

Highlighting services available for older people

# Strictly Seniors

Issue 6. March 2018

SOUTH AYRSHIRE



*LIVING LIFE  
TO THE  
full*

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*Building for Better Care*  
Building the best care possible in South Ayrshire

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*Men's Shed*  
A men's shed, is not just somewhere  
to hide from the wife!

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*Forehill Textile Group*  
Sewing in the Hut

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## In this issue

What is Occupational Therapy (OT)?	2	Invigor8 Falls Prevention classes	28
District Nursing – 24 hour service	3	Christina Johnston's story	29
A Day in the life of a Social Worker	4	Invigor8 Classes	30
Meet the Doctor	5	HARP – Healthy and Active Rehabilitation Programme	31
Building for Better Care	6	Staying safe as we get older	32
Community Pharmacy can help "Victor"	7	Ayrways Choir	33
Florence	8	VASA Conference	34
Why should you have an eye examination?	9	FootcAyr	35
Carers Centre	10	Christmas Companions	36
Your guide to the new Carers Act	11	South Ayrshire Life	37
Discovering Community Led Support	12	Book & Bun café	38
Linking healthcare	13	Circles Network	39
Ayrshire Independent Living Network	14	Meet Thomas	40
Dementia friendly Gaiety	15	Luminate – Celebrate getting older	41
Girvan and South Carrick First Responders	16	Cruse Bereavement Care Scotland	42
Maybole Over 50s	17	It's good to walk!	44
Biggart Hospital – A new vision	18	S.I.S.G – Sensory Impaired Support Group Charity (Ayrshire)	
Opportunities in Retirement	19	Action on Hearing Loss Scotland Hear to Help (Ayrshire)	
Free computing classes from Adult Learning	20	What's new at Nursery Court Day Centre	
Preventing social isolation	21	Helping vulnerable and older	
Keep safe	22	adults live safely within the community	
My Home Life	23	Red Cross – West of Scotland Discharge Support Service	
Power of Attorney campaign	24	South Ayrshire Dementia Support	
A Mens Shed, what is it, is it for me?	25	Transforming care after treatment	
Forehill Textile Group	26	in Ayrshire and Arran	
University of the Third Age	27	Locality Planning in South Ayrshire	
Macular Society	28	Have you got the bottle? Message In A Bottle	
Participatory Budgeting	29	– South Ayrshire	
Beat doorstep crime	30	Do you know when to visit your	
When you're ill, know who to turn to	31	local Emergency Department?	
Dementia friendly Troon	32		
Focussing on compassion – Ian Stirling's journey	33		
Don't fall for it!!	34		

Back Cover

## Foreword

### Welcome to our 6th edition of Strictly Seniors.



Contained within the pages of this magazine you will find a rich treasury of information that might support older people to remain active, engaged, healthy and happy.

The contents illustrate the fantastic and diverse range of support that's in place across South Ayrshire.

One of the themes currently highlighted in the media, are the effects of social isolation and loneliness, particularly on older people.

This has become one of the priority themes for our Community Planning Partnership. Becoming lonely and isolated can be as bad for your health as smoking!

Strictly Seniors gives you so many ways to become involved, to volunteer, to remain purposeful and busy and to connect to others. I hope that you and those you know make great use of these activities, services and projects.

The recent Participatory Budgeting events in South Ayrshire have demonstrated the strong base of grass roots voluntary groups across our area and the amazing, valuable work they do – often without fuss or fanfare.

As Chair of the Integration Joint Board I want to pay tribute to everybody that supports this work at a local level, and make South Ayrshire such a caring and compassionate place in which to live. The formal services that the Health and Social Care Partnership provides can only go so far in supporting people's health and well-being and I'm pleased that they are supported by such a vibrant programme of activity in every part of South Ayrshire.

**Stewart Donnelly**

**Chair of the Integration Joint Board  
South Ayrshire Health  
and Social Care**





# What is Occupational Therapy (OT)?

OT is used if you are having difficulty with everyday tasks

**O**ccupational therapists (OTs) and OT Assistants help people of all ages to carry out everyday activities which are essential for everyday life.

- **Physical medical condition – for example, Rheumatoid arthritis**
- **Learning disability**
- **Mental health condition – for example, bi-polar disorder.**

An OT can identify strengths and difficulties you may have in everyday life, such as dressing or getting to the shops, and will work out practical solutions in partnership with you.

OTs enable you to identify goals that can help to maintain, regain, or improve your independence by introducing new equipment or

changing the household environment as well as using other techniques.

OTs in South Ayrshire Health and Social Care Partnership (HSCP) also have a statutory duty to assess the needs of disabled people, including their housing needs.

OTs are generally accessed through a GP, Nurse or another health and Social Care professional.

If you do not want to go through the NHS or through your local Council, you can contact an occupational therapist privately.

Increasingly South Ayrshire HSCP is also exploring informal settings for people to meet up with an OT. For example, OTs meet with people in the new South Ayrshire Life shop run by VASA in Ayr.

## What happens once I am referred?

A member of the occupational therapy team will sometimes visit your house to gain an understanding of how your home environment either helps or creates barriers for your everyday living. They will usually observe the activities with which you have difficulty so that the exact nature of this is identified.

The occupational therapist will make an informed assessment of the problems you are encountering and will then make appropriate recommendations for the solutions. If you require equipment or adaptation to assist you, your occupational therapist/assistant will determine if you meet the eligibility criteria.

“An OT can identify strengths and difficulties you may have in everyday life.”

If equipment is required the OT will provide it and ensure that you are trained on how to use it.

If an adaptation is required the occupational therapy team member will recommend this and explain the options available.

## Occupational Therapy Techniques

After identifying the difficulties you have with everyday tasks, OT/OT Assistants can help by either:

- practicing the activity in manageable stages
- teaching a different way to complete the activity
- recommending changes that will make the activity easier

- providing devices that make activities easier

For example, after a hip replacement, you may find it difficult to get in and out of the bath. Grab rails could be fitted in the bathroom to help.

If you have rheumatoid arthritis – a condition that causes pain and swelling in the joints – you may find it hard to lift small objects. Special equipment, such as a wide-handled vegetable peeler, may be recommended

People with a mental health condition may find that they are having difficulty with carrying out daily living tasks such as managing time effectively. An OT can offer support by planning goals and teaching self-management skills.



## District Nursing – 24 hour service

District nurses play a key role in primary healthcare. We visit people in their own homes or in residential care homes to provide them with the care they need, we also support the patient's family.

### Our district nursing service aims to:

- Assess all of our patient's needs and plan their care around these needs. This may lead, with patient's consent, to referrals to other health and social services, including voluntary agencies
- We provide care which meets the identified needs
- We enable, support and teach patients and carers to achieve independence and self-care by sharing knowledge and skills and promoting health education
- By caring for people in their own homes, we prevent unnecessary admission to hospital or Accident and Emergency
- We provide continuity of care, act as the patients advocate and liaise with other professionals
- We also support patients to manage their own conditions through self-management programmes, where appropriate.

### Our district nurses provide specialist nursing skills, including:

- Wound prevention, assessment and management
- Care after an operation
- Diabetic care
- Stoma care
- Support with prescribed products
- Nutritional advice
- Advice on leading a healthy lifestyle
- End of life/palliative care including care for terminally ill patients
- Bereavement support
- Prescribe medication
- Information and advice on continence and catheter management.

Working **together** to achieve the healthiest life possible for everyone in Ayrshire and Arran.



## A Day in the life of a Social Worker

We have all heard of Social Workers but what do they actually do? Strictly Seniors asked Julie Mitchell, a Social Worker in Troon about the difference she and her colleagues make in our communities...

### Who contacts you for support?

I take many phone calls from adults looking for advice or support or from other professionals who might be aware of adults who need support. The type of referrals I get is diverse, for example, someone with physical disabilities who is struggling to manage washing and dressing or a person with mental ill health who is having delusions or someone with dementia who is confused and not managing to look after themselves.

### What can you do to help?

I might give advice and information over the phone and tell them about voluntary sector projects and supports in the towns where they live or arrange for a Social Worker to visit for a full assessment.

I work with adults who might be at risk of abuse or harm and I would attend meetings with them and other professionals to talk about the law and decide the best way to reduce the risk for that person.

I also record all contact information and write assessments in order to identify people's care needs, how to support them to meet these and to support individuals live in their community for long as possible. I also have to

support individuals to move to care home settings when remaining in their own home is no longer safe or viable.

### What happens during your home visits?

I carry out home visits each day to assess what support a person needs to meet their needs and improve their quality of life. I also meet with carers and families to help inform the assessment. I would help the carer to work out what support they need to keep caring and to make sure they are ok.

### Do you visit anywhere else?

I also visit people in the hospital to help them return home with extra support until they are fully recovered or to work out if their needs have changed.

### Tell us about the people you work with on a daily basis?

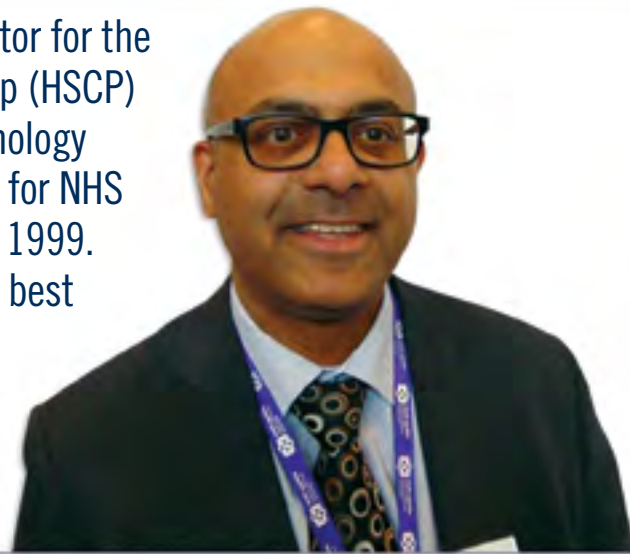
I work with GPs, Nurses, Housing, Occupational Therapy and other professionals to help people to stay at home for as long as possible, to reduce the chances of people being admitted to hospital, to help people have support when they come home from hospital and to reduce the risks where there are concerns about individuals.



# Meet the Doctor

My name is Dr Kes Khaliq and I am Clinical Director for the South Ayrshire Health and Social Care Partnership (HSCP). I am also clinical lead for the Ayrshire wide Technology Enabled Care (TEC) programme. I began working for NHS Ayrshire and Arran in 1995 and I became a GP in 1999. I work at a local and national level to provide the best Primary Care possible.

