

# Outlook

The **iSight**Cornwall Newsletter

Spring / Summer 2019



**iSight**Cornwall<sup>®</sup>

Inspiring futures for  
people living with sight loss

Largest  
fundraising event  
in our 163 year history

Tregothnan

Credit: Mark Lord Photography



# Welcome to the Spring/Summer 2019 edition of Outlook

Firstly, thank you to everyone who supported our Sight Appeal, I'm delighted to say that we hit the £50,000 target with a month to go! This is a huge achievement and the money raised will make such a difference to so many people.

We've also had a fantastic response to our Stamp Appeal, with 8kg of stamps already sent off to be converted into funds and sacksful still to sort.

I'd like to give a special mention to Tregothnan. We were thrilled to be chosen as their charity of the year. The team worked hard to ensure the open weekend was a success and you can read all about it on page 8.

We've continued to work with local organisations to raise awareness of sight loss, so I was delighted to be invited to Exeter University earlier this year as a guest speaker talking to students and staff about diversity in entrepreneurship and sharing my own personal experience.

As we look ahead to the future, we are seeking your views on what we're doing well and where we could do better. On the opposite page you will read about what we have achieved over the last five years. It's now time to consider what our aims should be from 2020 to 2023. We would love to hear your thoughts, so if you receive Outlook by post please complete the simple questionnaire enclosed and return it in the freepost envelope provided. Alternatively you can tell us your views over the phone.



A handwritten signature in black ink, which appears to read 'Terri Rosnau-Ward'.

Terri Rosnau-Ward  
Chief Executive

## Staff Update

Danielle Wadd joined the team in December as a Customer Service Assistant, providing specialist support for the low vision clinics, booking appointments and issuing replacement magnifiers, as well as covering reception.

In March, Rose Foxwell joined us to work alongside Shannon Smith in the Community Outreach team. Rose had previously worked with visually impaired students assisting them with their studies and also helped people with disabilities into work.

We also welcome Clare Green to our Board of Trustees. Clare is a Financial Controller for Cornish Mutual. She moved to Cornwall from London in 2011, where she qualified as a Chartered Accountant and worked in the City as a Forensic Accountant.

Chris Kent moved on to new pastures just before Christmas after working here for over seven years in a variety of different roles, most recently as Volunteer Co-ordinator.

## Past 5 years

**A lot has changed since we launched our five year plan in 2015. Here are some highlights:**

**2015 A new more inclusive name iSightCornwall was launched**

**2016 An Inspiring Futures grant provided more than 150 people with equipment and daily living aids.**

**2016 The Resource Centre was opened by HRH The Duke of Gloucester**

**2016 A much needed community outreach service for the whole of Cornwall offering home visits and local drop-in events was introduced**

**2017 The first Eye Clinic Liaison Officer was appointed in Cornwall in partnership with Royal Cornwall Hospital Trust**

**2018 Winners of the prestigious Best Third Sector Business at Cornwall's Business Awards**

**2019 The opening of a new computer training suite to support people into work**

# Latest News

## Access and inclusion

More and more visitor attractions are becoming accessible to people with visual impairments thanks to our sight loss awareness training. Newlyn Art Gallery and Tate St Ives are the latest attractions to have invited us to speak to their staff and volunteers. As well as having increased confidence in welcoming visitors with visual impairments and having large print information available, Tate St Ives also purchased some hand held magnifiers for visitors to use as they walk around the gallery.

It's not just visitor attractions that benefit from our training. We recently spoke to over 100 Business Students at Exeter University because one of their classmates has sight loss and was feeling isolated at times. As a result of the training, the students and their lecturers have a better understanding of sight loss, the challenges it can bring and the importance of inclusion.

## Touch tours at the Tate

The training that Tate St Ives received also enabled them to introduce Touch Tours. Accompanied by a Touch Tour guide, and wearing sculpture conservation gloves, visitors with visual impairments are given the opportunity to touch and discuss the composition, materials and histories of a number of iconic Tate collection works at Tate St Ives and the Barbara Hepworth Museum and Sculpture Garden. To find out more contact Tate St Ives on 01736 796226.

