

Outlook

The **iSight**Cornwall Newsletter



iSightCornwall[®]

Inspiring futures for
people living with sight loss

“The Inspiring
Futures Fund
has changed
my life.”



Welcome to the Spring 2017 edition of Outlook

Looking back over the last 12 months, this has been one of the most successful years for **iSight**Cornwall. We launched a new Community Outreach Service, improved our membership package and saw an increase in one-to-one appointments across all services. We also saw an 80% increase in donations.

We also provided 78 grants through the Inspiring Futures Fund, helping people to live more independently. We were able to reach people across Cornwall from Launceston to Newlyn including Tracy from Camelford who features on our front cover.

To build on this success, we have some exciting plans for the year ahead. We have just appointed Cornwall's first Eye Clinic Liaison Officer in partnership with Royal Cornwall Hospitals Trust. This is fantastic news for Cornwall as this is one of the most effective ways of supporting patients in eye clinics. We are also introducing

even more community drop-in events around the county to bring our services closer to you.

We couldn't achieve all of this without the continued support of our members, our volunteers and everyone that fundraises for us, so, as always, thank you.



Terri Rosnau-Ward

A handwritten signature in black ink, appearing to read 'Terri Rosnau-Ward'. The signature is fluid and cursive, with a large loop at the end.

Service Update

We are delighted to welcome some new members to the team to help us deliver our new services. You may also notice some familiar faces taking on different roles as we continue to extend our existing services.

Assistive Technology

Dom Hall will be expanding his role to offer assistive technology advice alongside Rod Keat. This means we can now offer assistive technology appointments five days a week for the first time. Dom will be splitting his time between assistive technology and customer services.

Customer Services

We are delighted to introduce Fiona Price to the customer services team alongside Dom. You may have already spoken to Fiona as she covers reception when Dom is with a client. Fiona will now be working with us two days a week to help respond to the 30-40 phone calls and visitors we get to the Sight Centre each day. Fiona also volunteers in the low vision clinic on Fridays.

Low Vision

Over the next couple of months, Tara Butler, our Low Vision Administrator, will become a qualified Low Vision Advisor. This means that together with Lynda Thomas she can offer low vision assessments helping us to reach more people across Cornwall.

Community Outreach

We are delighted to welcome Helen Moran to the Community Outreach team alongside Debbie Vivian. Helen and Debbie provide home visits for those in need of advice and support and they also run the drop-in events in local community venues.

Eye Clinic Liaison Officer

We are delighted to welcome Chris Wilson to the team as Cornwall's first Eye Clinic Liaison Officer, known as an ECLO. Chris will be based at Royal Cornwall Hospital (Treliske) in Truro. His role is to work alongside the eye consultants to support patients to understand their diagnosis and provide them with information and advice. Find out more about Chris' role on page 14. ►

Service Update

Welfare Support

Ruth Broad makes sure that people are getting the welfare support they are entitled to. She provides personalised advice based on individual circumstances and supports people through the application process.

Hospital Desks

We are sad to say goodbye to Penny Davies who leaves us after many years of running the hospital desk at Treliske. This hospital desk will now, like our other desks in Launceston, St Austell, Camborne and Helston, be run by a fantastic team of volunteers.

Communications and Membership

Jodi Strick and James Spencer look after membership. They are responsible for sending all communications to members. They also produce the Outlook magazine, look after the website and support our fundraising activities.

Volunteering

Chris Kent is our Volunteer Coordinator. He looks after our volunteers and finds them roles that match their talents and expertise. He also makes sure that all our volunteer drivers and club coordinators have up to date DBS checks in place.

The Executive Team

Terri Rosnau-Ward will already be familiar to many of you as our Chief Executive. Her assistant Lindsay Peters supports Terri in every aspect of her role from managing her diary to making sure she can get to and from meetings outside of the office. Lindsay also organises our AGM. Carole Theobald is Deputy Chief Executive and Director of Operations. She manages the team and is also responsible for fundraising through trusts and grants. 



Debbie



Chris Wilson & Helen



Left to Right: Rod, Lindsay, James, Ruth, Jodi, Dom, Chris, Lynda, Carole



Tara



Fiona

Latest News...