Strictly Seniors caught up with Dr Khaliq to find out a bit more about his work for the HSCP



Can you tell me about your two main roles with the Health and Social Care Partnership?

As well as carrying out a role as a GP I have two main roles – I am Clinical Lead for the Technology Enabled Care (TEC) Programme and Clinical Director with the South Ayrshire HSCP. As Clinical Director, I support the HSCP to make informed decisions in relation to any clinical care.

What has your role as TEC Clinical Lead involved?

In my role as Clinical Lead for the TEC Programme, I have been actively involved in designing and implementing TEC services allowing patients to access health care services without the need to see clinicians. How we manage high blood pressure is a good example of how technology can remove the need to attend your GP practice to have your blood pressure managed. You can self monitor from home with the right equipment and support. TEC can also be used as an alternative to antidepressants delivering and supporting patients in their own home using computer based Cognitive Behavioural Therapy (CBT). Respiratory problems can also be managed using TEC, helping to support patients at home and avoiding the need to admit patients to hospital. TEC is changing how we access health care services.

We know from the media that GPs are under increasing pressure. What do you think might change in the way that Primary Care is delivered?

The face of Primary Care is going through a transitional phase. With a lack of GPs available to fill vacancies, the Primary Care model of care has changed to embrace a multi disciplinary approach. Teams of professionals

working alongside GPs will support our patients and provide them with the care they need. As an example, patients might see a physiotherapist if they have a sore back rather than waiting to see a GP. A Mental Health Practitioner will help our patients with mental health problems, supporting them and sign posting them to additional services. Advanced Nurse Practitioners (ANPs) will support GPs and patients. Patients will be supported by teams of professionals using TEC where possible.

The whole health and care system appears to be under great stress. What part can ordinary residents play in supporting their own health and care?

“We all need to consider our own health, how we look after ourselves, our diet, our levels of exercise, how we manage stress etc.”

We all need to consider our own health, how we look after ourselves, our diet, our levels of exercise, how we manage stress etc. If you need to see a health care professional, we will be there to help you but there is much a patient can do before they feel the need to make an appointment with their GP. Your local pharmacist can be your first stop for common ailments or the optician for eye complaints. Information regarding diet is readily available on the internet as is information regarding exercise.

If you had one message for the people of South Ayrshire what would it be?

Change always causes anxiety particularly if you are elderly and rely on seeing your GP. I would encourage our patients to embrace the multi disciplinary team approach that most GP practices now deliver. Having an Anticipatory Care Plan will also help, but perhaps most importantly, keep as active as possible and maintain a healthy diet and life style.

## Building for Better Care

We are always looking to provide the best care possible in South Ayrshire and one of the ways we are achieving this is through the Building for Better Care programme. The programme means £27.5 million is being invested in Ayrshire's two acute hospitals with a new Combined Assessment Unit at University Hospital (CAU) Ayr. We opened the new unit in late summer which followed the complete refurbishment of the Emergency Department (ED) at Ayr last year.

**The multi-million pound building programme, alongside investment in new staffing and the development of new models of care, will help us support unscheduled care.**

The CAU is a 24-hour unit; we have 29 single en-suite rooms; nine ambulatory care bays; five rapid assessment bays; two outpatient rooms; and three initial assessment bays. You would be referred to the unit either direct from your GP or from the Emergency Department.

The CAU has staff from nursing, medical, surgical, allied health professions and pharmacy with rapid access to senior decision makers and appropriate treatment. Most patients only stay in the unit up to a maximum of 48 hours

and you would only be admitted to hospital if you needed further inpatient care. Other patients receive their treatment in the CAU and then return safely to their own homes as soon as possible.

Previously, if you arrived at hospital for anything other than a scheduled appointment, you would go to the Emergency Department. From there, you could be admitted into an acute ward for further tests and treatment. The new unit means you would be able to receive this level of care and attention within the CAU without ever having to be admitted into hospital.

## Community Pharmacy can help “Victor”

**Jack:** “What do you mean your inhaler has finished? Do ye no ken this is Saturday and the surgery is closed! Could ye no hae checked it sooner? New ye’ll hae to go up to the A&E to get anither ane, ye scunner!”

**Victor:** “Nae prob my wee flooer...I’ll awa tae the pharmacy and see if they’ll gie me yin under that unshelled care malarkey”.

**Jack:** “See while you’re at the pharmacy, could ye ask them for somethin for that snottery nose? I’m sure Jeanie said you can get stuff for free unner anither scheme”

**Victor:** “Aye, will do...that’ll be the MAS service you’re on aboot?”

**Pharmacist:** Run out of your repeat medicine and not able to get a prescription from your GP practice? Go to your pharmacy (your regular one if possible), and under the **Unscheduled Care service**, they can supply you with what you need.

Got a “minor ailment”? Under the **Minor Ailment Service (MAS)**, you can have a consultation with your community pharmacist, who will decide on the appropriate advice, which could be referral to a GP, or to provide medicine. There is no charge for this service.

Another new service now available from your community pharmacist is “**Pharmacy First**”, where for female patients aged 16-64 years with a simple urinary tract infection (UTI), the pharmacist is able to supply a 3 day course of an antibiotic.

So...why not pop along to your local community pharmacy, and find out about what services they have available? It is not always necessary to go to the Emergency Department or your GP practice.





## Florence

Florence ('Flo') is an NHS Telehealth service designed to provide support and advice to help you manage your health condition.

Flo is a simple, interactive service using mobile phone text messages to monitor symptoms and provide reminders, advice and support. Flo combines the expertise of your healthcare team and the convenience of your mobile phone providing advice to act on.

One of the services provided by NHS Ayrshire and Arran using FLO is Diagnosis and Treatment of Hypertension. Previously FLO patients had to use a 24hr monitor either supplied by the GP or the General Hospital and there was always a waiting list for these.

### How Flo works



Ask your GP if you would be suitable to be referred for FLO, for more details contact [Telehealthcare@aapct.scot.nhs.uk](mailto:Telehealthcare@aapct.scot.nhs.uk)

### Lorna Thomson

Lorna Thomson attended a keep fit class at Ayr United Football Grounds where her Blood Pressure (BP) was shown to be slightly high. Having been advised to go to her doctor to have it checked, she was delighted when she was offered FLO to determine if she was Hypertensive (High BP). Lorna was provided with a BP machine and cuff and asked to send in BP readings by text. After analysis it was discovered that Lorna was indeed Hypertensive (High BP), and she was able to be put on medication straight away.

Lorna says "because I work full time it was great that I didn't have to keep going to the practice all the time, it was so simple and straight forward to use. I think of FLO as a person and have to remind myself she is not a real person although she is every bit as helpful".

### Julie Grant

Julie Grant is Practice Manager at Station Road Medical Practice in Prestwick, one of the first practices to sign up to FLO.

"Before we started using FLO, it could sometimes take a few months to find out if someone had high Blood Pressure. Using FLO has definitely saved a lot of appointments and it gives a much faster diagnosis which allows patients to be treated much quicker. We haven't had any problems from patients who all seem really happy with the service".

"FLO is a perfect example of technology enabled care being used as an outreach tool to assist GPs with diagnosis."

"Using FLO has definitely saved a lot of appointments and it gives a much faster diagnosis."



## Why should you have an eye examination?

An eye examination should be part of everyone's normal health routine and is an important part of looking after your eyes, but it's more than a simple test of your sight. An optician is able to check your eye health and other general health issues during an eye examination and give advice.

**M**ost people should have their eyes examined every two years; however you may need to have an examination more often depending on your age and medical history.

Below are some important reasons to have a regular eye examination and look after your eyes:

- It can detect early signs of eye conditions before you notice them.
- It can also detect other general health problems.
- Good vision helps you work and play safely and comfortably. It leads to a better quality of life.
- If you lose your eyesight it may never be replaced.
- Unlike your teeth, your eyes do not usually hurt if there is something wrong

Eye examinations in Scotland are funded by the NHS and are free of charge.

### Eyecare Ayrshire:

Eyecare Ayrshire is an NHS Ayrshire & Arran service available in high street optician practices. If you have a problem with your eyes such as sore, itchy, watery, sticky or red eyes make an appointment with an Optometrist. No need to go to your family doctor or Emergency Department (ED).

Your optometrist will examine your eye problem and you will then receive any medicine you need, free of charge, from your community pharmacy.



# Carers Centre

The Carers Centre in South Ayrshire supports over 600 Carers every year, below is one such Carer.

**T**he Centre can provide information and advice, advocacy work, benefits maximisation, emotional support, counselling, pampering and even a short respite break.

The service is open to anyone who provides care, this can be a family member, friend or neighbour who lives in South Ayrshire and is aged between age 8 and over.

**If you would like more information about the Carers Centre: please call 01292 263000. Pop into the centre at 43 Sandgate, Ayr, or check out their Facebook page on [www.facebook.com/southayrshirecarerscentre](https://www.facebook.com/southayrshirecarerscentre)**



## *Ann's experience of the Centre:*

I first had contact with the centre when my son was four and I was at crisis point and needing support. I had no one else, I was alone and dealing with the most difficult thing that had ever happened to me.

I walked into the centre not knowing what I wanted; support, help; an answer to a question or a magic wand. They couldn't provide a magic wand but they did listen. I said all the words that were in my head, they

all just came tumbling out and it was such a relief, to speak all my thoughts out loud and not feel stupid or judged.

Not only did they support me emotionally, but they also helped me with the practical things that needed attention, the filling in of endless forms and sourcing other types of help for my son.

## Your guide to the new Carers Act

The Carers (Scotland) Act introduces new rights for unpaid carers and new duties for local councils and health boards to provide support to carers. The Act will come into force on 1 April 2018.

**A** carer is someone who provides or intends to provide unpaid support and care for another individual. They may care for someone who has a disability, long-term condition, mental health challenges or is affected by addiction.

The Carers (Scotland) Act is a highly important piece of legislation for carers. We have picked out the key parts of the Act:

- Health and Social Care are to move from a Carers Assessment to an Adult Carer Support Plan for adults and a Young Carers Statement for young carers. These must include emergency/future planning and support the carers own personal outcomes
- There is particular reference

to supporting carers of someone with a terminal illness

- Authorities need to set eligibility criteria to determine carers that are eligible for support and a recognition that authorities need to provide support if these criteria are met
- Consideration whether support might include 'short breaks'
- Emphasis on support for carers at point of hospital discharge
- Ensuring information and advice is accessible to carers
- Involvement of carers and young carers in the planning of service
- Development of local carers and young carers strategies

At the South Ayrshire Health and Social Care Partnership, we will be developing our own carers and young carers strategy with full involvement from carers and young carers and partners such as the Carers Centre.

