



Highland Senior Citizens Network

Nothing about us without us

Winter Newsletter 2018



- Chairman's Introduction
- Diabetes Scotland
- A Tribute to Molly Doyle and Bill Shand
- The Visiting Service for the North of Scotland
- HSCN Co-ordinators' Feedback
- Disabled Persons' Protection Policy
- HSCN 2019 AGM and Conference
- Your Voice, Your Council, Your Future
- SSE Winter Discount
- Generations Working Together Dates
- Emergency Out of Hours Phone Numbers

Chairman's Introduction

In our Summer Newsletter we were able to report that, following the implementation of Scotland's Carers Act, NHS Highland had received £841,000 of new money for the current financial year to provide long overdue and desperately needed support for carers. This sum increasing each year thereafter. We promised to be vigilant to ensure the funds were used for the designated purpose.

In 1971 Julian Tudor Hart, a GP in the mining community of South Wales, renowned for his commitment to those of his patients who were socially deprived, postulated the 'The Inverse Care Law'; which is the principle that the availability of good medical and social care varies inversely with the need of the population served.

At the time of writing, nine months after receiving the £841,000, only £170,000, (which is the sum previously allocated for carers), has been given to support carers. NHS Highland has chosen not to use the remaining £671,000 provided by the Government for the purpose it was given and, so far, has not indicated how much of the remaining funds it intends to spend on carer support. Until it does so the Carers Act remains an Act on paper and not in practice, and the 'Inverse Care Law' continues to thrive in the Highlands.

Until carers see this money making a difference to their lives we have to be deeply concerned as to what has happened to their money.

Ian McNamara

In 2020, HSCN celebrates 25 years of strengthening the collective voice of older people in the Highlands. In our special newsletter supplement, we outline the early years of our story. We hope you find it interesting!

We are now on Facebook

Please take the time to **"Like"** our page or **"follow"** us.

Facebook can also be accessed via our website

www.hscn.co.uk



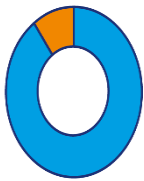
Diabetes Scotland

Diabetes UK has been helping people to live better with diabetes for 75 years. **Diabetes Scotland** is a part of Diabetes UK but focuses on support in Scotland with a small team throughout the country.

We provide information, advice and support to help people manage their diabetes. **Contact the helpline on 0141 212 8710** or email helpline.scotland@diabetes.org.uk

The numbers of people diagnosed with diabetes in **Scotland** is more than **289,000**.

There are an estimated **36,000** living with Type 2 who haven't been diagnosed.



About **90%** of people with diabetes have **Type 2**.
About **10%** of people with diabetes have **Type 1**.

Other types of diabetes include **MODY** and gestational.

We are the UK's largest charitable funder of diabetes research; similarly campaigning with and for people with diabetes to improve the quality of care available. We couldn't do it without our volunteers; a diverse network of individuals and groups whose time and support make our work possible. We involve and include people affected by and at risk of diabetes to help us shape our work.

Most care in diabetes is relevant to all age groups but there are some changes as we grow older which might affect diabetes including food choices, keeping active, hypos, mental health and wellbeing, illness, being in hospital and self-care.

More information on our website at www.diabetes.org.uk or contact the helpline on **0141 212 8710**.

We now have 2 members of staff covering the North of Scotland

Regional Engagement Manager, Gwen Harrison

Gwen's role is to support and influence changes about how care is delivered and to involve and include people affected by and at risk of diabetes.

Contact **Gwen** on **07739 437750** or email gwen.harrison@diabetes.org.uk

Volunteer Support Officer—Mhairi Macdonald

Mhairi is responsible for supporting and developing local and community groups as well as individual volunteers. To find out more about local support groups or volunteering contact

Mhairi on **07921 11706** or email mhairi.macdonald@diabetes.org.uk

Telephone: 0141 245 6380

www.diabetes.org.uk

Email: scotland@diabetes.org.uk

DIABETES SCOTLAND

KNOW DIABETES. FIGHT DIABETES.

A Tribute to Molly Doyle (Geddes) and William (Bill) Shand

Molly Doyle, co-founder of Highland Senior Citizens Network, died, aged 87, on Friday, October 19th at her home in Cannich.

