

COVID-19

July 2020 Newsletter

4Sight
vision support



We are here
to support you
😊

In this Issue:

Pg 3: Message from the Sight Care Advisors

Pg 4: Our Support 4 You

Pg 5: Team Contact details

Pg 6: Life After Lockdown

Pg 7: Eye Clinics and your Eye Health

Pg 8: Accessible Communication

Pg 9: Daily Living Aids

Pg 10: COVID-19 Crisis Appeal

Stay Connected:

Moved house or changed your phone number recently? Please let us know if any of your personal details change so that we can continue supporting you in this time of uncertainty.

Call: **01243 828555**

Email: **enquiries@4sight.org.uk**



How have we helped you?

We would love to hear from you about how we have helped make a difference and support you through this time, please do share this with us:

Call: **01243 828555** or

Email: **feedback@4sight.org.uk**

Have your say:

We would love to hear from you if you have any ideas for the next newsletter:

Call: **01243 838001** or

2 Email: **marketing@4sight.org.uk**

Just a little note to say hello...

**Message from
Sight Care Advisors,
Annie Taylor & Jan Wise.**

“ We very much hope that you are all managing to stay safe and well through these challenging times.

As Sight Care Advisors our role is to provide help and support to patients that attend the Eye Clinics at St Richard's or Southlands Hospitals.

You may be interested to know that local Ophthalmology departments have been continuing to provide urgent or emergency treatment throughout lockdown and, alongside our clinical colleagues, we've been busy working from home in order to maintain our service for patients and 4Sight Vision Support Members who need our help.

One of our main roles is to guide people through the Certification and Registration process for Vision Impairment (CVI) and we have continued to do this, albeit a little slower than normal. For those of you with a recent CVI, we're sure many of you will have been contacted by the West Sussex County Council Sensory Services Team or ROVIs as part of this process. We have also been working to obtain magnifying aids for Eye Clinic patients that need them.

Please remember that we are here to support you, so if you have any concerns about your Eye Health or an upcoming appointment please do contact us and we will do our best to help or signpost you in the right direction. ”



Our Support 4 You

Like many of you, we are keen to resume face-to-face support.

The safety and wellbeing of our members, volunteers and staff remains the highest priority, so please bear with us while we work out the safest way of resuming some of our face-to-face services. We anticipate having an update for you in time for the August newsletter.

In the meantime, our Outreach Team and Sight Care Advisors can be contacted by phone or email. Details can be found on the next page.

Eye Health

If you have a specific query regarding your eye health, please contact our Sight Care Advisors - Jan Wise or Annie Taylor.

Tech Advice

If you have specific challenges with electronic devices such as tablets, smart speakers, laptops or TVs, or would like to know more about accessible tech, please contact Tara, Beau or Kirstie.



Daily Living Aids

If you would like some advice or wish to order a daily living aid please contact Beau who will be only too pleased to help you.

Need a chat?

Our Outreach Workers and a team of volunteers continue to proactively call members to see if anyone needs support. However, if you are feeling lonely, finding things difficult and don't know where to turn for support, please do contact one of our Outreach Workers.

Facebook Group

For those of you on social media, you may be interested to know that we have set up a Facebook group for members to stay connected and share tips. Find the group on our Facebook page @4SightVS .



Team Contact Details



Kirstie Thomas
07545 501 214
kirstie.thomas@4sight.org.uk
Mon-Fri, 9am – 5pm



Karen Mclachlan
07545 501 215
karen.mclachlan@4sight.org.uk
Mon – Thurs, 9am – 5pm



Bev Tinson
07545 501 218
bev.tinson@4sight.org.uk
Tuesday & Thursday, 9.30am – 3.30pm



Tara Beesley
07545 501 216
tara.beesley@4sight.org.uk
Mon – Fri, 9am – 5pm



Annie Taylor
07858 128 312
antoINETte.taylor@nhs.net
Mon – Fri, 9am – 1pm



Jan Wise
07947 310 651
janine.wise@nhs.net
Mon: pm, Tues: am, Wed: all day



Beau Prince
07907 021 202
beau.prince@4sight.org.uk
Mon – Fri, 10am – 3.30pm

Life After Lockdown Member's Story

Our Outreach Team has had the privilege of speaking to lots of our members, hearing how you are adjusting as restrictions start to ease. Here, Jan shares her first experience of returning to the shops:

