

## A great deal has happened at Shopmobility over the last twelve months

This winter in the freezing temperatures Shopmobility worked in partnership with The Princes Trust to carry out a redecoration project on the outside of our office. All the materials and paint were donated by local businesses and the project was carried out by the young people of Team 41.

Membership of the scheme has continued to rise over the last twelve months. Currently there are 1,948 members registered to use the service and in the last six months there have been more than 3,000 hires of equipment including wheelchairs and scooters. We now have on display within the shop a wide range of mobility aids including walking frames, wheelchairs, scooters, kitchen and bathroom accessories for sale.

Our staff attended training days facilitated by St Helens Council Occupational Therapy Officers aimed at becoming accredited mobility equipment retailers. Then in May the scheme was awarded its accreditation certificate. Shopmobility began dispensing small daily living aids via prescriptions on June 1st and in the first 10 weeks over 40 prescriptions for equipment were

dispensed. The project has raised Shopmobility's profile and we are receiving more enquiries for sale items as people visit to pick up their prescriptions.

In May Shopmobility was successful in obtaining a grant from the Coalfields Trust. £4899 of the grant was spent on replacing batteries on 20 mobility scooters and 6 travel-lite scooters, the new batteries enabled Shopmobility to offer our full range of scooters for hire and provide ongoing maintenance. The remainder of the grant was spent on installation of a new accessible kitchen and refurbishment of the reception area. A new office and consultation room was created for use with the TCES project.

At a joint AGM for Shopmobility and DASH held in November 2009 it was proposed the management committees merge as one to oversee the continued success of the two organizations enabling us to work more closely together.

*It is my pleasure to briefly report on what has been such a busy and productive period for DASH and our clients.*

*October 2009 found us leaving the Gamble Building, our base of 20 years, and whilst this was an upheaval it also provided us with an opportunity to explore other venues to support people from.*

*Many thanks have to be given to Mike Wyatt, Director of St Helens MBC Adult Social Care & Health for supporting us in our quest to secure our office within Windle Pilkington House.*

*After a brief settling in period January 2010 saw us welcome four new Information and Advice Officers to our organisation. These roles have been funded by St Helens MBC Adult Social Care & Health and have afforded us the opportunity to support 3737 people on a wide range of subjects such as:*

- Adult Social Care & Health
- Accessible Holidays and Specialist Insurance
- Housing
- Pension Credit.....
- Disability related Benefits
- Local Services
- Transport
- .....and much more.

*We have also raised £1,060,688 in benefits for clients so far this year. This winter sees us opening a new information office in conjunction with Shopmobility St Helens. This is based in St Mary's Market and provides us with an ideal location to assist people who are accessing retail and leisure services within the Town Centre.*

*The future will see us continuing to develop our services inline with clients needs and personalisation will impact on both that delivery and need.*

**Best wishes**

*Andy Woods*



## Mayor's Appeal

**The Mayor of St Helens, Councillor Neil Taylor has chosen two children's charities for his appeal this year.**

### **The Foundation for the Study of Infant Deaths** fund research

into cot death, promote life-saving advice to professionals and parents, improve the way professionals respond to a baby's death and provide a helpline for concerned or grieving families. The Safe Sleep Campaign enabled FSID to reduce the risk of cot death in 1991 which resulted in a fall of 75% in the UK's cot death rate. FSID also ensure help is available to bereaved parents who go on to have children after the death of a baby. In collaboration with the NHS, the CONI scheme (Care Of the Next Infant) offers families the services of specially trained health professionals who give practical support and reassurance. Part of this scheme includes the use of an apnoea monitor (each unit costs approx £425). For more information about FSID please visit their website at [www.fsid.org.uk](http://www.fsid.org.uk) or telephone them with general enquiries on **020 7802 3200**.

