



Summer 2020
Magazine

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We offer a wide range of services providing information, support and equipment for people with sight problems. Our Sight Advice Centre at The Bradbury Centre, 116 Highgate, is currently closed due to the Covid-19 pandemic. However, we are still providing advice, guidance and support relating to aids, equipment, lighting, and assistive technology as well as practical and emotional support.

Our telephone helpline is open as usual Monday to Thursday: 9.30am to 4pm. We are offering a wide range of support and opportunities to socialise with others online. We have a programme of regular activities and events, alongside one off sessions. All take place using the online platform ZOOM. All codes are included in this Magazine along with telephone access information. To access Zoom please go to:

- <https://zoom.us>
- Select “Join Meeting” top right hand corner
- Enter meeting code relevant to the event you wish to attend

This edition of the Magazine updates you on the services we are offering in response to Covid-19. The What's On page features June 2020. We will share July and August events in June. Please contact us if you would like to receive a postal copy of July's What's On or to receive joining information in larger print or for a specific event.



Welcome to our Summer magazine. Firstly, I hope I find our readers and their families safe and well during this period of unsettlement and I hope everyone is managing to keep their body and mind active.

A great deal has changed at Sight Advice South Lakes since our last Magazine, which went out towards the end of February. Since closing the Bradbury Centre on 20th March 2020, the staff team have worked tirelessly, remotely from home, to adapt the support we offer. This has been no easy task and I would like to thank them for their flexibility, adaptability, commitment and passion as they continue to be there for local people living with sight loss. Unfortunately, we do not see any changes for the foreseeable future, so I am pleased that people are finding real benefit in the online community that is being developed. This was some feedback we received recently after one of our members attended our weekly quiz and poetry group via Zoom. *“I am so thankful to you all, I was feeling very low and sinking lower but I now feel much more connected.”*

When we do finally return to the Bradbury Centre, things may look and feel a little different for some time to come but we will do our utmost to continue to support you in a way that follows all the latest health and safety guidance.

The Charity will certainly face a number of challenges this year, particularly financial, as we are set to lose a large percentage of our unrestricted income through the cancellation of various street and store collections and other community fundraising events, which we had planned. This income is vital to our Charity as it helps us sustain our highly valued core services. We have recently launched our COVID-19 appeal and if you feel you could support us at this time more details can be found on page 16.

Stay well



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

At Sight Advice South Lakes, we want to 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 postponed all face-to-face activities and the team are now working remotely in line with social distancing guidelines. However, we are working extremely hard, with support from volunteers, to support you in every way possible. Since we suspended face-to-face contact we have made over 600 calls to clients, volunteers and members to offer support and reassurance. If you would like to receive a regular phone call from a volunteer, please do not hesitate to contact us. We have a team of volunteer befrienders waiting to make contact with you.

Through this frequent contact, we identified key areas of support. Further information on services available is included in this magazine in addition to items on Volunteers (Page 8), Children and Young People (Page 7) and What's On Information (Page 9). We are also continuing to offer the following types of support.

Advice, Support and Guidance

We are still offering our support services, via the telephone, for people living with sight loss. We are able to discuss the challenges facing individuals and advise on solutions available during the current situation. This has included 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, need our help please do not hesitate to contact us on 01539 769055.

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. Please refer to our What's On guide on page 11 for the detailed programme of activities and support available.

Befriending

Our telephone befriending is available to all of our clients and volunteers, so if you are feeling isolated, lonely or would like a regular chat we can arrange for you to receive a regular telephone call from a volunteer. Please do not hesitate to contact us to arrange this.

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 individual needs, order and arrange delivery direct to their homes. We strongly recommend following government guidelines for receiving packages and social distancing. Please contact us if you would like more information about available products.

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 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 and the impact it has on people's lives. We 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.

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.

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 or guidance you need, please do not hesitate to contact us on 01539 769055.

Eye Clinic Liaison Officer (ECLO)

Jackie Bateman



The Eye Clinic Liaison Officer (ECLO) service is still very much up and running. We are currently working remotely, remaining in continual contact with the AMD clinic. We are available to help you with any concerns about the availability of treatment; social distancing and transport as well as all our usual areas of support. Please phone us at Sight Advice South Lakes (01539 769055) or email us at Jackie.Bateman@mbht.nhs.uk and we will get back to you as soon as possible.