Born in Moray, Molly lived in Inverness as a child, attending Merkinch Primary School, and then the Inverness Royal Academy.

After leaving school, Molly worked as a Post Office telegraphist. While training in London, she would walk for miles from her digs to work rather than use the Tube. In 1971 she was appointed to the post of Practice Manager of the Southside Medical Practice in Inverness and then in 1988 to the post of Practice Manager of the Inverness Crown Medical Practice. A post she held until her retirement.

Molly had a strong commitment to public service – joining her sister Janet as a District Council councillor, serving as Chair of Strathglass Community Council, committing her time and energy to the Girls' Brigade and playing the organ in church. She was both Secretary and Treasurer of HSCN, and worked tirelessly over her 17 years' service to gather people into the network "family".

She drew many other people into contributing to the HSCN "cause" – not always giving them the option to refuse! Her sister, Janet, frequently found herself conscripted to the delivery of the many prizes from the "big raffle". Molly was single-minded in her desire to ensure that older people across Highland knew of their entitlements and of initiatives to support their well-being. Her chatty newsletters were sprinkled with information and advice, with a good helping of garden and family news as well.

You can read more about Molly's contribution to Highland Senior Citizens Network in our special "Speaking Up for Our Age" supplement.

William (Bill) Shand was one of Highland Senior Citizens Network's long-standing and loyal members, serving on the committee in our early stages, and continuing to attend our events until this October. He died on 11th November, aged 93.

Bill was a man of many parts. As an Arctic Convoy Veteran, he was awarded one of Russia's highest military decorations, the Ushakov Medal. His strong commitment to social justice and to public service was evident. He was well-known as Fire-master of Highlands and Islands Fire Brigade and, then, on his retirement, served as a councillor.

Our condolences to Molly and Bill's families on their loss. We have been privileged to have had the benefit of their good company and of their staunch support for older people in Highland.

The Visiting Service for the North of Scotland

**is urgently seeking volunteers to visit housebound people for
1 or 2 hours a week/fortnight.**

**This can make a significant difference to an older person's life
and can be very enjoyable for the visitor too!!!**

**If you are INTERESTED, without committing yourself,
please call Alan Michael on 01463-790410**

or e-mail alan@friendship-services.com



HSCN Co-ordinators' Feedback

Harvesting the Fruits....

It's that time of year when many of the "good ideas" from communities and groups we work alongside have begun to bear fruit. In Badenoch, the steering group working on linking shinty memories and passionate communities, held successful "Shinty Memories Walks" with teams setting out from Kingussie and Newtonmore to meet at Am Fasnagadh at the Highland Folk

Museum. **Badenoch Shinty Memories** has now constituted and is now planning a series of activities aimed at making their communities more inclusive of people with dementia and their carers.



Meanwhile, in Grantown on Spey, Jo and HSCN Board members, Pam and Fiona, attended a meeting hosted by **Grantown Initiative**. Alzheimer Scotland's Dementia Link Worker, Kenny Wright, and Gillian Council, Dementia Advisor, led an interesting afternoon of discussion exploring what would make a Dementia Friendly Grantown. The new group taking this forward can be reached by e-mail via gosalzheimers@gmail.com



Our Autumn Get-Together in Kingussie included Kingussie High School pupils' performance of a skit which effectively hit home key messages on dealing with bogus workmen.

Thanks are due to the team of young people, to Kingussie High School staff and Police Scotland colleagues for working together to make this happen.

One of the pupils commented, "*I really enjoyed the opportunity to meet people from our community who I would otherwise have had no contact with. I also really enjoyed having a short bit to perform.*" Engaging with the young people added something special to our day, especially when they stayed and chatted over lunch. We look forward to future opportunities to work together!

We are now in the process of planning our Spring Get-Togethers and Networks—including some exciting new partnership-working in Skye &Lochalsh and Badenoch & Strathspey... More news of this in the New Year!

The **Autumn Get-togethers and Network meetings** in Kingussie, Wick, Nairn, Inverness, Lairg and Kyle brought together over 150 people from across the Highlands.