*Photo: Terri at the Touch Tour*





## Award winning staff

Without our dedicated staff we wouldn't be able to deliver the vital services we offer so it makes us very proud when staff are rewarded for their hard work.

Shannon Smith was named as a winner in Cornwall's 30 under 30 Class of 2018.

Sponsored by Cornwall College Business and run in partnership with networking group The Hub, Cornwall Chamber of Commerce and Business Cornwall magazine, the awards celebrate Cornwall's brightest young talents and those doing great things in the county.

*Photo: Shannon at the awards ceremony*



## Raffle winners

Thank you to everyone who took part in our Christmas raffle, we raised a fantastic £618. The lucky winners were:

First prize: B Bate

Second Prize: P Matfield

Third prize: D Jewell

Runners up: A Hocking  
D Kent, P Austin, L Perry  
P Werner, P Beattie

## AGM

Thanks to everyone who came to our AGM, we hope you enjoyed it as much as we did. There was plenty of fun to be had with a game of bingo, entertainment from the guitar club and BLIS Singers, all topped off with some very enjoyable dancing led by Kathleen Vincent from Par Dance Club. Our next AGM is on 11 October 2019.

*Photo: iSightCornwall AGM*



# Every Penny Counts

**Our supporters go to some amazing lengths to raise money for the charity. And every penny they raise stays in Cornwall to help support the 22,000 people living with sight loss.**

These are the people and organisations who have been fundraising for us over the last few months and have helped us to reach our £50,000 Sight Appeal target.

## Extreme moped challenge

When a close friend suddenly lost his sight and was offered advice and support from **iSight**Cornwall, Martin Chapman was inspired to take on a fundraising challenge with a difference. He took part in one of the UK's most extreme motocross races on a 90cc moped. Not only did he complete the race, which took place on the beach at Western Super Mare and included 15m high sand dunes, but he also raised over £1,200 for our Sight Appeal.

## Bath Half Marathon

Inspired by Martin Chapman, Gemma Jenkins decided to raise money by running the Bath Half Marathon as it was her nephew who had lost his sight suddenly. Despite this being her first half marathon she completed the distance in 2hrs 23 minutes and raised almost £500, more than double her original target!

## Newquay Ladies Thursday Club

The ladies of the Newquay Thursday Club had a very busy year raising money for **iSight**Cornwall. They held open garden events, raffles and table top sales amongst other things. They finished the year with a beautiful carol service in St Michael's Church in Newquay where they presented us with a cheque for £5,100!

## Tamar Historic Transport Club

After fundraising throughout the year, the Tamar Historic Transport Club invited us along to their Christmas event where they presented us with a cheque for £1,000.

## Pushing the boat out

Anne and Alan Cox from Falmouth dedicate their time to raising money for charity, raising over £10,000 in the last 10 years. Last year, we were lucky enough to be their chosen charity. After chartering six boat trips on the River Fal and giving talks about Cornish history to local community groups, they presented us with a cheque for £1,000 just before Christmas. But they didn't stop there and have continued to raise money on our behalf through talks and raffles.

## Penryn Bowling Club

It was an honour to be chosen as the President's Charity and be invited along to the Penryn Bowling Club's AGM where we were presented with a cheque for £925 which had been raised by the bowlers and social club members.

## Best Christmas Gig Ever

A full house danced the night away at the 'Best Christmas Gig Ever', a charity event at the Bird in Hand pub in Hayle. A total of £2,500 was raised with £1,500 donated to **iSight**Cornwall and £500 each going to Hayle Carnival and Hayle Christmas Lights.