We are frequently asked what to expect when attending appointments. The team at Westmorland General Hospital are working hard to ensure social distancing is enforced during your visit to the AMD clinic. The number of appointments has been very much reduced to enable this. You will be asked questions about your health before entering the department and then asked to wait in the usual waiting room but with significantly fewer people. You will then be transferred to another waiting room (with social distancing) to await your appointment with the doctor.

Staff will be wearing Personal Protective Equipment during your visit & screens have been installed to protect both patients & staff. If you are unsure about whether to attend your appointment, which has been offered to you, please feel free to contact the ECLO to discuss this.

If you do not have a relative or friend who could bring you along to your appointment, there are currently a few options available but choices appear to be changing by the day so please contact us to discuss these issues. The provision of transport cannot be totally guaranteed at this time but we will try our best.



Firstly, even during the current pandemic, we would like to welcome new members and their families who have recently got involved with the Children and Young People's Project. It has been lovely to get to you know you over recent weeks.

The Children and Young People's project is continuing to provide support and activities to families and individuals. Since the closure of schools, we have supported our members to ensure that they have accessible schoolwork and the technology they need to complete it. We have been successful in securing grants for individuals to purchase assistive technology to aid their learning.

The activities have continued and a highlight of our week is the regular cooking session on Tuesdays. We have baked microwave cakes, pancakes and learnt how to make our own sandwiches.



This continues our independent cooking sessions we were holding before the lockdown. Rob from Guide Dogs, commissioned by Cumbria County Council, is assisting with these sessions, offering great advice and tips for cooking safely. All members are welcome, so please get in touch with Alicia if you would like to join or have a special request.

Coming up...

Tim and I are holding monthly online Assistive Technology information for children, young people and their families. The next one is on Thursday, 4th June at 1.30pm. We will be joined by Sight and Sound and we are holding the session on Zoom so drop in anytime to find out about some of the latest technology out there.

A friend of Sight Advice has prepared a football skills video we will be sharing with you, giving you hints and tips to prepare for our football sessions when we return from lockdown.

Don't forget to join us and suggest your favourite dish for our weekly cooking sessions – we would love you to join us online.

If you are interested in knowing more about the project or would like to join the activities please contact Alicia on 01539 769055 or email alicia@sightadvice.org.uk

Volunteering

Julie Halford



Our volunteers have been staying busy during this time, perhaps not in their normal way, but they have continued to demonstrate their trademark kindness and care. Whilst we miss the smiling faces of our volunteers and clients, many of our volunteers are providing a friendly ear and comforting voice to people. They have made well over 200 calls to people within the first 6 weeks of this social isolation. There

has also been the occasional, socially distanced, observed support in providing magnifiers, prescriptions and shopping. Many of our volunteers fall into the vulnerable group being over 70 themselves and are naturally empathetic to people experiencing any stress and anxiety. Loneliness is something which should not be ignored or treated lightly, it is a very well-known cause of depression and can also affect your general health. The volunteer can also provide that extra link to Sight Advice South Lakes and pass on any concerns or requests.

Please do get in touch with us if you would like a friendly chat occasionally, I know from my experience in chatting with the volunteers, it really does make a difference to your day.

Some of these calls have highlighted issues facing people, such as questions about Talking Books, personal care, loneliness and anxiety. Prescriptions have been picked up and delivered for clients, shopping has been done and arrangements for the delivery of fresh rhubarb, for one client who was missing it, are just small examples of the kindness and thoughtfulness. It is clear from the feedback that these calls are much appreciated and in some cases a life saver and that the community of Sight Advice South Lakes lives on, even in lockdown.

What's On – Information

Our new online community is offering a wide range of support, guidance and opportunities to connect and socialise (virtually) with others.

We are connecting with each other through quizzes, poetry hour and coffee and chat sessions etc.

“It’s great to hear everyone’s voice and have a chat”

As part of the online advice and support, we can 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.

Talking Newspaper – Thursday

Working with the South Lakes Talking Newspaper, we bring you a weekly reading of the Westmorland Gazette.