**If you care for someone in South Ayrshire and would like to take part in a consultation to help shape future support, please contact Gabrielle Coyle, Policy and Planning Officer (Carers and Young Carers) on 01292 612340 or by email to [gabrielle.coyle@south-ayrshire.gov.uk](mailto:gabrielle.coyle@south-ayrshire.gov.uk).**





# Discovering Community Led Support

At the South Ayrshire Health and Social Care Partnership (HSCP), we have been developing our Community Led Support (CLS) programme over the past year.



**A**t its core CLS is about enabling people to 'live lives, their way' and to start their support with a conversation about what matters to them?

Hundreds of health and care staff have been undertaking 'effective conversations' training and have been joined by colleagues from South Ayrshire Council, third and independent sectors and lots of community representatives.

We are also developing new spaces across our communities, where people can have conversations that might identify ways that they can be supported without automatically going through formal health and care assessments.

These pop up spaces will be in a range of places across South Ayrshire and will be branded 'Connect South Ayrshire'.

The first space we have developed has been within the new SOUTH AYRSHIRE LIFE shop in Ayr. In this informal setting, social work, occupational health and other staff have given useful advice to people with all sorts of needs. Most help can be given straight away or through sign-posting to other local services, projects and resources. Other people will go on to have a full assessment and will need statutory services.

We are calling these spaces 'new front doors' as we see them as another, alternative portal to explore support available to keep people healthy, active and safe.

Connect South Ayrshire points will be developed over the next 6 months but there are already live sites in Girvan (at Town House on Tuesday afternoons), at Maybole Health Centre (on Wednesday afternoons) and within Council Customer Service Centres in Troon and Prestwick.

We have a site open in Lochside Church and further ones planned in Ballantrae and using Biggart Hospital space.

You can find out more information on Connect South Ayrshire by going to the Community Led Support section of the HSCP website by visiting the SOUTH AYRSHIRE LIFE web-site or by phoning the SOUTH AYRSHIRE LIFE number 0800 432 0510.

[www.southayrshirelife.org/](http://www.southayrshirelife.org/)

*The first space we have developed has been within the new SOUTH AYRSHIRE LIFE shop in Ayr.*



**“We shouldn't take for granted that the smallest thing can make a difference to somebody's life, this could be as simple as helping someone fill in a form.”**

**M**any of our South Ayrshire GP Practices, now have additional support posts called Community Link Practitioners (CLPs). We have 5 CLPs who support patients with a range of medical or social concerns.

Our CLPs can help people who are isolated and lonely, or those lacking purpose and structure in their lives. Advice is also available on housing, finances and other topics which can cause stress and anxiety.

These link practitioners spend time with patients who have been referred to them, exploring how they can be supported to address any issues and ultimately live a more fulfilling life.

Sometimes this will involve a number of one to one meetings or 'chumming' someone along to a group or appointment. Our CLPs and their clients make good use of locally based groups and projects which help keep us active, purposeful and connected.

**Tracey Middleton, CLP in Carrick commented:**

*“One of the most fulfilling parts of our role is helping people engage/re-engage with the community as this really enhances their quality of life and well-being. We shouldn't take for granted that the smallest thing can make a difference to somebody's life, this could be as simple as helping someone fill in a form.”*

The programme is being evaluated but the early signs from patients and GPs and wider health professionals,

is that this is a service producing positive outcomes for people needing support beyond clinical interventions (such as medicines).

Once complete, the evaluation of the Community Link Practitioner programme will be available from the South Ayrshire HSCP web-site.

## Feedback

Some of the feedback from our local GPs on the CLP programme has included:

**“**We often find our patients present us with social issues which they have attempted to medicalise. Having this service allows us to appropriately treat their issues in the community by encouraging them to access the appropriate community services”.  
 “They have been able to listen and deal with underlying issues which contribute to their medical presentations at the practice”.  
 “Some patients have blossomed under her [CLP] care”.  
**”**





Free  
information  
and support  
in Ayrshire  
it's us!



Dementia  
Friendly  
Gaiety

## Ayrshire Independent Living Network

AILN (Ayrshire Independent Living Network) is a peer-led charitable organisation. We provide free high quality Self-Directed Support advice and information to people in Ayrshire, in fact we've been doing it for over 10 years now.

We provide 'Self-directed Support' (sometimes called SDS) which was introduced by the Scottish Government so that people could have more control over the help they receive.

There are now 4 ways to you can get the help you need, these are called 'options'. Depending on which one you choose, you can opt to have more or less control. In every council area there is a local support organisation to give you free information and support and in Ayrshire it's us!

Self-directed Support is often used to help people with dementia, and/or other conditions, stay at home longer and to

remain part of their community. We have many varied case studies on our website and links to a video where people talk about the changes SDS has made for them. We're just a call away if you'd like more info.

**Call us on 01294 475685,**  
**email [mail@ailn.org](mailto:mail@ailn.org)**  
**or visit [www.ailn.org](http://www.ailn.org)**



Having a  
Natter  
About  
SDS

Since 2016 The Gaiety has been providing Dementia Friendly performances tailored to people who are living with dementia and their companions, carers and family.

Every month in partnership with Live Music Now Scotland we create a variety of live music productions in a relaxed, accessible and supportive environment. We keep the audience numbers low, so there's more space to stretch your legs, in fact, we encourage full audience participation so you can sing and dance during performances with the support of our Dementia Friendly Staff.

Over the last six months, a variety of artists have played at The Gaiety including; **Granny Green, David Foley and Jack Smedley, Michelle Burke, Sirocco Winds.** There will be more entertainment throughout 2018.

For further  
information:  
Please visit  
[www.thegaiety.co.uk](http://www.thegaiety.co.uk)  
Or call 01292 288235 (Monday  
– Saturday 10-5pm) for more  
information.

the **GAIETY**



# Girvan and South Carrick First Responders

As members of the Girvan and South Carrick Villages Locality Planning Group, we were concerned about Ambulance response times to the rural villages of Barr, Dailly, Pinmore, Pinwherry, Barrhill, Colmonell, Ballantrae, Lendallfoot and Girvan.

The quality of the service provided by our local Ambulance Service crews is never in doubt but we are only too aware of the time it can take to reach a patient in a rural setting.

This prompted us to look at setting up a Community First Responder service for South Carrick and encourage local community residents to become First Responders. The aim is to have qualified First Responders in each South Carrick Village.

So far, a fantastic 22 local residents have expressed an interest in becoming First Responders and a small group is now going through the Scottish Ambulance Service training.

So what is a community First Responder? A Community First Responder is a member of the public who volunteers to help their community by responding to medical

emergencies while the ambulance is on its way. This means we have trained local people who can provide lifesaving treatment to anyone who is critically ill, in the first few minutes prior to the arrival of an ambulance. If you want to become a Community First Responder you will be trained in a wide range of emergency skills, and use specialised equipment such as automatic external defibrillators and oxygen therapy. You could then provide an early intervention in situations such as a heart or asthma attack before the professional ambulance crew arrives. Your help could vastly improve the chances of survival and recovery.

The partnership is still looking for more community volunteers to undertake the training to become First Responders in South Carrick, so if you're interested, please contact

*22 local residents have expressed an interest in becoming First Responders*



Peter Walker,  
Chairperson Girvan  
and South Carrick  
Villages Locality  
Planning Group  
peterawalker@  
btinternet.com.

Or

Come along to our  
monthly South Ayrshire  
Health and Social Care  
Girvan and South Carrick  
Villages Locality Planning Group  
meetings held in Girvan Community  
Hospital every second Wednesday  
at 7pm.

All are very welcome.



## Maybole over 50s

Maybole over 50s (MOFs) is growing from strength to strength with our membership now standing at 133. We now have even more classes and we have a new sewing class where people can learn how to alter clothing, curtains etc.

We have computing for beginners, a camera club, Backgammon, knit and natter group, a walking group (max 5 miles with a coffee stop in between), Yoga classes, German classes, Spanish classes, an art group, and a ukulele group. In December 2017 a group went to Prague for the Christmas markets, and we are now taking names for a trip to Benidorm in the spring, come along and join us, everyone is welcome.



For further  
information:

Peter Mason:  
petermckmason@aol.com  
Anne Walker: 07846 180 753  
Email: admin@  
mayboleover50s.org  
www.mayboleover50s.org

## Biggart Hospital a new vision



Over the past year we have introduced a range of re-design work at the Biggart Hospital in Prestwick.

There has been significant investment and redesign of community and acute services with the aim of supporting people to live as independently and as close to home as possible. These include the Intermediate Care Team, the new Combined Assessment Unit at Ayr Hospital, the appointment of Acute Care of the Elderly Practitioners, Care at Home Team and the appointment of a Nurse/Allied Health Consultant in Older People's Services.

Biggart Hospital has benefitted from some of that investment with more Physiotherapists and Occupational Therapists in place and the testing of a new rehabilitation pathway.

Our vision for Biggart Hospital is that it will become a centre of excellence providing tailored rehabilitation and end of life care for those who do not require acute hospital care but need more support than can be safely provided at home.

The wards have been reconfigured to enable this vision to be put into practice and to ensure that Biggart Hospital builds on its success as a centre for health and wellbeing supported by the community for the community.

We are currently looking at options for future developments in partnership with volunteers and the local community so that the facilities are used as effectively as possible.

*Biggart Hospital has benefitted from some of that investment with more Physiotherapists and Occupational Therapists in place.*



# Opportunities in Retirement

We are known as OiR by our members and we are in our 33rd year and going from strength to strength. We run over 80 groups for our 1300 members aged 50 and over. Our membership is just £18 from January – 31st December and there really is something for everyone.