**WiSH CDG** is a support group for children with Type 1 Diabetes and their families. It is run by volunteers all whom have children with Type 1 Diabetes. The aim of the group is to offer practical, emotional and educational support to other families in the same situation. They hold informal meetings on the first Friday of each month at the 4F Centre in Rainhill. They provide children with an opportunity to meet other children with diabetes and the parents get the chance to talk to other parents. Occasionally they have someone in to give a talk. In addition to meetings **WiSH CDG** fundraises every year to support children with diabetes and their families in other ways such as to purchase needed equipment or run various leisure events. Each year they send children to an outwards bounds centre for a weekend. The children are accompanied by their diabetes care team from Whiston Hospital and spend the time learning how to manage their diabetes independently. Unfortunately they did not have enough money to run this event last year. For more information about **WiSH CDG** email them at [wishcdg@hotmail.com](mailto:wishcdg@hotmail.com).

# Personalisation



Adult Social Care is undergoing a huge transition, not just in St.Helens but across the country, and it's known as Personalisation. 'Personalisation' means adults get more choice and more control over the social care they receive.

Anyone assessed as eligible for care and support from St.Helens Council, will now have their own Personal Budget. It enables them to know from the outset what resources are available, so that they can plan their support in the way that best meets their individual needs. Individuals can decide what support suits them best, when they want it, and who is going to provide it.

In St Helens, Personalisation is being delivered through the My Life, My Choice programme. This is a three-year change initiative that has been supported through government funding. A team from across the Department are helping tackle this major new approach for Adult Social Care and Health. The Department as a whole is getting to grips with new demands, new criteria, new targets and working across the council and the community.

Programme Manager Sarah Bullock said: *"It's one of the most significant changes to take place in adult social care. But we're confident that the benefits will quickly become apparent – thanks to the professionalism of everyone involved."*

Director of Adult Social Care and Health, Mike Wyatt, says, *"Personalisation will allow individuals to step outside the traditional social care boundaries to achieve the sort of outcomes they want. It means people will have more choice about who, when, where and how their care is delivered."*

A series of 6 public information leaflets have been developed to assist the public in understanding personalisation. These are;

1. Transforming Social Care in St.Helens
2. Personal Budgets
3. Becoming a Personal Assistant in St.Helens
4. Employing a Personal Assistant in St.Helens
5. Advocacy in St.Helens
6. Transforming Community Equipment in St.Helens

If you would like to order copies of the public information leaflets or the posters to display, or you just want to know more about the programme and what it may mean for you, please contact the Personalisation Team on **01744 674163** or log onto our website at **[www.sthelens.gov.uk/mylifemychoice](http://www.sthelens.gov.uk/mylifemychoice)**.



# RADAR Keys and Just Can't Wait Cards

The National Key Scheme offers access for disabled people to around 7,000 public toilets around the country. The toilets are often locked to stop vandalism and misuse. Just Can't Wait toilet cards are also available for people with certain medical conditions through the Bladder and Bowel Foundation. You can show this card when you are out shopping and socialising and it may help you gain access to a toilet. The toilet card states that the card holder has a medical condition which requires the urgent need of a toilet. The card does not guarantee you access to a toilet but most places you visit will be willing to help you.

DASH sells RADAR Keys for accessible toilets. These are available to purchase at the DASH/Shopmobility market stall located in St Mary's Market, St Helens Central Library, Shopmobility St Helens or from one of our Information and Advice Officers located at Lowe House Primary Care Resource Centre on Mondays or Tuesdays or St Helens Hospital on Wednesdays, Thursdays or Fridays. In order to receive a key an individual must provide their name and address or that of the person who will use the key and make a declaration stating that they or the individual named is chronically sick or has a disabling condition. Charities purchasing keys must also make a declaration in order to qualify for VAT relief. DASH now also sells a booklet listing accessible toilets.

The toilets are the property of the providers concerned any queries or problems concerning a toilet should be directed to that provider.

## Shopmobility and DASH Market Stalls

DASH and Shopmobility are pleased to announce their joint stalls on Saint Mary's Market in St Mary's Arcade, Church Street, St Helens are now open. DASH has Information and Advice Officers ready to meet members of the public. Staff can provide information and advice on a wide range of topics. They will also be selling RADAR Keys for accessible toilets.

Although people are encouraged to drop in for general advice, appointments must be booked if help is needed filling in a form such as an Attendance Allowance or Disability Living Allowance.