This is a live 30 minute reading of a selection of articles from the newspaper followed by a list of the deaths recorded in the Gazette. We share the link on social media and talking newspaper website after the recording and it is available via email on request.

Poetry and Literature Hour – Tuesday

We would like to invite everybody to a relaxing poetry and literature reading event.

We are from the land of William Wordsworth, and have people who can match him stanza for stanza, of that we are sure!

So join us to hear our local poets, storytellers and monologuers. Also feel free to contribute yourself on the day.

There will be an opportunity for anyone to read or discuss a poem or any literature they have read and enjoyed recently or in the past. Chaired by Julie our resident laureate.

Tech Know How - Wednesday

Everyone is welcome to our online Technology events. Co-hosted by a variety of technology organisations with large portfolios of assistive technology for people with a visual impairment, electronic magnification, screen readers, text to speech, big button phones, computer access, tablets, navigation aids and more.

They will be demonstrating some products and are happy to take questions on any aspect of assistive technology you may want to know about.

Join in with product demonstrations plus bring any questions you may have about assistive technology, phones, computers, magnification etc for people with sight loss. We will have answers!

Coffee & Chat – alternate Wednesdays

A virtual coffee morning (except it takes place at 2pm). This is an opportunity to bring a brew and have a chat with others online. Catch up with the latest news, share lockdown stories and have a general catch up. All welcome.

Ask Sight Advice – alternate Thursdays

Our office may not be open for face to face support but we are still here to answer your questions, concerns or direct you to the right help and support. This is a drop in session so join and leave as you wish.

Quiz and Coffee Morning - Friday

A weekly, online quiz hosted by Mr Quizzoh (Tim). You are all invited to take part every Friday. The quiz will be 20 general knowledge questions, verbally given during the quiz, (no quiz sheet), you can do it by yourself or as a team. It's up to you. If there is a draw, the (nearly) legendary "Quiz off" will occur!! This is 20 questions, answers at the end, mark it yourselves. We trust you!

Relaxation – Friday

An afternoon relaxation and gentle stretch led by Jackie. End your week with a gentle session. Please contact Jackie if you wish to know more or have medical/physical concerns.

What's On - Dates

NB: Unless otherwise stated all activities and events take place online, using Zoom with capability for you to telephone in to join. Please refer to Page 2 for guidance on accessing Zoom.

If you wish to join on the landline telephone, please dial: 0203 481 5237 and when asked put in the Meeting ID of the meeting, e.g. Talking Newspaper is 872 7666 0996 you might be asked to enter hash at the end also (bottom right button on phone dial). The call may be charged at a local rate, however if, like many people, you have a free calls package it will probably be free. If in doubt please check with your phone provider.

June 2020

Tues 2nd 12.30pm **Cooking – Children and Young People**
Please contact Alicia for joining information

Tues 2nd 2.00pm **Poetry and Literature Hour**
<https://us02web.zoom.us/j/85912124863>

Meeting ID: 859-1212-4863

Wed 3rd 10.00am **Tech Know How**
Technology advice & demonstrations
<https://us02web.zoom.us/j/89437147358>

Meeting ID: 894 3714 7358

Thurs 4th 10.00am **Ask Sight Advice – A virtual drop in**
With Linda Baverstock – Optometrist
<https://us02web.zoom.us/j/87353831237>

Meeting ID: 873-5383-1237

Thurs 4th 1.30pm **Tech Session with Sight & Sound**
Children and Young People
Please contact Alicia for joining instructions

Thurs 4th 2.00pm **Volunteer Virtual Afternoon Tea**
Please contact Julie for joining information

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- Thurs 4th 3.00pm Talking Newspaper: Westmorland Gazette**
<https://us02web.zoom.us/j/87276660996>
- Fri 5th 10.00am Quiz and Coffee Morning**
<https://us02web.zoom.us/j/84040109826>
Meeting ID: 872 7666 0996
Meeting ID: 840-4010-9826
- Fri 5th 2.00pm Relaxation Session**
<https://us02web.zoom.us/j/83598923757>
Meeting ID: 835 9892 3757
- Mon 8th 2.00pm Charles Bonnet Syndrome – Talk and Q & A**
<https://us02web.zoom.us/j/81223104564>
Meeting ID: 812 2310 4564
- Tues 9th 10.00am Volunteer Group Leaders Catch Up**
Please contact Julie for log-in details
- Tues 9th 11.00am Positive Steps – Online**
Please see page 22 for more details
<https://us02web.zoom.us/j/89532797386>
Meeting ID: 895 3279 7386
- Tues 9th 12.30pm Cooking - Children and Young People**
Please contact Alicia for joining information
- Tues 9th 2.00pm Poetry and Literature Hour**
<https://us02web.zoom.us/j/85912124863>
Meeting ID: 859-1212-4863
- Wed 10th 10.00am Tech Know How**
Technology advice and demonstrations
<https://us02web.zoom.us/j/89437147358>
Meeting ID: 894 3714 7358