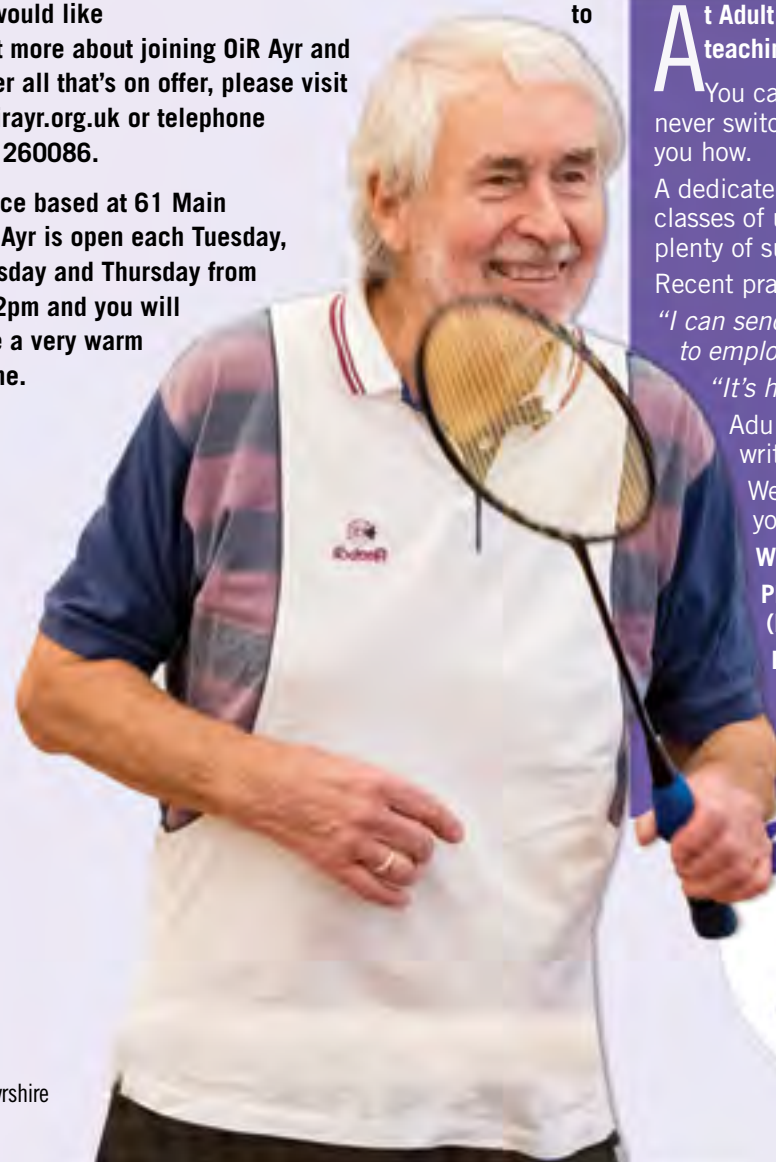


**W**hether you like to be active or take a more laid back approach, OiR's timetable is sure to meet all your needs. As well as the groups, there are also fortnightly meetings in Ayr Town Hall with a guest speaker, theatre trips, day trips and even holidays in the UK and abroad.

Retirement is the perfect time to brush up on old skills, learn some new ones or simply take time out to socialise with friends old and new.

If you would like to find out more about joining OiR Ayr and discover all that's on offer, please visit [www.oirayr.org.uk](http://www.oirayr.org.uk) or telephone 01292 260086.

Our office based at 61 Main Street, Ayr is open each Tuesday, Wednesday and Thursday from 10am-2pm and you will receive a very warm welcome.



## Free computing classes from Adult Learning

Would you like to use the internet, send e-mails to friends and family or do your grocery shopping online? Would you like to use a computer to produce professional looking documents or letters?

**A**t Adult Learning we provide tuition in Basic IT, teaching you how to do all these things and more. You can join one of our classes even if you've never switched on a computer before – we will show you how.

A dedicated team of staff and volunteers teach small classes of up to four people, so each person gets plenty of support in their learning.

Recent praise from our learners includes:

*"I can send an attachment and have sent my CV to employers" and*

*"It's helped me with my job searches".*

Adult Learning can also help with reading, writing, number work and learning English.

We can help anyone over the age of 16 – you're never too old to learn!

Website: [adultlearningsac.blogspot.co.uk](http://adultlearningsac.blogspot.co.uk)

Phone: 0800 3898320 (Freephone)

E-mail address: [gail.douglas@south-ayrshire.gov.uk](mailto:gail.douglas@south-ayrshire.gov.uk)

*"I've learned a lot as I had never used a computer before"*

*"I'm more confident using the computer now"*

# Preventing social isolation

*"The atmosphere is warm and always welcoming."*



**S**heltered Housing has 19 "Community Hubs" within South Ayrshire from Dundonald to Girvan. Within these "Hubs" we have the facilities to prevent social isolation. There will be a "Hub" in your community.

Your first point of contact would be with your Housing Support Worker who can advise what activities, events, outings, film clubs, coffee clubs, "Men's Dens" there are in your particular area. There is also access to computers, photography and other hobbies to suit your individual interests i.e. indoor bowling, bingo and sing-a-longs. Please get in contact with your Sheltered Housing Hub and let them know your particular interests or talents, your ideas will be warmly welcomed as will any friends or family you wish to bring along.

Each "Hub" has an events calendar to plan activities. You can tell your Housing Support Worker any activities, outings or interests that you have and these could be included in our forward plans.

**Rena McNally from Dundonald enjoys her local hub:**

*"It's great to pop in to "Dundonald Hub" and get involved in the many and varied activities on offer. The atmosphere is warm and always welcoming."*

Please check out your nearest "Hub" and connect and communicate with us.

## Rural Areas

Arcon Court, Mossblown  
01292 521141

Crosne Street, Maybole  
01655 883507

John Hodge Court, Coylton  
01292 570793

## Troon Areas

Bradán Road  
01292 314967

Pan/Millrock Court  
01292 317707

St Meddams Court  
01292 315026

Boyle Court, Girvan  
01465 713158

Dundonald SHU  
01563 850101

Logan Drive  
01292 312479

Sandhill Gardens  
01292 311248

Walker Avenue  
01292 316204

## Prestwick Areas

Ardfin/Benmore  
01292 474662

Lichtenfels Gardens  
01292 478434

## Ayr Areas

Limonds Crt/James St  
01292 267265

Morrison Gardens, Craigie  
01292 262755

Newton Park Court  
01292 267823

Whitletts Court  
01292 26302

## Keep safe

At KEEP SAFE we aim to help disabled people feel safe in their community. We are also raising awareness of disability hate crime and encourage people to report it.

**W**e work with local shops and public buildings to create safe places for people to go if they are lost, scared, need help or have had a crime committed against them. The shops and other buildings will put a KEEP SAFE sticker in their window where it can easily be seen.

You can also have a KEEP SAFE card, which holds information about your health, how you communicate and the contact details of people who support you.

If you need help, you can go into a shop or building where you see the KEEP SAFE logo. Staff will help you.

They can help to contact the person you want to come and support you.

They can give you directions to where you want to go.

They can phone the police for you if you need them to.

999 in an emergency

101 non emergency

For more information go to [www.iammescotland.co.uk](http://www.iammescotland.co.uk)





# My HomeLife



My Home Life (MHL) is a social movement that aims to enhance the quality of life for all who live, visit and work in care homes. We aim to achieve this through working in partnership and adopting a relationship-centred approach.

**A**t MHL we offer programmes which help care managers lead inspirational changes for the good of residents, their families and staff. In South Ayrshire, two groups of care managers had the opportunity to participate in our Leadership Support and Community Development Programme.

The course looks at "Caring Conversations" and focuses on "what is working well"

Mary Kerr, Manager, Suncourt Care Home, Troon took part in the programme and said: "MHL has certainly opened my eyes and my mind and in particular stimulating me to think out of the box. Communication is so important and MHL has opened my mind to other avenues and ways of communicating effectively."

A review of the training noted the positive approach by those attending: "Moreover, this group of managers exhibit great determination to focus

on what matters and to make living and working in their care homes a positive choice."

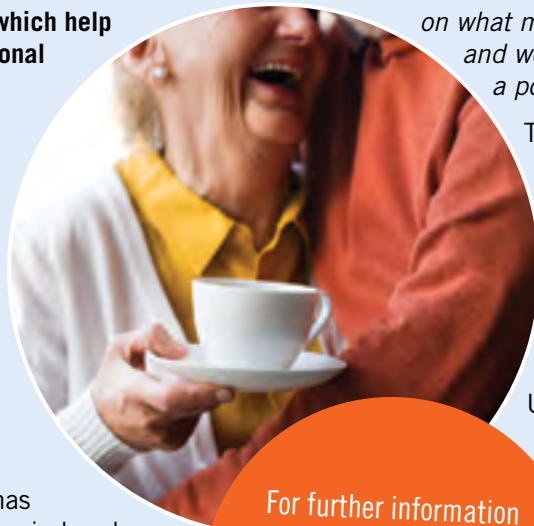
This group continues to meet regularly, highlighting the value of relationship and peer support and have named their group "Our Home Life"

My Home Life is delivered by staff from University of the West of Scotland (UWS) and funded by South Ayrshire H&SCP demonstrating a strong partnership arrangement between UWS, Scottish Care and SA H&SCP.

[www.myhomelifescotland.org.uk](http://www.myhomelifescotland.org.uk)

For further information

Glenda Hanna,  
Local Integration  
& Improvement Lead,  
Independent Sector:  
[glenda.hanna@scottishcare.org](mailto:glenda.hanna@scottishcare.org)



## Power of Attorney campaign

**O**ver the last 2 winter periods, South Ayrshire was one of a range of areas supporting a campaign to raise awareness about Power of Attorney.

The campaigns included TV and radio advertising, posters on trains and buses and local information flyers.

The campaigns have resulted in a significant increase in local awareness and, consequently, greater enquiries from people exploring taking out a Power of Attorney.

To find out more  
about the campaign  
and Power of Attorney in  
general please visit:  
[www.mypowerofattorney.org.uk](http://www.mypowerofattorney.org.uk)



## A Mens Shed, what is it, is it for me?

A men's shed, is not just somewhere to hide from the wife! It's a place for mature men to meet, chat, drink tea and share while making things.

Ernie Kenny told Strictly Seniors how it all began... "My first Men's Shed experience was based in Oldham in Lancashire. I went after a little encouragement from the wife, who had found out about the worldwide movement that is called "Men's Shed". She felt I should use my skills, I thought about the idea ...now paid work has ceased to fill my days, my choices? Gardening, daytime TV in the pub all day ...ummmm. OK I'll give it a try ...4 hours a day twice a week I decided. Anyway, I love making, mending, being creative. I worked with a chap who was an engineer by trade, we got on well, I started welding again after a request to make a weather vane for our shed.

To my surprise a 7 foot tube of steel mounting plate, 8 large

old useless spanners, a 3 foot old wood saw, 2 bearings and 2 jubilee clips later a beautiful sight on the roof. She spun into the wind correctly, it was a proud moment for me and our Men's Shed.

"Having lived in Girvan for 3 years now I see a major need for a Men's Shed. For the past 2 years we have been planning for a Shed and we have visited Men's Sheds in Dalbeattie, Balmacelllan and Rhins. Each one being different in size and perspective ...each shed is very different as they evolve according to the skills and ideas of those involved, but in every case, the result is very much an asset to the local area..

"Our plan is for a Shed to be built behind the Town House in Girvan. We have a grant available for a new building and/or refurbishment.