Appointments are made one week in advance but only a limited number are available. To book an appointment please ring - 01744 453 053 at 9:00AM Monday morning.

Shopmobility will also be selling items from the joint market stalls. Items for sale will include used scooters, blue badge holders and other small aids and equipment. DASH staff will be able to help members of the public with the Shopmobility items. For more information please ring Shopmobility – **01744 613 388** Monday through Saturday from 9-30am until 4pm.

# THE “SAFER IN TOWN” CARD

St Helens People's Choice are launching a “Safer in Town” card to assist people with learning disabilities in the local area.

The initiative is part of the 'Safer in Town' scheme with the St Helens Hate Crime Partnership to empower people with learning difficulties to become more independent and stand up for their rights.

The card, or key ring, will contain useful telephone numbers in case of an accident, injury or crime and will run in association with the 'Safer in Town' sticker to be displayed in shop windows throughout St Helens. So far over 60 shops, cafes and other premises have signed up to the scheme.

Cards will be available from the People's Choice centre on the 2nd Floor of Tontine House, Church Street, St Helens. If you would like more information please contact Michael Holt or John Horan from People's Choice team on **01744 613853** or [shpeopleschoice@googlemail.com](mailto:shpeopleschoice@googlemail.com)



## Shopmobility Community Equipment Prescription Services

Under the new Transforming Community Equipment Services (TCES) programme, accredited providers will be reimbursed by the government for dispensing mobility aids and equipment against prescriptions.

Community Equipment Prescriptions will be issued to eligible patients under the new scheme for equipment such as mobility and bathing aids, furniture, sensory aids and general living aids. Providers would need to register as accredited retailers to dispense against those prescriptions

Shopmobility staff attended training days facilitated by St Helens Council Occupational Therapy Officers through to April aimed at become accredited mobility equipment retailers. Then in May the scheme was awarded its Community Prescription Accreditation Certificate. Shopmobility began dispensing small daily living aids via prescriptions on June 1, 2010. The project has been deemed very successful and we intend to continue and expand on it in the future.

## Shopmobility Sales

Shopmobility sells aids and equipment. We have a small selection within the shop available for purchase. We also have catalogues that you can browse in the comfort of our seating area if you require us to order an item for you.

We will always try our best to find the item you require and work closely with other local suppliers to ensure you will get the item as quickly as possible.

We supply and fit mobility scooter batteries.

## Shopmobility Parking and Dropping Off

If you are hiring a scooter or wheelchair for the day Shopmobility have nine of their own designated parking bays within Chalon Way Multi Storey Car Park located to the side of the Shopmobility Office. A parking pass will be issued by the Shopmobility office for Shopmobility users only. Regular car parking fees do still apply.

There is also a short stay drop off point which is located at the front of Shopmobility. This is used by Merseylink dial-a-ride, St Helens Initiative for Transport Projects (SHIFT) and taxis enabling Shopmobility members greater access to the shop. You can use the drop off point if you are picking equipment up for a long term loan. To gain through the gate please ensure the Shopmobility office is aware of your expected arrival so the gate can be unlocked.

If you find it difficult to walk from your car/taxi please telephone Shopmobility and a member of staff will be available to bring the equipment out to you.

## Free support available to those living with a long-term health condition in St Helens

Expert Patients

The St Helens Health Improvement Team is offering a specialised programme for people with chronic or long-term health conditions. We are now taking enquiries and bookings for the next round of courses, which should be available in the new year in Halton and St Helens. Run over a number of weeks, the Expert Patient Programme provides expert guidance, encouragement and information. The course covers a number of key areas, such as:

- healthy eating and gentle exercise
- dealing with pain and extreme tiredness
- relaxation techniques
- coping with feelings of low mood and depression
- working effectively with your Health Professional.