Getting Active

We've been working closely with a number of new organisations on behalf of the visually impaired community in Cornwall to make local businesses more accessible. Indoor Active, a soft play and climbing centre, is one of those organisations. They wanted training and general advice on how to make the centre safe for visually impaired visitors. As a result we went along to provide guide awareness training for their staff, whilst a few of our members got to grips with the climbing.



Community Events

The community drop-in events have proved to be a huge success and we are thrilled that so many of you have already been able to attend.

This year we're expanding the events so that even more people can benefit from having access to advice and information about daily living and low vision aids closer to home. We're also inviting local affiliated clubs to come along to the events so that you can talk to the organisers and in some cases try out the activities.

We will write to members with further details of the events coming up in their local area.

"I've always had a lot of support from **iSight**Cornwall but it's been a long time since I've been to the Sight Centre in Truro. There are so many things that I didn't know about that could make a

Working with Community Libraries

At the end of last year we teamed up with Hayle Library to highlight the enjoyment of talking books. We provided the Library with a Sonic USB Player so that they can show people how easy it is to listen to their favourite books. You can pop into the library on Mondays, Wednesdays and Fridays for a demo. We also ran a successful community drop-in event in March to let blind and partially sighted people know what support is available to them. The partnership with Hayle Library has been so successful that we are now expanding it across all libraries in Cornwall.

big difference to me, like the liquid level indicator. The staff were all really helpful and showed me that I don't have to struggle. Coming along today has given me hope."

Ann, Penzance

Dates for your diary

- | | | |
|------------|-----------|--|
| Apr | 19 | Helston Library
12pm-3.30pm |
| | 26 | The John Betjeman
Centre, Wadebridge
11.30am-3pm |
| May | 17 | The Old Cattle Market,
Helston , 11.45am-
4pm |
| Jun | 7 | Newquay Leisure
Centre, 10am-3pm |
| Jul | 19 | Summer festival open
day, Sight Centre,
Truro 11am-3pm |
| Aug | 15 | Bodmin Library 10am-
3pm |
| Sep | 5 | St Austell Library
10am-3pm |
| Oct | 11 | Torpoint Library
10.30am-3pm |
| Nov | 1 | Annual General
Meeting Trispen and
St Erme Community
Centre |
| | 16 | Penzance Library,
10am-3pm |
| Dec | 13 | Christmas at the Sight
Centre, Truro
11am-3pm |

Online Shop

In January, we launched our online shop to give more people access to the range of handy daily living items that we sell in the Resource Centre in Truro. It has already proved to be very popular.

All the old favourites are available to buy online from Bumpons to Sonic USB Players, and we regularly add new stock such as low-cost video magnifiers and magnifying LED mirrors. It's also possible to buy or renew your membership online too.

Members receive a 10% discount on all products. To benefit from this discount online, simply enter the discount code 'member10' at the check-out stage. This discount doesn't apply to the cost of membership itself.

If you've seen something that you like online but aren't sure whether or not it is right for you, you can try it out at any of our drop-in events. Just let us know which event you are planning to attend and what it is that you would like to try out and we'll bring it along to the event. ▶

Top Sellers

1. Liquid Level Indicators

A handy gadget that sits on the side of a cup, glass or jug with a sensor that lets you know when the liquid gets to the top through a series of beeping sounds and vibrations.

2. Bumpons

Easy to peel, raised stickers that you can use to mark different equipment around the home, such as the settings on a washing machine or microwave.

3. Illuminated Cordless Vanity Mirror

A 10x magnified mirror with energy saving LED lights that is perfect if you need extra magnification for putting on makeup or changing your contact lenses.

www.isightcornwall.org.uk/shop

Articles for the Blind

Did you know that as someone who is blind or partially sighted certain items can be sent to you through the post free of charge through the Royal Mail's Articles for the Blind Scheme?

This means that your friends and family could send you letters or audio books without having to pay for the postage.

What is included in the scheme?

- Books, printed materials and letters (16 point font or larger)
- Audio and electronic media such as audio books
- Equipment such as magnifiers and mobility aids

What's not included?