We have previously considered unwanted garages, old barns, unused industrial buildings. All of these could possibly offer extra shelter and space as well as the main building. The main building would allow men to share experiences and learn new skills eg wood working, small lathe work, art and design, ...it's your world, it's your choice ...GIVE IT A TRY."

The Girvan Men's Shed Group is part of the Town Team initiative which has charitable status. We meet in the Town House, Knockcushan Street fortnightly on a Monday.

"...it's your world, it's your choice ...GIVE IT A TRY."

Contacts:

Ernie Kenny 07809 741 631  
Roddy McDonald 07720540 083  
Alistair 01465 710 796





# Forehill Textile Group

## Sewing in the hut

Sandra Taylor is the inspiration behind our group, setting up the free classes after graduating with a BAHons in Textile Design from Heriot-Watt in 2016.

**S**andra secured a small start-up grant from The Health and Social Care Partnership and bought fabric and equipment and has never looked back.

Classes are suitable for all and projects can be tailored to suit your needs, whatever your skills and abilities. Projects so far have ranged from making and decorating Easter bonnets to knitting bunting and woolly creatures for a 'yarn bomb' in the walled garden at Belleisle.

Our adult classes are based in a purpose-built studio in Sandra's garden fondly referred to as 'The Hut' which has now stuck. The classes are on a Monday afternoon from 1:30pm-3:30pm. All classes are free but there is a small charge of 50p for coffee and home baking.

Sandra also set up The Forehill Children's Sewing Club based at Forehill Library.

*Classes are suitable for all and projects can be tailored to suit your needs, whatever your skills and abilities.*

For more information please email: [sewinginthehut@btinternet.com](mailto:sewinginthehut@btinternet.com)



# University of the Third Age

**U**3A has so much to offer, from local history and discovering Ayrshire walks to Backgammon.

The University of the Third Age is a national organisation which brings those at or approaching retirement together in their local community to pursue interests in common. You don't need any qualifications to join in, only enthusiasm.

Membership of £20.00 per year entitles you to join as many groups as you wish, receive the quarterly U3A magazine and participate in study days and workshops around the UK.

To find out what's happening and a bit more about the activities we offer visit our website [www.u3asites.org.uk/ayr/groups](http://www.u3asites.org.uk/ayr/groups) or phone us on 07434 747807, you can also email us at [ayrU3a@gmail.com](mailto:ayrU3a@gmail.com)

Here's what some of our members say:

*"Members have varied interests in Spain from holidays, culture, food & drink and families. We are making good progress with the help of a volunteer mentor"*

**Howard Wilkinson** – Spanish conversation group

*"Returning to Ayrshire after working in Malta for some considerable time, our intention was to re-establish ourselves in the community, meet new people and find social activities which can lead to fuller and more meaningful lives. We are so fortunate to have found these in U3A Ayr"*

**Margaret and Andrew Cooke** – launching the Genealogy Group

*"Meet new people and find social outlets that presented opportunities for a full and meaningful life."*

## Macular Society

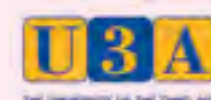
When your sight is failing, a friendly call can make a real difference.

**T**he Macular Society can arrange for a volunteer with similar interests to phone you regularly to talk about sight, support and life in general. Everything is arranged over the phone and is free to anyone affected by a macular condition.

For more information, Call 0300 3030 111 [www.macularsociety.org](http://www.macularsociety.org)

*"My family and friends are wonderful; but talking to Donna, who actually knows what it's like, is a real lifeline."*  
– Joan D.

**Macular Society**





# Participatory Budgeting

## The story so far

What do chair based exercising, lunch clubs, allotments and community art classes all have in common?

**The answer is that they have all received funding to support their work from South Ayrshire's Participatory Budgeting programme.**

In each locality in South Ayrshire, around £90,000 has been made available to support community based activities that address issues such as social isolation, mental health, transport or keeping active.

Over the past 2 years using resources from South Ayrshire Council, the Health and Social Care Partnership, Scottish Government, the Big Lottery and others, a whopping £380,000 has been used to support over 360 groups!

Many of the grants have been used to support older people through groups, clubs and activities. The funding has also been used to bridge the gap between generations, bringing people together young and old to share skills and time.

Communities decide who get the money by taking part in Decision Days and so far over 2,600 people have voted in our 6 Localities.

Here are some examples of the projects that have been funded...

### Troon and villages

The Marketplace event saw 29 groups receive funding. Among these groups were the **Good Companions**, who aim to combat loneliness through their Friendship Club and **Loans Seniors Keep Fit** and Craft Group who promote health & wellbeing through exercise, mental stimulation & social interaction.

Other groups include **Dementia Friendly Troon and Villages**, who are using their funding to become a

dementia friendly community, Bradan Road Community Group to support social inclusion and **Loans Scottish Women's Rural Institute (SWRI)** to run community workshops.

Janette from Loans SWRI said, *"Our Social Media and Internet sessions were very successful with young people from Marr College leading the groups. We also recently ran a Crochet Class and a Sugarcraft Workshop. All great fun and we opened it to all villagers as well as members. We have increased our membership as a result – job well done, thanks to the funding!"*

### Prestwick and villages

A Decision Day was hosted in Monkton, where £20,000 of funding was targeted at Monkton and Symington. 16 groups received funding, including **Monkton Senior Citizens** to help fund their chair based exercise programme and the **'Living Well Through Stories'** programme in Symington to support people living with dementia.

Other groups funded included **Kyle Stroke Group** to help their exercise sessions, art classes and transport costs. **Monkton Scottish Women's Rural Institute** to provide resources that will support their group to socialise, form friendships, learn new things and encourage new members and **Diamonds Befriending** over 60's club, to provide training for their volunteer befrienders.

### Maybole and North Carrick villages

Maybole has held a number of local Decision Days, in September 2017 the event had several dementia related projects which were recognised. They included the **local cognitive stimulation group**, **Carrick Senior Citizen's Lunch Club**, to support their dementia programme and the **Locality Communication Group** for dementia awareness training for local businesses. The local **Walking Football** group led by Ayr United Football Academy also received funding to allow more local opportunities and Fisherton Church was allocated money to develop a peace and sensory garden.

### Girvan and South Carrick villages

Girvan Participatory Budgeting events have resulted in funding for a range of projects supporting

**"I felt the application process was quite easy, and it was good to stand up and tell people about the Bowling Club and what we do."**

older people including **Friends of Hillcrest** and **Musical Memories** for music related dementia work, **Club Diamonds** for their exercise classes and Ballantrae Rural Initiative Care in the Community Ltd (**BRICC**) for transport to allow far flung older people to access their facilities in Ballantrae. **Age Concern** in Girvan also received funding to support their hall refurbishment.

### Ayr North

With support from the locality planning group, two events have taken place with over £38,500 available. Some of the groups that received funding included; **Alzheimer Scotland**, **Ayr North Women's Forum**, for activities to encourage women to socialise and **Peter Boyle Bowling Club** to buy equipment to help attract new members to the club.

Other groups included; **Craigie Intergenerational Gardening Group**, to alter the raised beds for better accessibility, **Westdrive Tenants & Residents Association**, for activities to encourage women to socialise and **Whitletts & District Pigeon Club**, who want to encourage older men to participate in sports and social activities

*"I thought it was well planned and we had great fun and are pleased to have received a grant. The funding is being used in the winter months."*  
**Ronetta Murray, Whitletts & District Pigeon Club**

### Ayr South

Back in May 2017 a Participatory Budgeting event took place in Ayr Town Hall, with £45,000 available

it was an exciting event. Some of the groups that received funding included; **Ayr Ex-Services Club – Hearts & Minds**, for music and friendship afternoons, **Kincaidston and Belmont Bowling Club**, to provide access to the bowling green for the elderly; and **Victoria Court Tenants' Association**, to hire a minibus with the capability of taking wheelchair users to the Musical Memories session

Other groups included; **Mature Movers**, for weekly health and fitness class for older people, **Coylton Sheltered Housing Unit**, to buy laptops for classes for older people; and **South Ayrshire Dementia Association** to cover the cost of hiring transport and enable those living with moderate to advanced dementia to participate in activities and outings.

*"I felt the application process was quite easy, and it was good to stand up and tell people about the Bowling Club and what we do."* – **Donald McLean Kincaidston and Belmont Bowling Club.**





# Beat doorstep crime

From bogus callers to rogue traders, doorstep criminals are cunning, creative, and often very convincing.

Anyone can be fooled as these people are professional con artists. However, the over 60s are often specifically targeted.

## What is Doorstep Crime?

There are two main types:

- Bogus callers try to get into your home or obtain personal details by pretending to be someone they're not, including:
  - Council staff
  - Meter readers
  - Charity collectors
  - Police officers
 In reality, they are criminals trying to steal cash and valuables.
- Rogue traders usually cold-call, claiming to be workers offering to make repairs or carry out work on your house, garden or driveway. In reality they charge inflated prices for shoddy or unnecessary work

We DO NOT recommend dealing with cold-callers for property maintenance and repairs to your home

## What should you do?

Stop!

- Be on guard if someone turns up unexpectedly
- Use a door chain or bar
- Always put the chain on before opening the door
- Keep it on while talking to callers
- Don't feel embarrassed – genuine callers expect you to be careful
- If you don't have a door chain, check from the nearest window. Remember, door chains can be easily fitted
- If you're not sure, don't answer the door

## Who should you call...?

...if you feel threatened, unsafe or suspicious of a caller?

- Contact the police immediately on 999

...if you see something suspicious in your area, or want more advice about doorstep crime?

- Contact the police on 101
- Try and take a note of vehicle details or registration numbers and descriptions of anyone suspicious

...if you want to contact the police anonymously?









- Contact the independent charity Crimestoppers on 0800 555 111. You can also visit the website at [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

...to find out more about home safety services?