Comments included:

- *Always good to come along and network*
- *Stimulating; admiration for the enthusiasm of people concerned*
- *Pleased to have been invited to attend – being a member of HSCN is really worthwhile*
- *These meetings are a good source of interest – hearing what groups are doing*
- *Really good to see such community spirit and desire to help each other*
- *Brilliant example of community learning at its best. Co-working with Age Scotland and HSCN is valuable and can bring experience and support to remote rural communities*
- *Cathartic*
- *Amazing! Can't wait for the next one*

Some of the actions people said they would take as a result of attending include:

1. Get a fire alarm
2. Look at the 'Learn My Way' website
3. Be more IT savvy
4. Make contact with the Community Transport scheme
5. Engage in NHS redesign
6. Get involved with the Community Planning Partnership
7. Pass on information on the groups to our clients
8. Point people in the right direction for help
9. Agitate for action
10. I will feedback to Scottish Ambulance Service the wish for joined up work in transport for patients who have a transport requirement as opposed to an ambulance requirement

It's fantastic to see new people becoming involved in new ways and we really look forward to seeing the results of these actions.

As well as taking part in the Get-togethers, the last few months has also seen older people being involved in a wide variety of ways, in different services and at different stages:

- **NHS Rapid Process Improvement Week** looking at the Raigmore Hospital Equipment Store.
- Taking part in **interviews for the new Nairn Health Group Care at Home service**.
- Informing local services and the Mid Ross Community Partnership by giving their views during individual '**Outcome Star**' conversations and at older people's group meetings.
- Highview Care Home residents **evaluating their activity service**.
- Attending the Culloden Academy **Youth Philanthropy Initiative Charity Fair** where we met over 100 young people in 2nd year and talked about potential intergenerational projects.
- Contributing to the Social Security Act **Independent Advocacy Standards focus group** in Inverness.
- Contributing to the **Review of Health & Social Care Services** in Lochaber by posing questions to NHS Highland via the Communications and Engagement Group.
- Giving **feedback on Care at Home Services** in Lochaber through Fireside Chats.
- Working alongside the Badenoch Shinty Memories Group to plan **community involvement**.

As ever, if you would like any more information on our events, or to be involved in any way, please get in touch with us:

Anne McDonald 07933 653313 / anne-hscn@outlook.com

Jo Cowan 07933 653585 / jo-hscn@outlook.com

Scottish Accessible Transport Alliance (SATA) would like to hear from you about plans to modify guidance on [Disabled Persons' Protection Policy](#) DPPP

We recently received this request from SATA's Secretary:

DPPP. *'What's that?'* some of you may say. It's rather like the 'Terms and Conditions' box that we all tick when ordering goods to say we have read and understood (even when we haven't). If you go on to any Train Operating Company's web site, often tucked away somewhere, you will find a link to their DPPP.

It's the [Disabled Persons' Protection Policy](#) and so is important to us. All Train Operating Companies are required by law to have one and there are legal requirements for certain standards.

There is currently a consultation (14 Nov - 18 Jan) for modification to the guidance on DPPP. You are encouraged to make an individual response but we would appreciate a copy to us so we can make an informed collective response from SATA. Please send these to me by 4th Jan: sec@sata.scot or Mike Harrison, 65 The Loan, Loanhead, Midlothian EH20 9AG.

Office of Rail and Road (ORR) has published the consultation in which they are inviting everyone with an interest in passenger assistance, and policy around disabled people travelling by rail, to respond. They are looking for views on proposals to:

- Increase the reliability of assistance for disabled passengers,
- Improve accessible journey planning,
- Reduce the notice period for booking assistance,
- Ensure all train companies provide compensation,
- Standardise and improve information for passengers,
- Strengthen train and station operators' staff training.