- Printed materials in a font smaller than 16 point
- Personal, sensitive or confidential correspondence, in any format, as Royal Mail often check the items
- Music audio

- Any items sent from a visually impaired person to a sighted person

How does it work?

- The words 'Articles for the Blind' must be clearly marked on the front of the envelope or package. The senders' name and address should also be clearly marked. There is a maximum weight limit of 7kg.

Need help?

Contact your local Post Office for more information or visit www.royalmail.com/articles-for-the-blind 

iSightCornwall gift vouchers are available online and from our Resource Centre shop in £5, £10 and £20 denominations.

Inspiring Futures Fund

We are delighted to say that 78 people, aged between five and 97 years old, benefitted from the Inspiring Futures Fund which was launched last year as part of our 160th birthday celebrations. Talking microwaves, video magnifiers, accessible computers, a tandem bike and a college course were just some of the things that people received to help them maintain their independence.

Claire



"Prior to losing my sight I gained so much pleasure from cycling. I've always loved being able to get out in the fresh air to exercise, socialise and have fun.

"The first time I went out on the tandem, the feeling of freedom I had was amazing. Being visually

impaired can be lonely and isolating so having an activity to enjoy with someone else feels great.

"Life doesn't have to stop with sight loss, it's just about finding other ways of doing things."

Hoby



"As a sound engineer, one of the key pieces of equipment for my job is the mixing desk. Over the past few years, digital mixing desks have become a lot more popular which is a problem for me as they nearly all have touch screens which effectively make them unusable for me.

"With the MacBook I can hook it up to any mixing desk and use its magnification software to see the information displayed. This has opened up a whole new world ▶

of possibilities, as in the past I've had to literally turn away jobs just because I'd be unable to use the mixing desk.

"This is a big step to helping the sight problem feel less like a problem. So many things are now possible. It's already become a huge part of day to day life and is helping me to achieve independence."

Ruth




"I'm thrilled to bits with the voice activated dialler. I can't see the buttons on my phone any more so I was always dialling wrong numbers and having to apologise to people. Now I just say the name of the person I want to speak to and the phone automatically calls them. It's so

easy to use. Now I can keep in touch with my friends and family more easily which is lovely."

Timothy



"My dad encouraged me to apply for the fund as he had done the same and knew that I was having issues with my phone. My new phone has a much larger screen and pre-installed software to make it easier to use. Things that were a struggle before are now much more quick and easy for me to do which will help me to stay independent for longer.

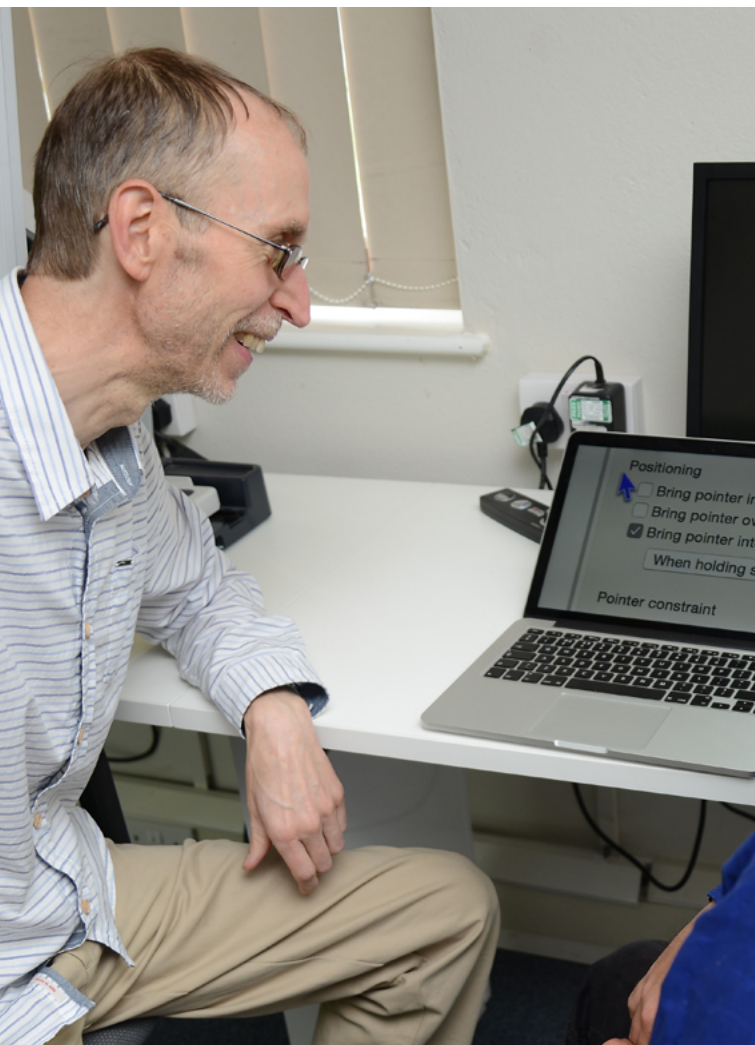
"Since applying for the fund, I have become a member of **iSight**Cornwall and have already received so much help. Thank you!" 