- Contact your local police station on 101 to arrange a free security survey
- Contact South Ayrshire Council's Trading Standards Team on 0300 123 0900: Some operate No Cold Calling Zones or have lists of approved traders



# When you're ill, know who to turn to

<b>Self-care</b>		For a speedy recovery, taking care of yourself is the best option when you have a minor illness or injury such as a hangover, grazed knee, sore throat, coughs and colds.
<b>Pharmacist</b>		For advice and information on minor illnesses including coughs and colds, indigestion, constipation, aches and pains.
<b>Dentist</b>		For regular check ups, planned routine treatment and emergency care. If you don't have a dentist call Dental Services on 01292 616811 (8.30am - 4.30pm Monday to Friday).
<b>Optometrist (Your local optician)</b>		For eye problems such as blurred vision, difficulty seeing well or any discomfort such as red eyes, irritated eyes, itchy eyes, watery eyes or sticky eyes.
<b>Family doctor (GP practice)</b>		For conditions that just won't go away such as vomiting, ear pain, sore belly and back ache.
<b>NHS out-of-hours service</b>		For immediate advice when your GP or dental surgery is not open, call <b>NHS 24 on 111</b> . This is how you get advice or an appointment with a doctor when your surgery is closed.
<b>Minor injuries service</b>		For urgent care of minor injuries such as cuts, minor burns and sprains go to: Girvan Community Hospital, University Hospital Ayr, Arran War Memorial Hospital or University Hospital Crosshouse.
<b>Emergency Department (ED)</b>		For serious illness or accidents like suspected stroke, heart attack, head injuries, fractures or wounds requiring stitches – call 999.

For further information visit [www.nhsaaa.net](http://www.nhsaaa.net) or [www.nhsinform.co.uk](http://www.nhsinform.co.uk)





## Focussing on compassion

Ian Stirling's journey

South Ayrshire Community Planning Partnership recently made supporting people living with dementia a priority issue. There is positive work taking place throughout South Ayrshire.

**D**ementia Friendly Troon was officially launched on September 30th 2017, Dr Philippa Whitford MP was at the launch and commented:

*"After many months of work with the steering group, I was delighted to formally launch Dementia Friendly Troon & Villages. This is an initiative which aims to help those living with dementia stay active in their community and enjoy their hobbies for as long as possible, by helping them and their carers feel more comfortable and more welcome in our town. Those involved, including Alzheimer's Scotland and the local Health and Community Partnership, will work to raise awareness among local businesses, shops and cafés so that people are not hurried but can take their time. They will provide advice and training to make businesses Dementia Friendly in design, atmosphere and staff approach".*

### Supporting those with Dementia – Roundup

#### Girvan

In Girvan, the Town Team has worked with the University of the West of Scotland to look at the needs of people with learning disabilities who are living with Dementia.

#### Prestwick

Dementia Friendly Prestwick continues to strengthen and grow.

In 2017 significant work has included:

- A relaxed, Dementia Friendly Cinema

- Monthly 'pop up' screenings of old 'classic' films have attracted capacity attendances

One attendee commented: *'It's so relaxing to go somewhere, and know that even if we make a bit of noise, no-one is going to stare, judge or not understand us' 'My husband was diagnosed with dementia a couple of years ago and this is the first time in a couple of years we've gone out socially to something. Thank you.'*

#### Into the Dragons Den

Children and young people from local schools worked up ideas to support people with dementia that they then pitched to local 'Dragons'. Some very creative ideas were generated which impressed the hard-nosed Dragons.

Training has been rolled out in the town and includes a new training video filmed locally.

#### Working up a new memory board game for Prestwick

This includes images and stories from the past which can trigger memories for people living with Dementia

Developing links with local businesses, the Airport and hotels. Ian Welsh, Chair of Dementia Friendly Prestwick commented: *"The local Prestwick work is a great example of what can be achieved with the energy and ideas of local people working together with a shared passion for making a real difference for those living with dementia."*

**“**On leaving the Ayrshire Hospice I now find myself deep in the heart of a community. A new role and identity: promoting spiritual health and compassion. This task of course belongs to everyone, within and beyond the walls of the kirk. I am merely a bridge between the faith community and the wider community. Its exciting to work together, sharing a common goal of creating the common good.**”**

**C**ompassion, which means coming alongside people and sharing their joys and sorrows, is at the heart of palliative care, and as compassion shaped my life in the hospice similarly I endeavour to put compassion at the heart of all I do in the community.

Working in the community, is humbling because there is so much care and compassion already there. What I am aware of is that facing the many needs within the community I face the limitations of my own time, energy and skills. Rather than being a burden this invites me to rely more on others. To work collaboratively. I am inspired by the African philosophy of ubuntu: 'A person is a person through others'.

I could never have initiated the projects that I have over the past year on my own. Nor could I envision the other upcoming projects. It's exciting looking to the future: the intergenerational art project that is happening in Maidens Primary School with the T-Club, the To Absent Friends concert in Kirkoswald Church in November last year, and our hope to be a hub for Sally Magnusson's charity Playlist for Life.

My strategy is always to work through others to build compassion and spiritual health for all. I encourage people to make it happen for themselves.

Whether as part of a bereavement support group, a mindfulness group, or a community choir. Its great seeing inner belief and confidence emerging in people. Ordinary voices saying, "I can sing", or "I can spend time with the bereaved", or "I care".

#### Stepping Stones

##### A Local Bereavement Support Service

Where and when?

Wednesdays at 2:00pm in Maidens Hall

##### Crossraguel Community Choir

Meets on Wednesday evenings in Kirkoswald Church at 7:00pm  
Leader: Liz Kelly

If you are interested in any of the projects, please contact  
Ian Stirling, [irstirling@icloud.com](mailto:irstirling@icloud.com)  
07594552753



# Don't fall for it!!



## Invigor8 Falls Prevention classes

Although the likelihood of having a fall can become more common as we get older, the good news is that there are many ways you can help reduce the chance of this happening to you.

Here are a few tips on how to lower your risk of having a fall:

- 1. Exercise Regularly
- 2. Regular eyes and hearing tests
- 3. Look after your feet
- 4. Manage your medication
- 5. Keep your bones healthy
- 6. Check for home hazards
- 7. Eat a healthy diet

### Activity and exercise

Regular strength and balance exercises can reduce your risk of having a fall. This can include simple activities that you can do in your own time or being part of specialist exercise classes such as Invigor8 (South Ayrshires falls prevention programme).

### Medication review

Your GP should review your medicines at least once a year to make sure they're still right for you,

especially if you take more than 4 medications per day.

### Sight tests

You should make an annual appointment to have an eye test as a change in eyesight may increase your risk of having a fall.

### Home hazard assessment

A GP can arrange a 'falls screen' assessment if you or a relative has had a fall or may be at risk of having a fall. The Intermediate Care Team will visit you at home and use the 'falls screen' to review your individual needs and identify potential hazards.

Alternatively an occupational therapist can visit to have a conversation about how falls are affecting individuals' lives and routines.

Through this discussion goals can be identified which can help maximise independence. These goals might include: – improving confidence when outdoors, advising on equipment to promote safety within the home, identifying self management techniques, supporting people to engage in community groups to reduce social isolation and providing education and information on falls prevention.

### For more information contact:

#### Invigor8

Tel: 01292 269793 or 01292 612849

#### Intermediate Care and Enablement –

Tel: 01292 660444  
**Occupational Therapy** – If you would like a visit from an occupational therapist please discuss with your Invigor8 Instructor who can direct a referral to our service.

## Christina Johnston's story

Christina Johnston lives in Troon. She has many friends and 2 loving daughters and 2 grandchildren who live in Edinburgh.

**C**hristina had several falls and was referred by her GP to Occupational Therapy (OT) at the Biggart Hospital, Falls Clinic. The OT visited Christina at home and arranged for aids to be installed in her house, removed all tripping hazards and assessed her medication. In February 2017 Christina was then referred to Invigor8, the South Ayrshire Council / Health and Social Care falls prevention programme providing exercise classes in the community and instructed by qualified postural stability instructors. In the class Christina worked on balance, strength, flexibility, stamina, how to get down onto the floor and back up, and built up her confidence.

Christina said "the classes have been a great way for me to get my mobility back which was lost because of frequent falls. I had lost confidence to go out on my own but that has improved." Christina said, "Every-day tasks such as getting dressed is easier, and can now put on my seat belt with little effort and I haven't had a fall since joining the class." She was at Centreparks with the family recently and could hear the instructor's voice in her head saying "Lift your feet! Lift your feet!." Regarding Christina's confidence she had started to ask friends to buy shopping for her as her confidence was low. Her friends commented to Christina that she needed to go out on her own as her world was becoming smaller. She did not want to leave her home in case she had a fall. After the assistance from the Occupational Therapists, Physiotherapists and Invigor8 classes Christina now buys her own shopping

and is happy to leave the house on her own.

*Her friends commented to Christina that she needed to go out on her own as her world was becoming smaller.*



*Regular strength and balance exercises can reduce your risk of having a fall.*

## Invigor8 Classes

Monday	Prestwick Community Centre	11.45 – 1.15pm
Wednesday	Walker Hall, Troon	9.00 – 10.00am
		10.00 – 11.30am
		11.30 – 1.00pm
Thursday	Citadel Leisure Centre, Ayr	2.30 – 4.00pm
		10.00 – 11.30pm
		11.30 – 1.00pm
Friday	Ayr Salvation Army, Community Church, John St, Ayr	2.00 – 3.30pm
		10.00 – 11.30am
		11.30 – 1.00pm
	Citadel Leisure Centre, Ayr	10.00 – 11.30am
		10.00 – 11.30am
		10.00 – 11.30am
	Carrick Centre, Maybole	1.15 – 2.45pm



# HARP – Healthy and Active Rehabilitation Programme

## What is HARP?

HARP is an activity programme providing education, advice and support for anyone who has more than one long-term condition affecting their heart, lungs, cancer, stroke or falls.

We operate a joint partnership programme with both NHS and South Ayrshire Council. You may be referred by a GP or Health Professional to NHS or the Council's Sport and Leisure service. With an NHS referral, you will be assessed by a specialist team including a highly trained nurse and physiotherapist. Through the Council, you would be assessed by a highly qualified specialist exercise instructor. After completion of the NHS programme which can run up to 10 weeks,

you will have the opportunity to be referred to South Ayrshire Council to continue the exercise programme for one year.

### What can HARP offer you?

- Supervised group exercise sessions
- Education to help you understand more about your condition
- Psychological support (NHS only)
- Self-management advice
- Moving on together self-management group (NHS only)
- Dietary advice and weight management (Weigh to go Ayrshire)

- Smoking cessation support
  - Home-based exercise programmes
- Exercise and rehabilitation The Council's Sport and Leisure service can offer you a number of classes and activities ranging from specialist instructed HARP, cardiac, swim and stroke classes. Also available are walking groups, tai chi, Weigh to go Ayrshire weight management classes, yoga, pilates, gym, swimming, aquafit, studio cycling, exercise to music, club Diamonds over 60's exercise to music and many more.

