

# GREY MATTERS

## HAVE YOUR SAY ABOUT PUBLIC TRANSPORT IN EAST SUSSEX

Do you find it increasing difficult to get out and about as you get older? We often hear from our members, especially in rural areas, that as illness and disability make it no longer possible for them to run a car, they very easily become isolated, .

In some cases a lack of adequate transport can become the main factor causing social exclusion, whilst the provision of easily accessible passenger transport can increase our quality of life in urban as well as rural areas. In broad terms transport needs tend to fall into three areas:

- Ensuring that people can access health and social care services such as GP and outpatient appointments or benefit from day care facilities
- Enabling visits to the shops and general services so that people can maintain independence and control over their lives
- Allowing people to participate in social, cultural and leisure opportunities to increase their sense of wellbeing and overall quality of life.

To address these issues, the County Council are carrying out a consultation this summer which we hope will lead to the preparation of a new community transport strategy, building upon current transport links to ensure that residents can find it easier to get to where they need to go. So that we can encourage the Council to commission new projects for community transport, we want to hear from as many people as possible about their transport needs. **Enclosed with this newsletter you will find a questionnaire, and if you have views on the subject we do urge you to complete it and return it to the address shown by the middle of July.** We will then pass on our findings from the questionnaire, in the hope that these will be incorporated into the Council's future plans to improve transport links throughout the county, and in Wealden in particular.

Our picture shows shoppers enjoying a ride on the recently re-launched Wealdlink door-to-door bus service that operates in North Wealden For further information ring 01273 517332 [Office hours 8 am to 4 pm] or visit [www.4weald.co.uk](http://www.4weald.co.uk)



## BIG LITTLE HEART "A GREAT SUCCESS"

Everyone who attended the Pyramid Theatre production "Big Little Heart", which we hosted at the Pavilion Theatre in Hailsham in March, thoroughly enjoyed the play and felt that they had learned a great deal about the best way to reduce the risk of a stroke and how to react if you think someone is having one. For more information go to [nhs.uk/actfast](http://nhs.uk/actfast)

Remember the simple FAST test – currently being advertised on television – that can help you recognise the signs of a stroke:

- **Facial weakness:** Can the person smile? Has their mouth or eye drooped?
- **Arm weakness:** Can the person raise both arms?
- **Speech problems:** Can the person speak clearly and understand what you say?
- **Time to call 999.** If a person fails any one of these tests, you must call 999. Stroke is a medical emergency and by calling 999 you can help someone receive the early treatment they need to improve their chances of recovery.

## INDEPENDENCE AT HOME

Independence at Home is a national charity that helps improve independence, comfort, safety, dignity and quality of life for people with long-term illness and disability by helping towards the cost of adaptations, equipment or other things that are not available from public funds. For more information go to: <http://www.independenceathome.org.uk/helpforyou.html> or ring 020 8427 7929 between 9am and 12:00 noon, Monday to Thursday.



## THE FIRST ESSA NEWSLETTER

For members, we're pleased to enclose with this issue of "Grey Matters" the first ever ESSA newsletter.

ESSA was set up two years ago as an umbrella body for the seven Seniors' Forums across East Sussex, to enable the views of older people to be heard more effectively by policy and decision makers at local, regional and national level.

We hope you will enjoy reading about the activities of all the forums.

## I.C.E. - IN CASE OF EMERGENCY

Nearly everyone nowadays has a mobile phone with names and numbers stored in its memory. If we were to be involved in an accident or were taken ill, the people attending us would have our mobile phone but wouldn't know who to call. Yes, there are hundreds of numbers stored but which one is the contact person in case of an emergency? Hence this 'ICE' (In Case of Emergency) Campaign.

The concept of 'ICE' is catching on quickly. It is a method of contact during emergency situations. As mobile phones are carried by the majority of the population, all you need to do is store the number of a contact person or persons who should be contacted during emergency under the name 'ICE' (In Case Of Emergency). The idea was thought up by a paramedic who found that when he went to the scenes of accidents there were always mobile phones with patients but they didn't know which number to call. He therefore thought that it would be a good idea if there was a nationally recognised name for this purpose.