 Head to the website to read more stories
www.isightcornwall.org.uk/inspiringfutures

Technology & Gadgets

Get Connected

With technology making it easier for more blind and partially sighted people to go online, we quizzed one of our Assistive Technology Advisors, Rod Keat, on what he thinks the benefits of social media are.



Has social media opened up any new opportunities for you as someone with a visual impairment?

Yes it has, especially Facebook. I have been able to use it as a means of communication and have also been able to join some groups that I otherwise would not have known about. Social media has been a source of information, support and inspiration.

Are there any barriers to using social media?

It can be difficult at times for those using non-visual means of access such as a screen reader as the layout can be difficult to navigate without prior support. The layout can also be problematic visually. I have found that mobile app versions can be easier to use as the information is usually presented in a single column.

What social media platforms would you recommend for people with visual impairments?


I mainly use Facebook but have spent a little time on Twitter and have recently joined Instagram ▶

and have found both to be fairly easy to navigate once I became familiar with the various functions and layout. Again this was through the mobile app versions which I think generally are better than the desktop versions. The layout tends to be fairly simple as the information is provided in a single column.

What are the benefits of social media?

Social media is able to bring people with a visual impairment closer together both socially and by allowing sharing of useful and entertaining content.

Find out more

We are planning new IT drop-in sessions for 2017. So if you or someone you know is interested in learning more about social media, emailing, online shopping or internet banking, please let us know and we will arrange a drop-in session near you. 

www.isightcornwall.com

Dom's Gadget Review

Humanware Explore 5 Handheld Electronic Magnifier


What does it do?

It's a high definition portable magnifier with a 5 inch screen and up to 22x magnification plus a choice of five different colour modes. It also has a capture screen ability and can be connected to any TV that has HDMI output.

Is it easy to use?

It's extremely easy to use. There is one button for 'on' and 'off' and another two to control the zoom feature. The built in stand means you do not have to hold the magnifier steady when reading documents or viewing pictures.

Why choose the Explore 5?

The Explore 5 is a fantastic magnifier for the price. At £385 the Explore 5 offers extremely high specs for a relatively low cost compared with other magnifiers. The HD screen is very clear, it is simple to use and has great battery life. 

Eye Health Matters

Eye Clinic Liaison Officer

We are delighted to be working with Royal Cornwall Hospitals NHS Trust to provide Cornwall's first ever Eye Clinic Liaison Officer, known as an ECLO. Chris Wilson has been talking to us about his new role and how he can provide emotional and practical support for people coming to terms with sight loss.

What is an ECLO?

An ECLO is an Eye Clinic Liaison Officer, sometimes called a Sight Loss Advisor.

What does an ECLO do?

As an ECLO I work closely with the nursing and medical staff in the eye clinic at the hospital. I can provide those recently diagnosed with an eye condition with the practical and emotional support which they need to understand their diagnosis, deal with their sight loss and maintain their independence.

This could be by providing advice about the registration process and the benefits and concessions they could be entitled to, or more general information about other services within **iSight**Cornwall and other agencies.

Where will you be based?

I will be based in the Eye Unit at the Royal Cornwall Hospital, Treliske.

How do I make an appointment?