## Thanks to our supporters

Bird in Hand  
Boots Opticians  
Carrick U3A  
Cornish Mutual  
Dolphin Inn  
Douglas Arter Foundation  
Florence Nightingale Trust  
Gardner's Trust for the Blind  
Greystone Boarder Lodge  
Hayle-Penwith U3A  
Headland Hotel and Spa  
Independence at Home Trust  
Indian Queens Methodist Church  
Leek Seed Methodist Church  
Lions Club of Bodmin  
Liskeard Town Council  
Macfarlanes Charitable Trust  
Newquay Ladies Thursday Club  
Penryn Bowling Club  
Queens Methodist Church  
St Dominick Slimming Club  
St Mylor Church  
Tamar Historic Transport Club  
Tregothnan  
Watson Marlow Spirax-Sarco Engineering Trust

Thank you to our wonderful store collection volunteers Chris, David, Maureen, Jenny, Brian and Vera for raising a total of £360.



# Tregothnan Open Garden Weekend

Thank you to everyone who came and supported us at the Tregothnan Open Garden Weekend in April, we hope you all enjoyed it as much as we did.

Special thanks also goes to those who gave up their time to volunteer at the event and all those who baked cakes, we couldn't have done it without you!

Thousands of people visited the gardens over the two days making it the UK's largest charity garden open weekend. The event raised £50,000 for **iSight**Cornwall – the largest single fundraising event in our 163 year history! Huge thanks to the Boscawen family for opening their gardens for the weekend and to all the staff and volunteers at Tregothnan for making it happen.



*Photo: The Hon Evelyn Boscawen presenting Carole Theobald with a cheque for £50,000*





Photos: **Top Left:** Archway of Rhododendrons. **Top Right:** The world's largest camellia maze. **Mid Left:** Trustees Joe Stinton and Steve Holyer with Helen Holyer and friend. **Mid Right:** Fraiser enjoyed looking around the gardens, too. **Below:** Carole, Shannon, Tara, Jodi and James were some of the staff helping out.





# A guide to using handheld magnifiers

In our work with the NHS, we are able to provide handheld magnifiers on a free long term loan following a low vision assessment.

However, if a handheld magnifier is used incorrectly it won't improve what you can see, in fact it will make it harder for you to focus on what you are looking at.

So we've put together a few tips on how to use your magnifier correctly so that you can be confident you are using the right strength for you.

Handheld magnifiers come in varying strengths ranging from 2.5x to 15x magnification. They can't correct sight loss but they can enhance your vision making it easier for you read print and see finer details.

It is important to have a low vision assessment before deciding on a magnifier. Contact us for more information.

## How to focus

### 2.5x to 4x magnification

- These magnifiers need to be held away from the body at forearm's length, with a relaxed bent arm.
- If you wear glasses, keep them on.
- Switch the light on by pressing the button on the handle.
- Hold the magnifier over the text and bring it slowly towards you until the text becomes clearer (usually about 3 or 4 inches from the text).
- If you move the magnifier too far away from the text it will start to get blurry again, so keep trying until the text comes into focus.
- Keep the magnifier parallel to the text and move it from left to right as you read. Don't tilt or turn the magnifier otherwise you'll get distortion.

*Photo: Testing magnifiers at the low vision clinic*



### 5x to 7x magnification

- These magnifiers have a shorter working distance so you'll need to bring both the magnifier and the text closer to your body.
- If you wear glasses, keep them on.
- Switch the light on by pressing the button on the handle.
- Hold the magnifier about 7 or 8 inches away from your face and hold it about an inch above the text.
- Because of the strength of the magnification you will only be able to see one word at a time.
- Keep the magnifier parallel to the text and move it from left to right as you read. Don't tilt or turn the magnifier otherwise you'll get distortion.

### 8x to 15x magnification

- These magnifiers need to be held directly to your eye.
- If you wear glasses, take them off.
- Switch the light on by pressing the button on the handle.
- Bring the magnifier right up to your better eye so that the edge of the lens is touching your eyebrow. You only use one eye to read with these magnifiers.
- Because of the strength of the magnification you will only be able to see one word or a few letters at a time.
- Hold the magnifier still and move the text in front of the magnifier from left to right in order to read.



