we have received **£1495** in donations from scheme members and supporters. Currently, we have two supporters who donate by regular standing order. If you would like to know more about **planned giving**, please contact Susan at the office.

PENNIES INTO POUNDS



WHEN FULL PLEASE
RING 775888. THANK YOU

Pennies into Pounds. We have received £31.06 in loose change since April. A big thank you to those of you who save their 5p, 2p and 1p coins for us. If you have any change waiting to be collected, please let us know and we will come and pick it up.

££££££ Thank You ££££££

Headway Hurstwood Park

Headway Hurstwood Park is a charity that provides advice, information, education and support for anyone affected by acquired brain injury. We aim to promote empowerment after acquired brain injury (ABI). Headway works in partnership with other organisations and professionals to ensure the best possible service is delivered.

We have the following services:

- Emotional support - free service
- Information and advice - free service
- Support Groups – free service
- Counselling Service - free service
- Rehabilitation Centre in Newick
- Satellite Services in Lewes and Brighton
- Outreach Service (1:1 practical support in the home and community)

The services that aren't free are usually funded by adult social care. People can also pay privately by direct payments or from compensation packages.

Examples of courses that are run at the centre and or satellite service include:

- Managing emotions
- Nutrition
- Heroes Journey (education on acquired brain injury)
- Art
- Pottery
- My Journey (community based)



Headway also gets involved with campaigns and work alongside the emergency services to reduce incidence of ABI. We also undertake presentations to educate people about the residual symptoms of brain injury.

For more information please see the contact details below.

Tel: 01825 724323

Website www.headway-hp.org.uk

Email: info@headway-hp.co.uk

Looking after yourself or others during hot weather

Top tips for keeping cool

It is best for your health to avoid getting too hot in the first place. Remember to think of those who are more at risk from the effects of heat. Here are some tips to keep yourself and others cool.

Keep out of the heat

If a heatwave is forecast, try and plan your day in a way that allows you to stay out of the heat.

If you can, avoid going out in the hottest part of the day (11am – 3pm).

If you can't avoid strenuous outdoor activity, like sport, DIY or gardening, keep it for cooler parts of the day, like early morning or evening.

If you must go out, stay in the shade. Wear a hat and light, loose fitting clothes, preferably cotton. If you will be outside for some time, take plenty of water with you.

Stay cool

A loose, cotton, damp cloth or scarf on the back of the neck, or spraying or splashing your face and the back of your neck with cold water several times a day can help keep you cool.

Stay inside, in the coolest rooms in your home, as much as possible.

Reduce heat from sunlight coming through the windows. External shading, e.g. shutters, is best. Metal blinds and dark curtains may absorb heat and make the room warmer – it is best to use pale curtains or reflective material.

Keep windows closed while the room is cooler than it is outside. Open them when the temperature inside rises, and at night for ventilation.

Indoor and outdoor plants will help keep your home cool due to evaporation and the shading from trees and bushes.

Take cool showers or baths.



Drink regularly

Drink regularly even if you do not feel thirsty – water or fruit juice are best.

Have plenty of cold drinks, avoid excess alcohol, caffeine and hot drinks

Eat light meals with a higher proportion of vegetables. Try to eat more cold food, particularly salads and fruit, which contain water.





Pensioner Action

Are you interested in the health and wellbeing of older people in Brighton & Hove? Pensioner (60+) Action currently run neighbourhood groups in Central and West Hove, Kempton, Craven Vale and Moulescoomb, and could soon be coming to a venue near you. We consult with older people on health issues, provide information and arrange guest speakers of relevance to you! If you're over 60 and want to have a say or would just like to join in, Pensioner (60+) Action could be for you. Contact **Myfan on 01273 422971** or **Lila on 01273 229004**.

Reading Matters Group

The basic idea of Reading Matters is that each week Jonathan Buckley will bring along a short text (sometimes a story, sometimes a poem or maybe a set of poems) for the group to read and discuss. The group won't know what the text is until the start of the session - in other words, he is the only one who'll have to do any preparation. If people want some background to the text, he can give this, but his chief role will be simply to guide discussion - i.e. he is not there as a teacher. The group meets at the Friends Meeting House, Ship Street, Brighton

The only restriction imposed on the membership is that there are no more than 20 people on the roster. At present there are 12. If you would like to join or find out more

Contact **Jonathan on info@jonathan-buckley.co.uk**.



Stroke Carers Group

Do you care for someone who has had a stroke? Would you like to meet with other carers and to access specialist information on stroke and carers' services? We are running a new monthly group for stroke carers on the last Tuesday morning of the month from 10.30am to 12 noon in a central location. Free refreshments are provided and transport is available for carers with mobility problems. Guest speakers will share information on a wide range of subjects, including Carers Assessments, local stroke services, health and wellbeing, consultation on your experiences and views, volunteering and work opportunities etc and there will be ongoing peer support. To book a place or for more information please call the Adult Carers Team on tel. **01273 746222**.



Share your experiences of disability to improve how services are provided

Count Ability is a local research project examining the needs and experiences of people with a disability, impairment or long-term health condition aged 18-65, who live in Brighton and Hove. It is being carried out by the Federation of Disabled People and the University of Brighton, who are looking for local disabled people to take part in interviews and focus groups. By taking part in the research, you can influence how services will be provided by the Council, NHS and other providers in the next few years. We particularly want to hear about problems you may have experienced accessing services as well as services which play an important role in people's lives. Make your voice count!

- We want to hear from anyone with a physical disability, sensory impairment, mental health problem, learning disability or long-term health condition aged 18-65, who lives in Brighton and Hove.
- The research team will be conducting face-to-face interviews between June-August 2011. There will also be the option to take part in a telephone or online survey.
- The results of the survey will influence future funding decisions about how public services are provided in the city.
- We want to hear about people's experiences of accessing services, both positive and negative. In particular we want to know about barriers to access as well as the importance of organisations and services to individual people.
- The Federation has been funded by public service providers in Brighton and Hove to deliver the Count Ability research project

To find out more about how you can get involved, visit our website at:

<http://www.bhfederation.org.uk/countability> You can also contact the research team to register your interest on 01273 208934.

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.

From September the NCS staff days are:

- Sean de Podesta (Project Leader) Mon, Tues, Thurs, Friday
- Naomi Lacey on leave
- Sharon Maloney (Volunteer Co-ordinator) Tues, Wed, Thurs
- Ruth McEnery-Carter (Volunteer Co-ordinator) Mon, Tues
- Assuntina Cardillo-Zallo (Volunteer Co-ordinator) Mon, Tues, Wed
- Susan Alderson (Administrator) Mon, Tues, Thurs.

We can be contacted at:

1st Floor, Intergen House

65-67 Western Road

Hove BN3 2JQ

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

Our Funders

Brighton & Hove City Council	The Henry Smith Charity
Brighton & 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



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