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- Wed 10th 2.00pm Coffee and Chat**
<https://us02web.zoom.us/j/86042079919>
Meeting ID: 860 4207 9919
- Thurs 11th 10.00am Ask Sight Advice – A virtual drop in**
<https://us02web.zoom.us/j/87353831237>
Meeting ID: 873-5383-1237
- Thurs 11th 3.00pm Talking Newspaper: Westmorland Gazette**
<https://us02web.zoom.us/j/87276660996>
Meeting ID: 872 7666 0996
- Fri 12th 10.00am Quiz and Coffee Morning**
<https://us02web.zoom.us/j/84040109826>
Meeting ID:840-4010-9826
- Fri 12th 2.00pm Relaxation Session**
<https://us02web.zoom.us/j/83598923757>
Meeting ID: 835 9892 3757
- Mon 15th 10.00am Lighting and Equipment Demonstration**
<https://us02web.zoom.us/j/84836854519>
Meeting ID: 848 3685 4519
- Tues 16th 11.00am Positive Steps – Online**
Please see page 22 for more details
<https://us02web.zoom.us/j/89532797386>
Meeting ID: 895 3279 7386
- Tues 16th 12.30pm Cooking with Alicia**
Children and Young People
Please contact Alicia for joining information
- Tues 16th 2.00pm Poetry and Literature Hour**
<https://us02web.zoom.us/j/85912124863>
Meeting ID: 859-1212-4863

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- Wed 17th 10.00am Tech Know How**
Technology advice and demonstrations
<https://us02web.zoom.us/j/89437147358>
Meeting ID: 894 3714 7358
- Thurs 18th 10.00am Ask Sight Advice – A virtual drop in**
<https://us02web.zoom.us/j/87353831237>
Meeting ID: 873-5383-1237
- Thurs 18th 3.00pm Talking Newspaper: Westmorland Gazette**
<https://us02web.zoom.us/j/87276660996>
Meeting ID: 872 7666 0996
- Fri 19th 10.00am Quiz and Coffee Morning**
<https://us02web.zoom.us/j/84040109826>
Meeting ID: 840-4010-9826
- Fri 19th 2.00pm Relaxation Session**
<https://us02web.zoom.us/j/83598923757>
Meeting ID: 835 9892 3757
- Tues 23rd 10.00am Volunteer Group Leaders Catch Up**
Please contact Julie for log-in details
- Tues 23rd 12.30pm Cooking with Alicia**
Children and Young People
Please contact Alicia for joining information
- Tues 23rd 2.00pm Poetry and Literature Hour**
<https://us02web.zoom.us/j/85912124863>
Meeting ID: 859-1212-4863
- Wed 24th 10.00am Tech Know How**
Technology advice and demonstrations
<https://us02web.zoom.us/j/89437147358>
Meeting ID: 894 3714 7358
- 2.00pm Coffee and Chat**
<https://us02web.zoom.us/j/86042079919>
Meeting ID: 860 4207 9919

- Thurs 25th 10.00am Ask Sight Advice – A virtual drop in**
<https://us02web.zoom.us/j/87353831237>
Meeting I.D. 873-5383-1237
- Thurs 25th 3.00pm Talking Newspaper: Westmorland Gazette**
<https://us02web.zoom.us/j/87276660996>
Meeting ID: 872 7666 0996
- Fri 26th 10.00am Quiz and Coffee Morning**
<https://us02web.zoom.us/j/84040109826>
Meeting I.D. 840-4010-9826
- Fri 26th 2.00pm Relaxation Session**
<https://us02web.zoom.us/j/83598923757>
Meeting ID: 835 9892 3757
- Tues 30th 12.30pm Cooking with Alicia**
Children and Young People
Please contact Alicia for joining information
- Tues 30th 2.00pm Poetry and Literature Hour**
<https://us02web.zoom.us/j/85912124863>
Meeting ID: 859-1212-4863

To access Zoom please go to:

- <https://zoom.us>
- Select “Join Meeting” top right hand corner

Enter meeting code relevant to the event you wish to attend

We realise that there is a lot of joining information included in What’s On, so please do not hesitate to contact us if you would like this via email, large print or, if you need information on specific events.