No appointment is necessary. If you are attending an appointment at the Eye Unit and wish to see me ask the nurse or doctor to point you in my direction when you have finished. You can also contact me on the details below. If you have any questions, any at all, regarding your eyesight please get in touch and I will do my best to help. 👁



Call Chris - **07494 310756**

Email Chris - **cwilson@isightcornwall.org.uk**

Low Vision Clinics

Have you been told by your optician that prescription glasses can no longer correct your vision? Do you use a magnifier that is no longer helping you to see clearly? If so, we can help.

We can provide you with a magnifier or upgrade your existing one at our Low Vision Clinics. All the low vision aids, including solar shields and MaxTV glasses, are available on a free long term loan, you just need to get a referral to the clinic from your optician or eye hospital consultant. We deliver this service on behalf of the NHS.

Low Vision Clinics in Cornwall

Bodmin (once a month)
Helston (once a month)
Penzance (twice a month)
St. Austell (twice a month)
Truro (weekly)

We are also seeking to hold clinics in the south east and north of Cornwall based on demand. The first of these will be in Launceston on 3 May. So if you would like to have a low vision appointment closer to home, please let us know so that we can have this arranged. 👁



**Call Tara Low Vision
Clinic - 01872 261110**



Around the **Clubs**

Have you ever thought about joining one of our affiliated clubs but you weren't sure if it was right for you?

Well now is the perfect time to try - all of the clubs are looking to welcome new members and they all offer taster sessions. So why not try out a new activity or meet up with some like-minded people for a spot of lunch and find out for yourself how much fun it can be.

Blind in Song (BLIS) Choir

The BLIS Choir meet once a fortnight on Tuesday evenings. After 12 years of meeting at Richard Lander School the choir have changed venue so as of 4 April, they will now meet at Mount Hawke Church Hall.

Bude Social Club

The Bude Social Club meet up on Tuesday lunchtimes once a month for a meal in Bude or the surrounding areas.

Bugle Blues, Bowling Club

Bugle Blues meet at Goonbarrow Bowling Club every Thursday morning. They welcome everyone from absolute beginners to proficient bowlers. It is a very friendly, sociable game and no previous experience is required. Thanks to a grant from Sport England, the club has just purchased some new equipment meaning that it will be easier to have both indoor and outdoor matches at the same time. The Bugle Blues will be setting up at our drop-in event in Newquay on 7 June so you can come along, chat to the organisers and give it a go for yourself.

BUGS (Blind Using Guided Sights)

Two members of BUGS recently entered a national VI shooting competition in Wolverhampton, finishing 2nd and 6th in their groups which was a fantastic result. Three regulars have also

qualified as Range Officers to help improve safety on the range. The club continues to welcome new shooters and volunteers. No experience is necessary and you are welcome to go along for a taster session. The club meets every Wednesday afternoon at the St Austell Rifle Club.

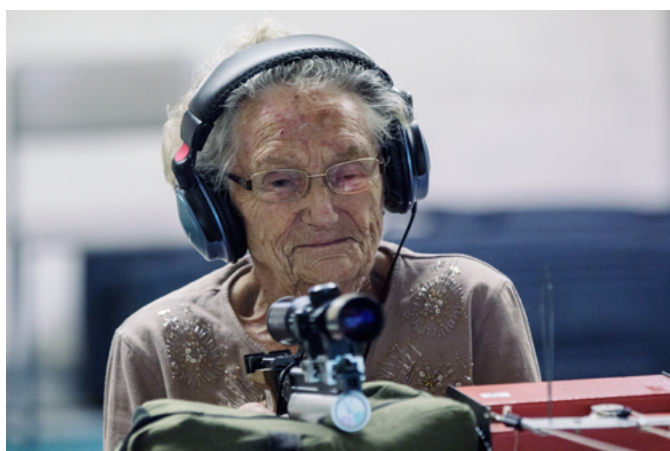


Photo credit: Alice Garrett-Jones

Dance Club, Par

Running for over 20 years, this dance club takes place on the second and fourth Monday evening each month in Par Methodist Church. You can learn ballroom and line dancing as well as enjoy the social side of meeting up too.

Dance Club, Townshend

The dance club meet up once a fortnight on Wednesday evenings in Townshend Village Hall for ballroom and sequence dancing.