“ I visited the shop, with my guide dog Bobbi, for the first time since lockdown and was anxious about finding my way around with the new social distancing measures in place. However, we were greeted at the door and kindly had the new system explained to us. The shop layout hadn't changed much and this made shopping easier, as it still felt familiar. At the checkout, a member of staff went the extra mile and kindly helped pack everything for me. It was such a lovely experience, and I will definitely go back again soon. It has given me the confidence to now try visiting other shops in town, too. ”



Wellbeing Check

As the country begins to gradually come out of lockdown, Mental Health First Aid England has created some supportive tips which you may find useful:

Check in with yourself each week with some simple questions:

- 1) How do I feel today mentally?
- 2) How do I feel today physically?
- 3) How are my thoughts making me feel?
- 4) Am I having unhelpful thoughts?
- 5) Am I using helpful and effective coping strategies?

You can find more of their resources at mhfaengland.org

If you would like to share your experiences of living during lockdown, please contact:
jessica.passmore@4sight.org.uk

Eye Clinics & Your Eye Health

We understand that many of you may feel anxious about going to the the Optician or Eye Clinic. However, we would urge anyone who has a concern with their eye health to keep these appointments. This will help to preserve remaining sight and prevent further deterioration.

For the safety of their patients and staff, the Eye Clinics have put the following measures in place:

- Patients will have their temperature taken and a face mask will be provided on arrival.
- Friends and relatives will be encouraged to wait outside unless absolutely needed.
- Waiting areas are mapped out where patients can sit, maintaining social distancing.
- All clinic staff are equipped with full PPE (aprons, masks, gloves and face visors).
- Appointments are being staggered so there will be fewer patients in the clinic than usual.

We urge all of you in the Eye Injection Programme for Macular Conditions to continue with your treatment. If not you run the risk of further sight loss. Maintaining treatment can help prevent this.

Please seek the advice of an eye health professional (Optician, Eye Clinic or 111) the same day, if you experience **sudden** onset of any of the following symptoms:

- Loss of vision,
- Blurred vision,
- Light sensitivity,
- Double vision,
- Flashing lights,
- Disturbance in your vision,
- New floating bits in your vision.

Please do not ignore any worrying symptoms you may have; if your symptoms have been present for weeks or months, call your GP or Optician straight away for advice as they are there to help you.

You can also contact our Sight Care Advisors

Annie Taylor on 07858 128 312

Jan Wise on 07947 310 651

Accessible Communication

Keeping in touch with friends and family has been so important to us all over the past few months.

Many of our members say they are accessing more technology than ever before and become more confident using it as a result. If you haven't yet had the opportunity to use some of the online methods of communicating with people, then here are a few key facts about the video calling options available:

Video Calling Apps

Zoom is a great app for larger groups and can be used for up to 40 minutes free of charge. It also works well with voiceover and has magnifier options. Additionally, you can pay for Zoom and have unlimited length calls.

Skype can be used on most smart devices. There is no time limit to a UK to UK Skype call so you can talk for as long as you like. Skype works with nearly all built in screen readers and also has magnifier options.

Houseparty is also free, but it only allows you to video call with up to 7 other users. However, it does allow you to play games together and take part in quizzes.

Other apps such as Facebook Messenger and WhatsApp also have video calling functions.

If you would like help with setting up any of these apps, please call Tara Beesley on 07545 501216

You will need access to the internet to use these so be mindful of how much data you are using if you are not connecting to broadband as you may incur large fees. You can check your data usage in 'Mobile Data' settings on your phone.

Daily Living Aids

We can still provide you with a range of Daily Living Aids.

Please contact Beau Prince on 07907 021 202 to place an order, or for advice on specific pieces of equipment, such as:



Bumpons

Stick these tactile dots to buttons and dials you use regularly to make them easier to locate

- Orange Round- £1.60
- Clear Dome- £1.60
- Black Square- £1.10



Large Print Scrabble

With larger squares, enhanced colours and 16pt font it makes it easier to enjoy this much-loved game. Includes built-in stand for easy rotation and large print user guide. **PRICE - £30.00**



Large Print Playing Cards

These are the same size as a standard pack of cards but with larger text and symbols to make them easier to read.