We will share ‘What’s On’ for July via social media and email during June. If you would like a printed copy, please do not hesitate to contact us on 01539 769 055.

If you have an idea for a session or would like to be added to the Online Community please email us on info@sightadvice.org.uk or contact us on 01539 769 055.



Through our new online service, we are also able to provide one-to-one consultations and assessments. These can relate to lighting, aids, equipment and emotional support. So far, we have completed this for individuals, families and also professionals who are now caring for people with sight loss.

Please contact us on 01539 769 055 and we can arrange an individual appointment.

Sight Advice South Lakes Covid -19 Appeal

Now, more than ever, we need your help to offer vital support to people living with sight loss in our community, many of whom are vulnerable and isolated and have therefore been hard hit by the wide-reaching effects of the coronavirus lockdown.

You can support Sight Advice South Lakes by following this link:
<https://donate.thebiggive.org.uk/campaign/a051r00001dbbqVAAQ>

There are other ways in which you can donate to Sight Advice South Lakes:

Friends Scheme

We currently do not charge for our services or the regular Magazine, however in the future this may have to change. For example, the usual quarterly magazine costs in the region of £2,500 per year to produce. Could you help support the magazine costs by joining our Friends Scheme? By donating just as little as £2 per month you can join and provide a vital contribution to services and production of this magazine. Please contact Emma on 01539 769 055 to become a friend.

Gift Aid

Gift Aid is a tax relief allowing UK Charities to reclaim an extra 25% in tax on every eligible donation made by a UK tax payer. Please ask to Gift Aid any donation you make to the Charity, if you are eligible.

Other ways to donate

Shopping online - Every time you buy something online - from your weekly grocery shop to your car insurance - you could be raising free donations through easyfundraising. There are over 3,300 retailers including Amazon, Tesco, Aviva, Booking.com and Marks and Spencer, ready to give Sight Advice South Lakes a donation every time you shop online. It's really simple and doesn't cost you any extra.

You can also support us when you shop with Amazon. If you visit Amazon's charity website www.smile.amazon.co.uk. You will need to register Sight Advice South Lakes as your nominated charity and every time you shop, we will get 0.5% of the purchases you make. Once registered, all you need to do is remember to go to 'Smile Amazon' each time you shop with Amazon.

Charles Bonnet Syndrome Talk: Monday 8th June

There has been a rise in the number of people experiencing hallucinations and Charles Bonnet Syndrome since the start of the Covid-19 Lockdown. Judith Potts from Esme's Umbrella stated that "Charles Bonnet Syndrome has been exacerbated by lockdown" and we are keen to share information, advice and support relating to this condition.

We are hosting an online talk with Judith, Esme's Umbrella, for those who are interested in or affected by Charles Bonnet Syndrome. The syndrome is common in those with sight loss as the brain tries to fill in missing visual information. This results in visions of either every day or more unusual images, all of which can be most upsetting for those who experience them. Jackie and Judith will also be available to answer questions and offer support after the talk.

All are welcome to the talk including family, friends and professionals. The talk will take place on Monday, 8th June at 2pm using Zoom the joining details are:

<https://us02web.zoom.us/j/81223104564>

Meeting ID: 812 2310 4564

You can join by telephone by dialling 0203 481 5237 and enter the joining number above. Please check telephone call costs with your provider.

There are reports of fewer people accessing vital health services due to the current Coronavirus pandemic. This extends to eye problems, where a drop in the number of attendances has been noted in community optical and hospital eye departments. Delays in treatment can make outcomes of some conditions much less favourable and, in some cases, can lead to permanent sight loss.