They are currently looking for a dance tutor who could lead the sessions once a month and organise the music. So if you or someone you know would like to help out, please let us know on the number overleaf.

Gardening Club

The Gardening Club meets up once every two to three months at Duchy College's Rosewarne Campus in Camborne to plant seeds and prune. There is also the opportunity to buy seasonal fruit and veg too.

Guitar Club



You don't need to have your own guitar or be able to play to join this club. But if you want to meet up with other visually impaired musicians to practise or learn, the Guitar Club meets once a fortnight on a Monday lunchtime in Ponsanooth Hall. The club organiser has been playing guitar ►

for 60 years so has plenty of experience to teach newcomers and the club has several guitars that can be borrowed.

Gweek Visually Impaired Club

Every Tuesday members meet at Gweek Village Hall for indoor bowls and a spot of lunch.

Everyone is welcome and if you don't want to take part in the bowling you can go along to enjoy the food and entertainment instead. Members also enjoy entering crafts in the Constantine Show which takes place in July.

Hayle Social Club

The club meets on the first and third Friday of the month at Hayle Day Care Centre for drinks, lunch and entertainment. Everyone is welcome.

Launceston Social Club

Members meet on Tuesday lunchtimes once a fortnight. Occasionally speakers are invited along to the club and they are looking forward to hearing from Judy Pride, the new Macular

Society Regional Manager for the south west in July. They also hold regular coffee mornings throughout the year so that members can be treated to a Christmas lunch.

Saltash BAPS (Blind and Partially Sighted) Social Club

Saltash BAPS meet for refreshments and entertainment on Tuesday afternoons once a fortnight at Ashtorre Rock, a beautiful location right next to the River Tamar. They are currently looking for helpers, particularly a volunteer driver in the Liskeard area. If you or someone you know could help, please contact Dom on the number below.

Truro Lunch Club

Members meet up one Tuesday a month for a meal and a get together. Often lunch will be two courses for £10. Everyone is welcome.

Young at Heart Social Club

Young at Heart meet once a month for lunch and a drink at the Turnpike Inn, Hayle. Everyone is welcome – most members bring their partners and family too. 👁

 **Call Dom -**
01872 261110

Every Penny Counts

Every penny you raise stays in Cornwall to ensure we can deliver the very best for everyone living with sight loss in the county.

Who's been fundraising?

We would like to say a huge thank you to everyone who has been busy fundraising for us.

Newquay Methodist Church Social Group invited us to give a talk to the group where they presented us with a donation.

We would also like to thank Pendennis Shipyard for their donation.

James Spencer, our Marketing and Communications Assistant raised £270 by taking part in the Eden Project Half Marathon.



The Lions Club of Wadebridge made a donation in support of the fundraising efforts of Joanna Carthew and her colleagues from HSBC.

Charity of the year

We are delighted to have been chosen as charity of the year by the Lanhydrock Golf Club Lady Captains Team, Lizard Art and Nordic House. Each of these organisations has a number of fundraising activities planned throughout the year.

Store collections

Our volunteers John Treleven, Sylvia Curnow, James Curnow, Robert Tuthill, Chris Kemp, Vicky Kemp, Vic Coop, David George and Maggie Tagney have collectively raised £268 so far this year through store collections. 👁

Choose us as your Co-op local cause

Co-op members can now choose us to receive a 1% donation every time they buy Co-op branded products. Ask in store or visit www.coop.co.uk/membership



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

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

Registered charity number 1108761

Membership

For just £15 a year you can help us to support more blind and partially sighted people across Cornwall. As a thank you, you'll receive these exclusive benefits:

- 10% discount on a range of accessible every day products from our Sight Centre shop in Truro or our online shop (www.isightcornwall.org.uk/shop)
- Discounts on our volunteer car scheme to help with essential trips to eye-related medical appointments and visits to the Sight Centre
- Personal invitations to our local community drop-in events
- A free copy of our Outlook magazine delivered to your door (available in large print, audio CD or to download online)
- The opportunity to cast your vote at the Annual General Meeting

To become a member or renew your membership, please contact us on 01872 261110 or find out more on our website www.isightcornwall.org.uk/membership

Outlook is also available as:

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