# Sight Loss **Support**

Are you aware of the support that is available to you - whether you are newly diagnosed with sight loss or have lived with it for years?

At **iSight**Cornwall we know the impact that sight loss can have which is why we're there every step of the way offering advice and support.

You can access that support at the hospital eye clinics, at home or from our Sight Centre in Truro, as well as at our many events throughout the county.

## **Eye clinic support**

Through our partnership with Royal Cornwall Hospitals NHS Trust, we continue to provide an Eye Clinic Liaison Officer (ECLO) for Cornwall. Tara Butler can offer advice about your sight condition, help you to understand a new diagnosis, sit in on your eye clinic appointments with you and ask any questions that you may be unsure about asking the consultant.

Tara is based at Treliske Hospital in Truro but she can also attend appointments at any eye clinic in Cornwall on request.

If you have any questions for Tara or would like to book her to sit in on your next appointment, Please contact her on 07494 310756 or email [tara.butler@nhs.net](mailto:tara.butler@nhs.net).

Please give at least two weeks' notice if you would like Tara to come to an appointment with you.

*Photo: Tara Butler, ECLO*





"I met Tara at the hospital and she helped with my CVI (Certificate of Visual Impairment) after the consultant told me I was partially sighted. Now she comes and sits with me when I have my appointments and I always look forward to seeing her when I'm at the hospital. I've been amazed at the help I've had.

Losing my sight has been a difficult time but thanks to Tara's support I've been able to adjust to the changes more easily and I know that I can rely on Tara for advice and information about what I'm going through."

- Joan, Newquay

## Support at home

If you have been discharged from the hospital but still have questions about your eye condition or you would like to know more about the support available to you, our Community Outreach team can help. Shannon Smith and Rose Foxwell can visit you at home to advise you on the different services that you might benefit from, show you how lighting could make a difference around your home and demonstrate some of our daily living aids as well as offering general information and advice. Call us on 01872 261110 to find out more.

*Photo: Shannon Smith and Rose Foxwell, Community Outreach.*



# Talking Technology

Assistive technology is the name given to a wide range of software and hardware which can make everyday gadgets and equipment accessible to someone living with visual impairment.

This could be anything from a handheld electronic magnifier to a mobile phone or computer. It could even apply to your TV.

## The future of accessible television?

Although many modern television sets have pre-installed accessibility tools and features, we often get asked to recommend products that make television viewing easier for our visually impaired clients.

The 'TV Box' from Synapptic was launched last September at a cost of £649. It plugs directly into any modern television set with an HDMI port and has been designed for ease of use.

As with Synapptic's phone and tablet, menus are displayed with bright, bold icons and all screens have the same look and feel. The device settings are customisable and allow you to alter magnification levels, colour schemes and speech. All menus also have text to speech feedback. It can be operated with remote control, Bluetooth keyboard (both included) or with voice commands.

The main function of the TV Box is to access live television channels, however, it is capable of doing much more. The box allows you to search future television listings in super large print and access catch up services from BBC iPlayer, ITV Hub, All 4 and 5 On Demand. You also have the option to stream movies and music from Spotify, Netflix and YouTube (please note, a paid subscription for these services would be required). The ability to play, rent or stream talking books, magazines and newspapers from the RNIB, Calibre or Amazon's Audible service is another great feature.

The TV box also enables you to browse the internet, access social



media channels, make voice and video calls through Skype (microphone and web camera included), send and receive emails (with voice dictation if required) and view photos or videos stored on the device's

internal hard drive or an external USB stick.

If you are interested in finding out more you can book a free demonstration at the Sight Centre by calling 01872 261110.