In an emergency situation, Emergency Service personnel and hospital staff would be able to quickly contact the right person by simply dialling the number you have stored as 'ICE'. Please let all your friends know about this. If everyone who reads this does that it won't take too long before everybody will know about it. It really could save your life, or put a loved one's mind at rest.



For more than one contact name simply enter ICE1, ICE2 and ICE3 etc



## DOORSTEP SELLING RIGHTS

Spend more than £35 with a trader in your home and in most cases you have 7 days to change your mind and cancel. Your right to cancel should be given to you in writing by the trader. If you're not given this information, they can't hold you to anything in the contract. If you decide to cancel you must let the trader know in writing within 7 days of being told about your right to cancel. Keep a copy of your letter or email as proof of cancellation.

Think carefully before you agree to have any work done or goods delivered within the 7 days, as you might have to pay if you then decide to cancel. For more information and advice call Consumer Direct on 08454 04 05 06 or visit [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

## UK OLDER PEOPLE'S DAY 2009



Older People's Day 2009 will be on 1st October. The day highlights the contribution older people make to our society and economy, and tries to tackle any negative attitudes and stereotypes by bringing different generations together to promote a more positive view of later life.

As in 2008 we will be holding our Annual General Meeting on October 1st - this year it will be in Uckfield. Keep the date free! More details in the next newsletter.

## GARDENSHARE

GardenShare is a new scheme, run by the WRVS and funded by East Sussex County Council. They will match older people, who need help to look after their gardens, with enthusiastic growers, who need somewhere to grow fruit and vegetables. It will keep food local, and access to the fresh produce should improve the health of both parties. For further information please contact: Linda Clark, Project Co-ordinator, GardenShare, 01273 611441, email: [linda.clark@wrvs.org.uk](mailto:linda.clark@wrvs.org.uk)



Most people cycled when they were younger and many would like to start again. Others have never learnt or would like to have lessons to regain the confidence to get on a bike again.

Cycling can improve fitness, be fun and build confidence and self esteem. Cycling for at least 30 minutes a day can also give people a level of fitness equivalent to being 10 years younger!

If you would like to have cycle training or go on cycle rides with a group of like minded people then please contact Tony Rowell on 01323 815735 or 07714 099481 or by email to [imtonyr@gmail.com](mailto:imtonyr@gmail.com)

## EXPLORING EAST SUSSEX

What better way to improve your health this summer than to take regular exercise?

The summer 2009 edition of Exploring East Sussex, listing guided walks and environmental events from May to September, has now been published. Exploring East Sussex is produced by the County Council's Rights of Way and Countryside Management Service, which is responsible for maintaining and improving rights of way within East Sussex, managing a variety of countryside sites and local nature reserves and coordinating the work of volunteers. Around 70% of the walks and events featured in this publication are led and arranged by volunteers.

The walks and events are listed in chronological order. Symbols with each walk tell you at a glance if it is likely to be of interest; and there is a key to the symbols and other important background information. All walks are circular unless otherwise stated and do not need booking unless mentioned in the text.

If you have access to the internet, you can download Exploring East Sussex at the following link: <http://www.eastsussex.gov.uk/leisureandtourism/countryside/walks/exploringeastsussex.htm>

Alternatively, contact Vicky Pannell, telephone number: 01273 481654, email: [vicky.pannell@eastsussex.gov.uk](mailto:vicky.pannell@eastsussex.gov.uk)



National Talking Newspapers and Magazines exists to deliver newspapers and magazines in spoken or digital form at a modest subscription.

More than 200 national newspapers and magazines are available on audio tape, cd-rom or in digital format according to the subscriber's own equipment.

Delivered free to the visually impaired, the Talking Newspaper service is available to anyone who has difficulty reading normal print.

