



We hope you are keeping well and safe during these unprecedented and difficult circumstances.

At Sight Advice South Lakes we want reassure you that we are still here and continuing to support people living with sight loss across our region, despite the huge challenges everyone is facing.

To reduce the risk of spreading the disease, Sight Advice South Lakes have postponed all face-to-face activities and the team are now working remotely to recognise social distancing guidelines. However, we are working extremely hard, with support from volunteers, to support you in every way possible.

Over the last week, we have made over 80 calls to clients, volunteers and members to reassure them that we are still here to support them and to understand what their support needs are in the current circumstances.

As a result, we have identified key areas in which people need our support; where we can arrange support from our local partners and access the amazing services being carried out by our community.

Here is further information and some examples of the support we are continuing to offer:

Advice, Support and Guidance

We are still offering our support services for people living with sight loss via the telephone. We are able to discuss the challenges facing individuals and advise on solutions available during the current government guidelines. This has includes guiding people through apps,

inbuilt software and making changes to their home environment such as lighting.

Our helpline is still open Monday to Thursday between 9.30am – 4pm so if you, or someone you know, needs our help please do not hesitate to contact us on 01539 769 055.

Connecting People

Our Community Vision project continues to benefit from the community links made since its inception. This enables us to regularly connect with people who are increasingly isolated and lonely, due to their visual impairment and the Covid-19 restrictions.

If you would like to be included in regular contact and connections from the team please contact us on 01539 769055 and we can arrange the most suitable method for you.

Ordering Services

Some of the key suppliers for aids and equipment are still offering delivery on some items. We are able to continue to advise people living with sight loss on suitable options to meet their individuals needs, order and arrange delivery direct to their homes.

We strongly recommend following government guidelines for receiving packages and social distancing.

If you would like more information about available products, please contact us on 01539 769 055.

Support for Family & Friends

We are becoming increasingly aware of people isolating with family members or family and friends offering increased support to individuals. We have spoken to many people who are able to support the urgent needs e.g. food but do not understand their relatives' needs in relation to their sight loss. As a result, we are able to offer telephone and online support to friends and family who want to know more about sight loss, the impact it has on people's lives and also offer guidance on how to support people.

If you are now living with or supporting someone with sight loss, please contact us on 01539 769055 as we can offer you advice, guidance and, importantly, reassurance.

Online Community

Our online community is increasing as we begin to connect with clients in new ways, such as offering support and equipment demonstrations through online resources. The online community can also expand awareness of the resources available to people such as talking news, books and special interest groups. We are able to gain an understanding of what you want to access and we will refer you to and in many cases set up access to many of the online resources available.

If you would like to be added to the Online Community please email us on info@sightadvice.org.uk

Children and Young People

Our children and young people's project is continuing to offer support to members and their families. The support is available to all existing members and we have welcomed new members since the current government guidelines were introduced. The challenges young people face have changed, as a result of being away from school and their usual routines. Our support continues to be offered for individual needs and requirements.

Volunteering

Our volunteers have always been a valued and essential element of the services offered by Sight Advice South Lakes. Even more so now, they are a vital link to the clients they support and help access to community services.

Access to Community Services

The support for local communities across our region is amazing, with organisations working differently and many offering delivery services on a wide range of essential products. For someone living with sight loss it can be difficult to navigate and access the huge amount of support and

products available. We are able to offer a support and ordering service for people. The ordering systems will vary depending on the supplier but we will endeavour to organise a suitable and convenient arrangement for you.

Magnifier Batteries

Friends, family and support workers often come to us, as they do not know how to change the batteries in magnifiers. We are familiar with the majority of magnifiers and can offer guidance online or by telephone. We can arrange for batteries to be dropped off at home addresses if you are isolating. We can discuss the suitability of this and ensure it does not compromise your self-isolation.

The support people are seeking has changed as a result of the Covid-19 outbreak but our dedication to ensuring that people can access our services continues.

If there is any other support, advice your guidance you need please do not hesitate to contact us on 01539 769055