Alison Jones runs the programme for The Health Improvement Team. She said: ***“Long-term conditions can have a huge impact on our mental health and wellbeing. The Expert Patient Programme can really make a difference to anyone who is living with such a condition.*”**

***“Our tutors all have long-term conditions themselves so they really understand the problems and anxieties people often suffer.”***

To find out more about the Expert Patient Programme please call the Health Improvement Team on **0300 300 0103** or log onto **[www.healthimprovementteam.co.uk](http://www.healthimprovementteam.co.uk)**.

# The Cinema Association

## Card - by Les Owen

My girlfriend Jackie is disabled and in a wheelchair. I read about The Cinema Association Card in the local paper. This pass allows the carer, in the cinema for free. This is such a good idea, as it allows the disabled person time out watching a film without having to pay for their carer, as well.

I downloaded the application form from the website and sent them the required information and a fee (£5.00) back with my form. The card is valid for 1 year. To get the card the person must be in receipt of Disability Living Allowance, Attendance Allowance or a Registered Blind Person. Application forms can be obtained from supporting cinemas, downloaded from their website [www.ceacard.co.uk](http://www.ceacard.co.uk) or telephone

**0845 123 1292 - Text Phone 0845 123 1297.**



## Do you need advice and information regarding a disability matter?

Come visit DASH at our new information and advice office based in stall number 58, St Mary's Market. The market provides us with an ideal location to assist people who are accessing retail and leisure services within the Town Centre.

We offer advice and information on all aspects of disability and endeavour to answer your questions or point you in the direction of those that can in a timely manner.

### Market Stall Opening Times

Monday through Friday 10am to 4pm

A telephone and answer service is available outside of these hours

**01744  
453 053**

# Merseytravel passes for older people & those with disabilities

Merseytravel offers free travel on buses, trains and Mersey Ferries for those people living in Merseyside that are either age 60 or over or those that have certain disabilities.

To apply for a Merseytravel Local Travel Pass from your 60th birthday you can go to any post office in Merseyside, a Merseytravel Centre or Merseytravel Headquarters during their normal business hours. You can apply up to 3 months prior to your 60th birthday but the pass will not be sent out until you turn 60. You will need to bring a recent

passport size photo of yourself with your name clearly written on the back, proof of your age (i.e. birth certificate, driving license or passport) and proof of your address (i.e. a council tax, gas, electric or water bill, driving license, bank statement etc.). The pass will then be sent to you in the post as soon as Merseytravel processes the information. Included with your pass will be information about where and when you can use your pass to travel for free within Merseyside.

The age you will become eligible for a National Travel Pass varies. Once you have applied for your Merseytravel Local Travel Pass, Merseytravel will automatically send you a Merseytravel National Travel Pass when you reach the eligible age therefore you do not need to reapply. It is important that you notify Merseytravel if you move to a new address to avoid any delays in receiving the National Travel Pass. Merseytravel National Travel Passes are also available to people with qualifying disabilities (see list below). For more information on how to apply ring Merseytravel directly on **0151 236 6056** or visit the website at [www.merseytravel.gov.uk](http://www.merseytravel.gov.uk)

## Merseytravel National Travel Passes Qualifying Disabilities List

- **Group A** – Blind or partially sighted
- **Group B** – Profoundly or severely deaf
- **Group C** – Without Speech
- **Group D** – Disability or injury which has a substantial effect on ability to walk
- **Group E** – Does not have arms or use of arms
- **Group F** – Learning Disability
- **Group G** – Would be refused a licence to drive a motor vehicle because of epilepsy, severe mental disorder, sudden attacks of dizziness or fainting or diagnosed dementia conditions

## SHOPMOBILITY

Chalon Way Multi Storey, Chalon Way West,  
St.Helens, Merseyside WA10 1BF  
**Tel : 01744 613388**  
Email : [shopmobilitysthelens@hotmail.co.uk](mailto:shopmobilitysthelens@hotmail.co.uk)

## DASH

Windle Pilkington House, King Street,  
St Helens, WA10 2JZ  
**Tel: 01744 453053**  
Fax: 01744 750545  
Email: [dash@informationsthelens.org](mailto:dash@informationsthelens.org)



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Refresh Technology was formed in 2009 to help people make the most of their technology. It is run by father and son team Kevin and Steven.