“Now being fitter I feel so much better.”  
— John Cairns HARP

## Healthy and Active Rehabilitation Programme

### Exercise Classes for people with heart, stroke, cancer, lung condition

Tuesday	Citadel, Ayr	12:30pm – 1:30pm
	Citadel, Ayr	2:45pm– 3:45pm
	Loans Hall	7:00pm – 8:00pm
Wednesday	Citadel, Ayr	10:30am – 11.30am
	Citadel, Ayr	11:45am – 12.45pm
	Prestwick Comm Cent	1:30pm – 2.30pm
Thursday	Citadel gym, Ayr	2:00pm – 3:00pm
Friday	Stroke Class Citadel, Ayr	11:30am – 12:30pm
	John Pollock Centre, Ayr	2:15pm – 3:15pm
	Girvan South Parish	11:30am – 12.30pm

For more information contact

HARP – NHS  
01292 614550  
HARP –The Council  
01292 612849



**A**s we get older the likelihood of being injured on the road increases so it's helpful to become more aware of the potential hazards and how to avoid them.

The term “accident” can give an impression that road crashes and the resultant injuries are unavoidable. Every death and every serious injury on the roads is one too many and South Ayrshire Council in partnership with Ayrshire Roads Alliance's Road Safety Section, believe that almost all collisions

are avoidable if road users behave responsibly.

While we may feel safe enough now, what happens when the potential effects of advancing age creep up on us? Older Drivers and Pedestrians need to keep safe.

Have you considered the following:

- How are you? Are you fit to drive? Could health problems, tiredness, medicines, alcohol or drugs impair your driving?
- Have your eyesight tested regularly – failing sight can be a gradual process and may go unnoticed – particular care should be taken when driving at night;
- Impaired Hearing? – if you normally wear a hearing aid at home, you should always wear it when driving;

- Avoid distractions – concentration can decrease with age, so it's helpful to avoid distractions when driving;
- Plan your route – it is particularly important when you are driving to an unfamiliar destination and don't know the road;

The same issues can rise for pedestrians and although “stepping out” is great for health and vitality, being safe as a pedestrian can also be a major problem as you get older so similar care has to be taken.

Remember, it is not only your own safety you need to think about.

When driving, you need to consider your passengers – precious grandchildren, family and friends – and be aware of the dangers.

If you wish further information please contact: [ARA.RoadSafety@ayrshireroadsalliance.org](mailto:ARA.RoadSafety@ayrshireroadsalliance.org) or Tel: 01563 576448





# Ayrways Choir

**A**yrways is a friendly local choir which puts more focus on participation than on the quality of your voice.

We want anyone who has any respiratory condition such as Asthma or chronic obstructive pulmonary disease (COPD) to come along and have a chat, a laugh and be utterly amazed at what can be achieved when people come together to sing.

You'll be led by qualified instructors with support from health professionals who will take you through exercises to get your breathing and voices ready. You may not be Pavarotti but it's amazing the sound that a group of singers can achieve.

Being part of a choir is a tremendous way to build your confidence, meet new folk and improve your general wellbeing, not to mention your lung capacity.

Ayrways has already performed at a number of venues, including Enterkine House Hotel. Come along on a Thursday to the Book and Bun, Newmarket St, Ayr.



**Ayrways runs on a Thursday**

4:00pm-5:30pm (4:00pm-4:30pm is coffee and chat, 4:30pm-5:30pm is the singing) £2 per class

For more information phone Angela on 01292 280338



## VASA Conference

VASA Third Sector Conference took place in the Brig O'Doon hotel, with the venue kindly donated to us courtesy of Costley & Costley. The conference theme was "Kindness & Compassion" and we explored this theme and how we can all do our bit to tackle social isolation.

During the conference, we heard national and local perspectives from a number of keynote speakers. Zoe Ferguson of Carnegie UK Trust and Ian Stirling of North Carrick with facilitation by Allan Johnstone of Voluntary Action Scotland provided us with thought provoking speeches. Rita Miller who was a Councillor at the time invited attendees to sign a "Pledge". Video and photography was donated by Ayrshire Community Media.

**"We pledge to play our part to reduce social isolation in our local communities through kindness and compassion."**

# South Ayrshire Life



**S**outh Ayrshire Life is an on-line service which allows anyone to find out what's happening in communities across South Ayrshire.

VASA has been working within Ayr South, Ayr North, Troon, Prestwick, North Carrick and South Carrick and surrounding villages, compiling a list of groups and organisations who offer activities or services. There are so many great things going on in South Ayrshire and this new website lets groups promote what they do and lets local people find out how they can get involved.

From walking football to knit and natter, kids' groups to local sports activities, money advice to community transport, simply search for the activity you're interested in or put in where you live, and all will be revealed.

To support the service we also have a town centre shop at 57 Newmarket Street, Ayr – open Monday to Friday, 10:00am to 4:00pm – where you can

pop in and chat with staff who'll be happy to help you find out what's going on in your area.

We provide a drop-in facility at our shop where organisations can provide support. The following organisations are already using our drop-in service, Occupational Therapy, Alzheimer Scotland, Ayr Action for Mental Health, Community Links Practitioners, VASA Volunteering, Social Work, Home Energy Scotland, Dementia Association, Sensory Impaired Support, National Autistic Society, Women's Aid, SeAscape, Recovery Ayr

**So if you want to know what's happening locally or how to make contacts within your community visit [www.southayrshirelife.org](http://www.southayrshirelife.org)**

**Or call FREEPHONE 0800 432 0510.**

*We provide a drop-in facility at our shop where organisations can provide support.*



## FootcAyr

**F**ootcAyr is a VASA Social Enterprise set up in 2013 which delivers a professional and affordable toenail cutting service to adults in South Ayrshire. This service has enabled the NHS to free up appointments allowing more focus on higher-need patients.

Trained staff and volunteers deliver our FootcAyr service from six different locations throughout South Ayrshire.

### FootcAyr Clinics

Crown St, Ayr	Monday – Friday	9:00am-4:00pm
Book & Bun, Newmarket St, Ayr	Monday – Friday	9:00am-1:00pm
North Ayr Health Centre, Ayr	Wednesday & Friday	9:00am-1:00pm
Barassie Street, Troon	Monday	9:00am-1:00pm
Town House, Girvan	Friday & Thursday	9:00am-4:00pm
Speakers Club Maybole	Tuesday	10:00am-2:00pm

For more information contact:  
Rachael on 01292 280338  
or [rachael@vasa.scot](mailto:rachael@vasa.scot)

**"It is really rewarding when you get positive feedback from clients on how much you have helped them."**



## Christmas Companions

Christmas Companions has been going for an amazing 16 years!

**L**ed by Marie Oliver, CEO of VASA the team of volunteers give up their Christmas Day to ensure that up to 80 socially isolated senior members in our communities have a day of laughter, entertainment, good food and companionship. We are grateful to the ongoing support and donations we received from local people and businesses to fund this.

If you know anyone who is going to be on their own on Christmas Day, please call Rae on 01292 432 661



## Book & Bun café



Now in its third year, the Book & Bun café in the heart of Ayr continues to enjoy a growing customer base, who make the most of the café's calm, safe and relaxing atmosphere. **Soon to be a Dementia Friendly and Safe Place venue.**

Combine all this with a great choice of coffees and teas as well as quality gifts and "pre-loved" books and you have an ideal place to visit next time you're in Newmarket Street, Ayr.

**20%  
VOUCHER**



This voucher entitles the bearer to a 20% discount at the Book & Bun, 50 Newmarket St, Ayr



# Circles Network

## Meet Thomas



Thomas is a 60 year old man with schizophrenia who was referred to us so he could be supported throughout an Adult Support Protection Case Conference.

This was quite daunting for Thomas and initially he was very reluctant to meet with our advocate; however he was happy to communicate by telephone. After talking to our advocate, Thomas requested the advocate attend the meetings on his behalf.

Things progressed well for Thomas and with the help our advocate, South Ayrshire Council applied for welfare guardianship and a corporate appointee was asked for to manage Thomas's finances.

After further discussion and advice from the advocate, the guardianship was granted and a corporate appointee assigned. Thomas now has regular support coming in to help him manage his tenancy and he is no longer at risk of financial exploitation.

Thomas had this to say "...my life has turned round for the better and I know that there will be food in the house now. I wish that this had happened twenty years ago".

"I wish that this had happened twenty years ago"



Circles Network is an independent advocacy service which offers a confidential service to people living in South Ayrshire aged 16 or over. We can help you under a wide range of circumstances such as:

- mental health issues
- personality disorder
- learning disabilities
- chronic illness
- physical disabilities
- acquired brain injury
- dementia
- autistic spectrum disorders
- people who are unable to safeguard their own well-being, rights, care or other interests.

Our service covers the southern part of Ayrshire, which borders onto Dumfries & Galloway, East Ayrshire and North Ayrshire. In South Ayrshire we cover Ayr South, Ayr North, Ayr East, Prestwick, Troon, Girvan, Maybole, Dundonald, Tarbolton and Symington.

### Our advocacy service will:

- Help if you feel vulnerable
- Speak up for you, or stand alongside you to ensure you can express your views and make decisions and contributions
- Enable you to make informed choices about, and remain in control of, your social and health care.

### Contacts:

You can approach us yourself or we can be contacted by family members, social workers, care workers through our office: Circles Advocacy, 2 New Bridge Street, Ayr KA7 1JX or telephone 01292 264 396 info.southayrshire@circlesnetwork.org.uk

# Luminate

luminate



Luminate is an annual festival that takes place across the length and breadth of Scotland each October. The festival is a chance for us to celebrate creativity, share stories and explore what ageing means to all of us.

Locally, South Ayrshire Arts Partnership held an open day in Ayr Town Hall on Friday 13 October to let us know more about opportunities available to us and to explore how we can work together to create more.

Stalls included Auchencruive Floral Art Club, Ayr Choral Union, Ayr Writer's Club, The Carrick Centre in Maybole, Ayr Arts Guild, Ayr Music Club, Ayr Film Society, Acorn Furniture Workshops, The Gaiety Theatre, Health and Social Care Partnership, South Ayrshire Council and Invigor8.

VASA's Book & Bun Tai-Chi and Line Dancing groups showed their skills, Ken O'Hara performed an excerpt from Catherine Czerskawa's Price of a Fish Supper, available as part of the Gaiety Theatre Touring Network Programme, Leona Stewart ran hands

on print-making as part of the annual Day O' The Deid Parade and Royal Borough Organist Matthew Hynes delighted visitors with music on the Town Hall Organ.

To top it all, Ewan Baird and Ali Levack of JimJam Ceilidh Band had the crowd on its feet. As one visitor said: "It was great to see such a good sample of what's on out there."

## Cruse Bereavement Care Scotland

We have all experienced bereavement at some stage of our lives whether it is the death of a partner, a parent, a friend or a child. The experience often means that our lives are never quite the same again.