The consultation will close on 18th January 2019 and they are looking forward to receiving responses from individuals and organisations alike. It can be found on the link below; <http://orr.gov.uk/rail/consultations/open-consultations/improving-assisted-travel-consultation-2018>

HSCN ANNUAL CONFERENCE 2019

Date for your diary

The 2019 Annual Conference of Highland Senior Citizens Network will be held on

Wednesday 24th April 2019

In Lochardil House Hotel, Stratherrick Road, Inverness IV2 4LF

Our theme is "Age Friendly Communities"

Lead Speaker: Dr Boyd Peters, Associate Medical Director, NHS Highland

**Your invitation and further details will be included in
our Spring Newsletter in March.**

If you require any information in the meantime, feel free to contact us:
by telephone on 07716 884 989, by e-mail to hscn@hotmail.co.uk, or by writing to us at
HSCN, Box 301, 8 Church Street, Inverness IV1 1EA

Your Voice, Your Council, Your Future

During November 2018, the Highland Council has reached out to communities, staff and partners to try to better understand what is important to people and to ask for views on what the Council should focus on. The Council wants to understand what it is doing well but where it can do better.



Throughout a month of engagement, senior Council staff and Councillors have attended public events across Highland, including tenant participation meetings and holding drop-in sessions in towns across the region.

Views have been sought in other ways too, including an online survey and a series of Facebook conversations. Members of the public have also been asked to complete the Council's budget challenge - an online tool giving residents of Highland the opportunity to consider where the budget should be spent, the ultimate aim being to balance the Council's budget.

As an organisation, the Council is facing challenging financial times but believes it can meet that challenge and feedback from our communities will help to plan and shape what can be done over the next three years. The Council has appreciated the time that members of the public have given to share their views, and there is an intention to continue to listen to our communities. There will be further opportunities to engage during January 2019.

Comments can be emailed to: yourvoice@highland.gov.uk or you can find information at www.highland.gov.uk/yourvoice.



The 2018/19 Warm Home Discount Scheme is available now for those who meet SSE criteria.

If you're struggling with your energy costs, you might be able to get a £140 discount on your electricity account from the Warm Home Discount Scheme. This was set up to give extra help to people most in need.

You may qualify for this reduction on your account if you are in receipt of the guarantee credit element of Pension Credit - or are on a low income and meet the criteria.

Contact SSE for an application form by either telephone 0800 300 111 or go online at www.southern-electric.co.uk or email www.priortiy.services@sse.com

Some dates for the diary in 2019:

Generations Working Together, National Conference in Glasgow Wednesday 6th March 2019



Generations Working Together

Generations Working Together, Highlands Intergenerational Meeting

Friday 8th March 2019, 2:00pm - 4:00pm

at Voluntary Action Lochaber, An Drochaid, Claggan Road, Fort William, PH33 6PH

Further details on the Generations Working Together website, or call Marion Wahle, Network Development Officer on 07966 068083

Highland Senior Citizens Network would like to extend our very best wishes to you all as we approach the festive period and to thank you for your support in 2018.



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Highland Senior Citizens
Network

Box 301
8 Church Street
Inverness
IV1 1EA

Tel 07716 884 989

“Nothing about us, without us”

Email:

hscn@hotmail.co.uk

Website: www.hscn.co.uk



**Are You
Winter
Ready!**

**Below are
some useful
numbers to
help in the
event of winter
emergencies.**

Council emergency out of hours phone numbers

Health and social care **0845 601 4813** (out of hours)

Roads, flooding and street lighting **01349 886690**

Housing, homelessness, and public buildings **01349 886691** (For Lochaber Housing Association's out of hours service, please contact the association direct on **01397 702530**)

Registration **07818 588 203**

Trunk road maintenance: BEAR Scotland **0800 587 1107**

Other numbers

Gas Freephone **0800 111 999**

NHS 24: Call free on **111** if you are ill and it can't wait until your regular NHS service reopens

Police Scotland **101** (for all services)

Scottish Fire and Rescue Service **01463 240999** (24 hours)

Scottish and Southern Electric Freephone **0800 300 999**

Scottish Water **0800 0778 778** (24 hours)

SEPA Floodline **0345 988 1188**

SEPA Pollution hotline **0800 807060** (24 hours)

In an emergency dial 999 for the police, fire and ambulance service.

For non-emergencies, you can **contact the police on 101** and the fire service on **01382 835804** (24 hours).

**In crisis?
Need someone to listen?
Call Samaritans on
116 123.
E-mail jo@samaritans.org
or write to them at
Freepost RSRB-KKBY-
CYJK, PO Box 9090,
STIRLING, FK8 2SA**

Connect, inform and campaign

Join us today!