## **Rod recommends**

### **Assistive Technology Advisor, Rod Keat, talks about some of the latest technology.**

#### **Guide Connect**

**This is a talking digital assistant which can be downloaded onto your computer, tablet or TV allowing you to easily access the internet, send and receive emails and listen to audio books. It has been designed for people with sight loss by people with sight loss so it is extremely easy to use, even if you've never used a computer or tablet before. It has simple step-by-step menus and high contrast large print text that can be made as big as you need in the font and colours of your choice. Every option is announced with a human-sounding voice so it's like having a person guiding you every step of the way.**

#### **Visolux Digital XL Magnifier**

**The Visolux Digital XL is an advanced portable video magnifier with a 12" touch screen. The Dynamic Line Scrolling (DLS) feature allows you to scroll both horizontally and vertically when on the higher magnification levels without having to move the device. Its camera actually sees more than what's shown on the screen, making reading a book or magazine easier than ever. Images can be captured and stored on a removable 8GB SD card and transferred directly onto a computer or TV screen via a USB cable.**

# Benefits and Concessions

If you have a visual impairment, particularly if you are registered as sight impaired or severely sight impaired, you may be entitled to a number of different concessions.

## **Free NHS eye tests**

If you're registered as sight impaired or severely sight impaired, you're entitled to free NHS eye tests. Make sure you tell your optician about your registration status before the eye test. You're also entitled to free eye tests if you're aged 60 or over; have been diagnosed with diabetes or glaucoma; are 40 or over and your parent, sibling or child has been diagnosed with glaucoma; or you receive certain welfare benefits including Universal Credit and meet the criteria.

If you're eligible for a free NHS sight test, you may also be entitled to a mobile sight test. This is when an optometrist visits you at home if you're unable to get to get out due to physical or mental illness or disability.

It is important to keep having regular eye tests even if you are registered as sight impaired or severely sight impaired as they can detect if you have developed another eye condition.

## **NHS Optical Vouchers**

You may be entitled to an optical voucher for help towards the cost of your glasses or contact lenses if you receive income-related Employment and Support Allowance, Guarantee Pension Credit, income-based Jobseeker's Allowance, Universal Credit (and your income is below a fixed threshold) or you have a low income and are named on a valid NHS HC2 certificate for full help with health costs. You may also be entitled to an optical voucher if you have a low income and are named on a valid NHS HC3 certificate for partial help with health costs or you are eligible for an NHS complex lens voucher (ask your optician about your entitlement).



## **Blind Person's Tax Allowance**

Your Personal Allowance is the amount of income you can receive before you have to pay tax. Blind Person's Allowance is an extra amount of tax-free allowance which means you can earn more before you start paying Income Tax. You can claim it if you are registered as severely sight impaired, and you can transfer it to your spouse or civil partner.

## **TV Licence Fee**

If you or someone you live with is registered as severely sight impaired you can receive a 50% reduction on the cost of a television licence. To find out more call the TV licence helpline on 0300 555 0286, Monday to Friday between 8.30am and 6.30pm or Saturday between 8.30am and 1pm. You will need to provide proof of certification in order to apply.

## **Bus travel update**

From 1 April 2019 you will be able to travel for free at any time on Cornwall's buses with your concessionary bus pass. Up until now, you had to wait until after 9.30am to be able to travel for

free but Cornwall Council have decided to change this. You can apply for a Disabled Person's Bus Pass if you are registered as sight impaired, severely sight impaired or can provide proof of your sight loss from an eye specialist or social services. Contact Cornwall Council on 0300 1234 222 for details.

## **Knowing what you're entitled to**

Speak to our Benefits Advisor, Ruth Broad, to find out what welfare benefits you are entitled to, particularly if your circumstances have changed recently.

Ruth will give you personalised advice based on your specific circumstances and support you throughout the application process.

*Photo: Ruth Broad.*



# Around the Clubs

Clubs are a brilliant way to get involved in a new activity or meet up with other people in your area for a cup of tea or a bite to eat.

Anyone wishing to join an affiliated club must become an **iSight**Cornwall member. This helps us to provide insurance for everyone who attends as well as providing all the necessary DBS checks for volunteer drivers.

## **Clubs affiliated to iSightCornwall**

### **BLIS Singers**

Meet fortnightly on Tuesday evenings from 7-9pm in Mount Hawke Church Hall.