We have a locally commissioned Minor Eye Conditions Service, provided by community optical practices and this is a great first point of contact for those with eye and vision related concerns. People can access the service directly by telephoning an optical practice or can be signposted to the service by their GP, pharmacist or via NHS 111. The local commissioners were very quick to allow virtual consultations to take place by telephone or, preferably, by video call. This means that patients with urgent concerns about their eyes or vision can be assessed quickly and without having to leave the safety of their own home in many cases. This is especially useful for those who are vulnerable or shielding. Following the remote consultation, or where a patient's symptoms are not suitable for remote consultation, a face to face appointment can be booked. Many patients are assessed entirely remotely and are given a plan to self - manage their condition. All local optometrists follow strict guidance from NHS England and Public Health England and use personal protective equipment, in line with these recommendations to protect both practitioner and patient. They also observe social distancing at every possible moment. The most up to date list of practices providing this service can be found at www.primaryeyecare.co.uk . Appointments for the most vulnerable of patients can be the first appointment of the day to minimise risk. If you have an eye problem requiring urgent attention, then contact your optician or call NHS 111.

There are reports of people not attending macular clinic appointments due to concerns over Covid-19. The macular clinic has made many changes to the layout and the way it operates to ensure social distancing. We have been advised the macular clinic is not in an area of the hospital utilised for treatment of Covid-19 patients. This minimises the risk of infection when attending appointments. It is vitally important that people attend their appointments otherwise irreversible damage to sight may occur.

While social distancing and shielding for the Covid pandemic, some families may have asked relatives with vision impairments to stay temporarily with them. Here are some hints and tips on things to consider when you have someone with a vision impairment staying with you.



Lighting

People with vision impairments need more light to enable them to see to get around the house and do daily tasks like eating and reading. This can be as simple as leaving lights on so the overall ambient light is brighter even when it is light outside. You may be able to fit brighter bulbs into your existing light fittings to improve the light and remember to replace any faulty bulbs. To do tasks like eating meals, reading and crafts, bright lighting close to the task will help. This could be from a spotlight or table lamp. Your visiting relative may have a favourite lamp which they'd like to bring with them.

It is possible to have too much light, for example, glare from sunlight through windows or when in the garden or conservatory. Your relative may have fitover glasses to wear outside.

Getting around the house

Even with good lighting, your relative may need to learn routes around the house, to know where rooms, walkways and stairs are. They may feel their way around using furniture and small steps. Be mindful of trip hazards, which you can see but your relative may not. Keep walkways clear of items like footstools, shoes, children's toys. Try not to move furniture around as this will be confusing. Pets like cats and dogs may be a trip hazard too. Are the floors of your house uneven, sloping or of different heights? Are there rugs or loose carpets over which someone might trip? Non slip mats in the bathroom and shower would be helpful for everyone, not just your relative.

Entertainment

Apart from having their family to talk to, your relative might have things they like to do such as listening to talking books or doing puzzles and crafts. Make sure they bring these with them.

Things to bring

Your visiting relative will need to bring things with them such as medication, magnifiers, fitover glasses (to reduce glare), talking books and player, their mobile, large button phone and favourite lamp.

Your relative's house

Finally, where practical, visit your relative's house regularly so they are reassured it is OK and to pick up mail (including talking books which come through the post) and phone messages.

We are continuing to be here to support you during the current pandemic, we can offer telephone or online consultations and also arrange the order and delivery of aids and equipment. If you need any advice, guidance or reassurance please do not hesitate to contact us.

Quiz Questions

Tim Ward

Everyone is really enjoying the weekly quiz and all are welcome. We thought we would share some of the recent questions with you so that you can enjoy testing yourself. You will find the answers on page 22 and if you would like to join the Friday quiz, the information is on page 11.

1. The Blue Meanies were the enemy of the Beatles in which film?
2. What song is most commonly sung to celebrate someone getting a year older?
3. Who composed the songs 'Puttin on the Ritz', 'I've got my love to keep me warm' and 'White Christmas'?
4. What is the name of the Dutch footballer who transferred from Arsenal to Man Utd in Aug 2012 for £23 million?
5. How many sides does an icosagon have?
6. Which large animal is the only creature thought to produce its own suntan lotion from its natural secretions?
7. In a musical about gangsters, who are included with the guys in the title?
8. Which Greek author was famous for his fables?
9. Which 1988 western saw Emilio Estevez play 'Billy The Kid' alongside Charlie Sheen and Kiefer Sutherland?
10. Name 3 of the 6 towns of Stoke on Trent



BeSpecular and Be My Eyes are “live” apps as they work in real time, by instantly connecting a visually impaired or blind user to a sighted volunteer, who can help them to navigate the world around them.