For further details, write to the National Recording Centre, Heathfield, East Sussex TN21 8DB, ring 01435 866102 or visit the website: [www.tnauk.org.uk](http://www.tnauk.org.uk)

## WHO CARES?

The East Sussex Fire and Rescue Service recently launched the "Who Cares?" campaign to encourage carers to consider how the people they care for are at special risk from fire, and to contact East Sussex Fire and Rescue for help and safety advice.

The ESFRS vision is to achieve safer and more sustainable communities by asking carers to help them identify vulnerable members of the community.

The "Who Cares?" campaign aims to raise awareness amongst carers and caring agencies of the range of preventative work the ESFRS can provide for the vulnerable.

A free service, it includes conducting home fire risk checks, giving advice on safety and fitting some alarms appropriate to the special and particular needs of individual occupants. They can also refer people, with their consent, to partner agencies where non-fire relative welfare or safety concerns are raised.

For further information, please ring 01323 462431



**East Sussex**  
Fire & Rescue Service

## NEW COMPLAINTS PROCESS FOR ADULT SOCIAL CARE SERVICES

From April 2009, a new, simpler complaints process comes into force for all publicly funded health and local adult social care services across England.

The old systems for local adult social care and health services are being replaced with ones that focus on getting better results for people who use their services. A range of options can be used to try to sort things out quickly and fairly. This more personal approach means that people who use adult social care and health services should find it easier to tell them what they think or make a complaint. When complaints involve both social care and health organisations then they will provide a single point of contact and a single response. The new system also encourages these organisations to learn from individual complaints and improve services as a result.

So how can you complain about East Sussex County Council Adult Social Care and what should you expect?

You can contact the team you have been dealing with or if you would prefer, you can contact the Adult Social Care Complaints Unit.

You can contact them in writing, by email, text, call or tell them in person; whichever is easiest. Explain what went wrong and what you would like them to do to put it right. In many cases, they can sort out the problem there and then without you needing to do anything else.

They will acknowledge your complaint in 3 working days. In this letter they will let you know how your concerns will be dealt with, how long it is likely to take to look into things and who will reply. This is known as your complaint plan. Adult Social Care will aim to sort things out within 10 to 20 working days.

When they have done everything they can they will write to you, with a full explanation of what happened and what action they have taken to put things right. If you are not happy with their final decision or how your complaint was handled you can contact the Local Government Ombudsman.



### How to contact the Adult Social Care Complaints Unit

Write to: Adult Social Care Complaints Unit, County Hall, PO Box 5, St. Anne's Crescent, Lewes, East Sussex, BN7 1SW, Telephone: 01273 481242, Text: 07797 877777, Email: [asccommentscomplaints@eastsussex.gov.uk](mailto:asccommentscomplaints@eastsussex.gov.uk)

If you want any further information before proceeding further, please contact Janette Lyman, Complaints Manager at Adult Social Care.

## PLEASE JOIN OUR COMMITTEE!!!



The WSCP Committee meets approximately once every six weeks, usually in Heathfield, and committee members also attend meetings, workshops and consultations on many topics of interest to older people such as health and social care services, transport, housing, healthy finances and quality of life. You would be remunerated for any out-of-pocket expenses. If you would like to learn more, please ring our Secretary, Linda Graham on 01892 770487, email [lindagramham@wealden-scp.org](mailto:lindagramham@wealden-scp.org)

**VISIT OUR WEBSITE: [www.wealden-scp.org](http://www.wealden-scp.org)**

IF YOU HAVE RECEIVED THIS NEWSLETTER IN THE POST, YOU ARE ALREADY A MEMBER! IF YOU HAVE PICKED IT UP AND WOULD LIKE TO GO ON OUR MAILING LIST, PLEASE LET US KNOW BY COMPLETING AND RETURNING THIS REPLY SLIP.

NAME.....

ADDRESS.....

TELEPHONE/E-MAIL.....

Detach and return this slip to the Secretary: Linda Graham, Wealden Senior Citizens' Partnership, 5 Rectory Field, Hartfield, TN7 4JE. Enquiries to: 01892 770487, e-mail: [lindagramham@wealden-scp.org](mailto:lindagramham@wealden-scp.org)