PRICE - £2.50



W15 Ladies or Gents Talking Watch (with bracelet or strap).

This watch has a female voice and has been designed specifically for ease of use. The depress of the single button gives the time. The buttons for the adjustment of the spoken time are positioned on either side of the case and are recessed to prevent inadvertent operation.

PRICE - £30.00

Other items are available, please ask for details. Note it may take a little longer for items to arrive.

Our COVID-19 Crisis Appeal

**Thank you from our Chairman,
Norman Boyland**

“ On behalf of everyone at 4Sight Vision Support, a truly heartfelt thank you to everyone for your kind and generous donations. I appreciate this continues to be a challenging situation to live through. The team and I are acutely aware that as the Government continues to ease restrictions, the challenge which social distancing presents to our members, is becoming increasingly difficult.

Please rest assured that we are working with our colleagues in the sight loss sector, to ensure that the voices and needs of our members and all visually impaired people in West Sussex are heard and catered for at this time. We will endeavour to keep you informed of the campaigns and developments that matter to you.

Next year will be our 100th Birthday – something a little hard to imagine at present

- however, across those one hundred years, we have always managed to find a way to deliver our charitable aims through both good times and bad. Now, with the support of our loyal volunteers, committed staff and the generosity of our members and the wider community, I have no doubt we will reach this milestone!

If you, or perhaps your family and friends, are able to make a donation to help secure our services, please complete and return the form on the next page or phone the team on 01243 828 555. ”

Thank you so very much for your support and please stay safe and well.



My Donation

I would like to make a one off donation of:

- £4 - Could help one member feel less isolated over the next 4 weeks.
- £15 - Could help three members to access specialist sight care advice over the next 4 weeks.
- £30 - Could help 7 members to receive tech support needed to keep in touch with loved ones over the next 4 weeks.
- Other amount

I enclose a cheque made payable to **4Sight Vision Support**

OR

I would like to make a regular donation by standing order of

every: month quarter year.

Please complete these details:

Bank Name.....Branch.....

Bank Address

Sort code -- Account Number

Name of Account holder.....

I authorise the payment on (date of 1st payment) and thereafter on the same date each month/quarter/year as stated above. You can cancel this at any time by contacting your bank directly.

Our bank details: 4Sight Vision Support at CAF Bank Ltd. Account No: 00029420, Sort Code: 40-52-40

Signature Date

My Details

Title: **First Name:**

Surname:

Address:

Postcode: **Telephone:**

Email:

PTO

Gift Aid it

Boost your donation by 25p for every £1 you donate!

- I am a UK taxpayer and I would like 4Sight Vision Support to treat this donation and all donations I make in the future or have made in the past 4 years as eligible for Gift Aid.
- I do not pay sufficient tax / do not wish to Gift Aid my donation.

I understand that if I pay less Income Tax and/ or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Please notify us of any changes to your name and address, or if you stop paying sufficient Income / Capital Gains tax or if you wish to cancel this declaration.

Date : **Signature :**

Keeping in touch

By making a donation the details you provide will be stored on our database. They will only be used to process and contact you in relation to your donation. In future we would like to let you know about the vital work we do for people living with sight loss and opportunities to support us. We will never sell or share your data and we promise to keep your data safe and secure.

Please tick the boxes below to tell us all the things you would like to hear about and how you would prefer to hear from us:

- | | |
|--|------------------------------------|
| <input type="checkbox"/> Volunteering | <input type="checkbox"/> Post |
| <input type="checkbox"/> Future events | <input type="checkbox"/> Email |
| <input type="checkbox"/> Campaigns & Appeals | <input type="checkbox"/> Telephone |
| <input type="checkbox"/> Please don't send me anything new | |

Please return this form, along with any cheques to:
Fundraising Team, 4Sight Vision Support, 36 Victoria Drive,
Bognor Regis, West Sussex, PO21 2TE

Thank You