One great benefit is that both apps use technology to bring volunteering into the home and both apps have thousands of volunteers worldwide.

Be My Eyes

This free app connects a visually impaired person to a sighted volunteer via a live video link. The volunteer can then essentially ‘be their eyes’ and assist them in whatever task they need help with, such as checking expiry dates on food or checking ingredient lists.

For example, the user can point the camera towards a shelf in the supermarket, and the volunteer could tell them where the product they need is located.

More info at <https://www.bemyeyes.com>

BeSpecular

How does the app work?

The app allows visually impaired users – referred to as ‘VIPs’ – to take a photograph of something, about which they need more detail, then attach a voice message asking a question, and then send it to a sighted volunteer – referred to as ‘Sightlings’.

The volunteer is then able to respond to their question via voice message or text message. For example, a VIP can take a photo of two tee shirts and ask the colour of each.

The app works on the same principle as ‘Be My Eyes’, by making visual information accessible to everyone. More info is available at <https://www.bespecular.com>

Both apps do similar things, major differences are that Be My Eyes is a live video link, whereas BeSpecular uses a photo and has a short time delay while someone looks at your photo and responds with a text or audio description. Both apps have extremely fast response rates, Be My Eyes is instant, BeSpecular will take a minute or two. Both apps are available on Apple and Android.

You never know, you may get through to a member of the Sight Advice team as many of us are registered as volunteers with the apps.

Positive Steps

Tim Ward

Our popular Positive Steps course is an excellent opportunity for people living with sight loss to find out more about the support, advice & guidance which is available. Positive Steps also provides the opportunity to meet other people with sight loss.

The aim of Positive Steps is to help you maintain your independence. The Sight Advice Team deliver the sessions and we welcome specialist speakers from organisations such as AGE UK.

Each session covers a different aspect of sight loss including:

- **What is sight loss and how does it affect people?**
- **How aids and technology can help my sight loss.**
- **How can I help myself to deal with my sight loss?**

As well as finding out about the help and support available, the sessions also offer an opportunity to meet others in a similar situation and get practical advice and information.

- **Hear how others live with sight loss.**
- **Improve your coping skills.**

We are continuing to offer the Positive Steps Course throughout the lockdown period. Join us on Tuesday, 9th & 16th June 2020 at 11am. Please contact us on 01539 769 055 to book your place.

Quiz Question Answers

- 1. The Yellow Submarine**
- 2. Happy Birthday**
- 3. Irving Berlin**
- 4. Robin Van Persie**
- 5. 20**
- 6. Hippopotamus**
- 7. Dolls**
- 8. Aesop**
- 9. Young Guns**
- 10. Burslem, Stoke on Trent, Hanley, Longton, Fenton & Tunstall**

Sight Advice South Lakes Team

<p><u>Staff Team</u></p> <p><i>Chief Executive</i> Claire Park</p> <p><i>Service Manager</i> Amy Pearman</p> <p><i>Sight Support Coordinator</i> <i>(Assistive Technology)</i> Tim Ward</p> <p><i>Sight Support Coordinator</i> <i>(Community Development)</i> Peter Knock</p> <p><i>Sight Support Coordinator</i> <i>(Community Development)</i> Jackie Bateman</p> <p><i>Volunteer Support Officer</i> Julie Halford</p>	<p><i>Young People and Children's Coordinator</i> Alicia Makinson</p> <p><i>Sight Support Advisers</i> Sarah Stoddard Krystyna Slosarska</p> <p><i>Eye Clinic Liaison Officer</i> Jackie Bateman Sarah Stoddard</p> <p><i>Finance Officer</i> Emma Barker</p> <p><i>Fundraising Coordinator</i> Aileen Ward</p> <p><i>Housekeeping</i> Diane Boulder</p>
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