### **Bude Club for the Visually Impaired**

Meet once a month on a Tuesday lunchtime in local pubs or garden centre restaurants.

### **Bugle Blues Bowling Club**

Meet every Thursday from 10am to 12pm at Goonbarrow Bowling Club, St Austell.

### **BUGS Shooting Club**

Meet every Wednesday from 1-4pm at the St Austell Rifle Club.

### **Dance Club, Par**

Meet four times a year in Par Methodist Church.

### **Dance Club, Townshend**

Meet fortnightly on Thursday afternoons from 2-4pm in Townshend Village Hall.

### **Guitar Club**

Meet fortnightly on Monday afternoons from 1-3pm in Ponsanooth Hall.

### **Gweek Visually**

### **Impaired Bowls Club**

Meet every Tuesday from 10am-3pm in Gweek Village Hall.

### **Launceston Social Club**

Meet fortnightly on Tuesday lunchtimes in local pubs, restaurants or cafes.

### **Ludgvan Bowling Club**

Meet every Wednesday afternoon from 2-4pm in Ludgvan Community Centre.

### **Saltash BAPS Social Club**

Meet fortnightly on Tuesday afternoons from 1.45-3.45pm in Ashtorre Rock, Saltash.



## Truro Lunch Club

Meet once a month on a Tuesday lunchtime in local pubs or garden centre restaurants.

## Non-affiliated clubs include:

Blind at Sea (BATS), Mylor  
CABS Shooting Club, Helston  
Hayle Social Club  
Optimists Social Club,  
Grampound Road  
Young at Heart Social Club, Hayle

## Saltash Citizen of the Year

Congratulations to Shirley Evans from Saltash BAPS who was named Saltash Citizen of the Year 2019. Shirley has been running Saltash BAPS for 20 years and to mark this amazing achievement, club member Rosie Fish nominated Shirley for the award. John Brady, Mayor of Saltash, presented Shirley with her award at the annual Civic Service in April.



*Photo: Shirley Evans*

## Shooting Star

In March this year, six members of BUGS Shooting Club took a minibus to Wolverhampton for the National Shooting Championships where they competed against other visually impaired shooters from around the country.

Everyone had a great time taking part, especially Dan Lowe who won the Mid Range Division with a score of 591 out of 600.

**"I had an amazing weekend away, winning was just a bonus! I couldn't have done it without the support and encouragement of everyone at the club."**

*Photo: Dan Lowe with his trophy.*





**iSightCornwall**

We are the first centre of resource for all in Cornwall and the Isles of Scilly who are affected by sight loss, whatever their age, circumstance or condition. We care passionately about helping anyone living with a visual impairment and have done ever since our foundation in 1856 when the charity supported Cornish miners.

**01872 261110**

**[www.isightcornwall.org.uk](http://www.isightcornwall.org.uk)**

iSightCornwall  
The Sight Centre, Newham Road,  
Truro, Cornwall, TR1 2DP

Registered charity number 1108761

## Events Diary

- Jun 3** St John's Methodist Church,  
**St Austell**, 10.30am-3pm
- Jun 4** Cornwall's Regimental  
Museum, **Bodmin**  
10.30am-3pm
- Jun 5** The Old Cattle Market,  
**Helston** 11.30am-3.30pm
- Jul 17** St Michael's Church,  
**Newquay** 10.30am-3pm
- Aug 6** St Johns Hall, **Penzance**  
10.30am-3pm
- Aug 28** The Dracaena Centre,  
**Falmouth** 10.30am-3pm
- Sep 10** Trethorne Leisure Park,  
**Launceston** 10.30am-3pm
- Oct 1** Carbis Bay Memorial Hall,  
**Carbis Bay** 12pm-3.30pm
- Oct 11** AGM, **Trispen and St Erme**  
Community Centre
- Oct 30** The John Betjeman Centre,  
**Wadebridge** 10.30am-3pm

### Outlook is also available as:

- **USB Stick**
- **Audio CD**
- **Large Print word document**
- **Online audio via our website**