The turmoil of our emotions may make us feel as though we are going mad, but believe it or not, this is normal. One way to help yourself might be to find someone who will listen – and then to talk.

At Cruse Bereavement Care Scotland (CBCS) we are here to help you through this difficult time by offering an impartial ear or via one-to-one counselling sessions where you can work through your grief.

You can contact us by phoning our National Helpline No. 0845 6000 2227 or you can access support

and counselling locally through our premises in Prestwick.

Helpful information and copies of our leaflets can also be found on our website [www.crusescotland.org.uk](http://www.crusescotland.org.uk)

We are making a difference :

"Thank you for helping me realise I can still have some happiness. I'll never forget the support you gave me over the past 6 weeks"

"Thank you so much for the support and the listening you have shown me on this part of my sad and painful journey"







## *It's good to walk!*

**W**ant to get active and make new friends? Enjoy the fresh air and have the opportunity to visit new places? Then walking might be right up your street!

Whether it's a quick walk to the shops or a hike over a hillside, walking has many benefits.

Just 30 minutes every day can increase cardiovascular fitness, strengthen bones, reduce excess body fat, and boost muscle power and endurance.

It can also reduce your risk of developing conditions such as heart disease, type 2 diabetes, osteoporosis and some cancers.

Here in South Ayrshire we have worked hard over the last few years to provide people with different opportunities to get out walking.

We have helped to set up local walking groups and successfully organised walking weekends with nearly 200 people taking part.

Helping us support our walkers in South Ayrshire is Paths For All. Paths for All is a Scottish charity who believe walking is the way to a happier, healthier Scotland.

Their aim is to significantly increase the number of people who choose to walk in Scotland – whether that's leisure walking or active-choice walking to work, school or shops.

They want to create a Scotland, where increased physical activity improves quality of life and wellbeing for all.

### So how can you get started?

Getting started is quite simple. All you need is suitable footwear and clothing for the weather conditions and you are good to go.

Across South Ayrshire there are many local walking groups if you fancy being part of a group rather than walking alone.

Please visit our website for further information: [www.south-ayrshire.gov.uk/leisure/like-to/](http://www.south-ayrshire.gov.uk/leisure/like-to/)

Most group walks are low level however some groups like to venture further afield and take on more adventurous challenges.

For more information regarding walking groups, up and coming events please contact Steven Noble (Outdoor Sports Development Officer at South Ayrshire Council)  
Tel: 01292 616249  
Email: [steve.noble@south-ayrshire.gov.uk](mailto:steve.noble@south-ayrshire.gov.uk)

# S.I.S.G – Sensory Impaired Support Group Charity (Ayrshire)

**S**.I.S.G provides a number of free services for older people living with acquired sensory loss, hearing loss, sight loss or dual sensory loss. As part of a project the charity is running 'Help Hubs' in 14 towns & villages with free servicing of NHS hearing aids, issuing of batteries, advice, signposting and onward referral.

Together with providing sessions or classes on: skills for seeing training, skills for hearing training, participate support groups, and the play & learning programme.

Contact Denise McClung on 01292 266 791 or e-mail [denise@sisg.co.uk](mailto:denise@sisg.co.uk) for more information.

SISG, Suite 5 Beresford Court, 6/8 Beresford Lane, Ayr, KA7 2DW

[www.sisg.co.uk](http://www.sisg.co.uk)



## Action on Hearing Loss Scotland Hear to Help (Ayrshire)

**A**ction on Hearing Loss Scotland provides basic hearing aid support and maintenance to the local community. We have community based drop ins across Ayrshire, provide support to care/nursing homes and sheltered housing, as well as regular home visits.

### Come along to our free local drop-in sessions to:

- Pick up your hearing aid batteries
- Get your tubing changed (every 4-6 months)
- Find out how to use your hearing aids
- Learn about different services available
- Learn about different products
- Home/care home/sheltered housing/hospital visits are available.

This service is funded by South Ayrshire Health and Social Care Partnership.

Charity no: SC038926







## What's new at Nursery Court Day Centre

Nursery Court in Girvan aims to provide a Day Service to older people within their own Community that values equality, diversity, privacy and dignity in a safe, friendly and caring environment.

**W**e aim to support and encourage you to maintain your health, wellbeing and independence in a manner that maximises your potential and supports a stimulating and fulfilling lifestyle.

A varied range of activities are available and organised to reflect your interests, choices, abilities and tap into your past life hobbies and experiences.

Two recent additions are a reminiscence train carriage with wallpaper backdrop, a replica framed window surrounding an LCD screen which plays scenes from countryside, there is even a replica train table, lamp and train memorabilia including an authentic suitcase. This unique therapy tool turns the space into a therapeutic and calming environment and has been shown to provide a unique way of improving mental well-being.

The other addition is a beach pod with a pop up frame and panels, beach backdrop which features a local view of Ailsa Craig with the Waverly Paddle Steamer.

A sound system plays seaside noises and there are 2 traditional deckchairs and a variety of seaside postcards. We have even added sand, buckets & spades and sea shells.

These new features have stimulated long forgotten memories and conversations of happy holidays spent by the beach. One of our service users recently commented *"I could spend all day here as I feel as if I am on holiday"*.

For those that relish the great outdoors, we have two garden areas and a summer house which is centrally located and glazed on three sides to provide you with a complete view of the garden. Within the garden there is colourful, sensory planting, bird baths and feeders, appropriate seating, a water feature and a path which allows anyone suffering from dementia to walk the garden safely.

We have lots of great comments about the services we provide, when asked if there was anything he did not like about our day care service, one gentleman said *"I don't enjoy going home"* Come and see what we have to offer you.

**Nursery Court Day Service  
2 Nursery Court Girvan  
KA29 9EW**

**Tel: 01465 71401**

**Jacqueline.simpson@  
south-ayrshire.gov.uk  
[www.south-ayrshire.gov.uk/care/day-  
care/nurserycourt.aspx](http://www.south-ayrshire.gov.uk/care/day-care/nurserycourt.aspx)**



## Helping vulnerable and older adults live safely within the community

**S**outh Ayrshire Council's Trading Standards team is often contacted about older and vulnerable adults being scammed out of their life savings by crafty telephone and mail scammers or doorstep rogue traders.

When scams happen, they can have long lasting effects on the victims and their families. Through studies we know that scams over the phone, by mail or by rogue traders is considered to be one of the most common types of abuse of the elderly with far reaching detrimental effects on both mental and physical health.

This can be an even worse experience for people living with dementia as they may struggle to describe what happened to them or recall being victimised. It is estimated that 90,000 people in Scotland live with dementia with over 2,500 in South Ayrshire.

To prevent these types of crimes we have successfully secured funding by the Life Changes Trust to help protect South Ayrshire residents diagnosed with dementia or other cognitive impairments from predatory fraudsters.

The 3 year project will help us assist residents in the early stages of dementia to put measures in place to safeguard them from mail and telephone scams or unscrupulous doorstep callers. Measures can include the installation of call blocking technology to stop scam and nuisance calls, working with Royal Mail to prevent scam mail reaching its intended victim and working with neighbours to deter rogue traders.

If you are a carer or have family in South Ayrshire living with dementia and you are worried about their vulnerability contact us.

**We can help to put measures in place to protect you/them. You can contact us on 0300 123 0900, or by visiting the Trading Standards Advice and Intervention Centre at 5-7 River Terrace, Ayr or by email at [cabac@south-ayrshire.gov.uk](mailto:cabac@south-ayrshire.gov.uk).**



## Red Cross – West of Scotland Discharge Support Service

Sometimes it's the smallest things that can make the biggest difference.

Just a couple of hours of support a week can give people back their confidence and help them stay independent. That's why we run our West of Scotland Discharge Support Service.

Our volunteers offer practical and emotional support, such as picking up groceries or accompanying you to medical appointments, additionally, we offer a phone support and a hospital discharge support service, the aim is to help you settle back into your day to day life. If you are struggling to get back on your feet after a crisis, this support can make a big difference to your wellbeing and recovery.

If you want to help local people, learn new skills, and make new friends, this could be perfect for you. You'll be making a big difference in your community.

**For more information, call Stephen Johnson on 01292 263946 or email [ilsscotland@redcross.org.uk](mailto:ilsscotland@redcross.org.uk)**







## South Ayrshire Dementia Support

South Ayrshire Dementia Support (SADSA), is a charitable organisation, providing specialised day care for those diagnosed with dementia seven days a week.

We provide quality care, in a friendly environment, getting to know our clients and appreciate their needs and likes, including dietary requirements and also support indoor and outdoor activities for fun and stimulation. Our day care facilities allow our clients to be themselves, share in activities, meals and fun.

SADSA also provides support for our clients' carers and families, through carers meetings.

“My satisfaction with service standards has remained at a very high level since my mother first started using them several years ago.”

— Alistair Paterson

Our charity works in support of clients referred by South Ayrshire Council and in direct response to requests for care by private individuals and their families.

For more information, please call  
Liz Campbell, Day Centres Manager,  
or to arrange to visit to our Day Care  
Centres in Ayr or Prestwick  
Liz Campbell: 01292 283 954 (Ayr) or  
01292 288 396 (Prestwick)  
Email: [liz.campbell@sadsa.org.uk](mailto:liz.campbell@sadsa.org.uk)  
[www.sadsa.org.uk](http://www.sadsa.org.uk)



# Transforming care after treatment in Ayrshire and Arran

## About the project

The project, part of the Transforming Care After Treatment (TCAT) programme, offers people who have finished their cancer treatment more support to deal with their wider emotional, financial and practical needs.

*TCAT was set up to improve the way people with cancer are supported during and after treatment.*

**T**he group's current priorities include promoting mental wellbeing and reducing stigma TCAT is a partnership between the Scottish Government, Macmillan Cancer Support, NHS Scotland and Councils. We tested and spread new models of care and looked at the support built around cancer patients.

In Ayrshire and Arran we discovered that patients reported fewer concerns in many areas.

There was good partnership working during the project with members of the NHS Ayrshire & Arran patient carer panel helping to develop Health and Wellbeing Clinic information.

being Clinic where they could receive another Holistic Needs Assessment (HNA) and also access the Healthy and Active Rehabilitation Programme. **59 per cent (180)** of those invited to attend a Health & Wellbeing Clinic attended.

The project initially focused on breast cancer patients, but has now expanded to other cancers.

### What next?

The findings from this project are helping us change the way people with cancer are supported by NHS Ayrshire & Arran.

As a result of this project, HNAs, Health and Wellbeing Clinics and Treatment Summaries, are already being rolled out within NHS Ayrshire & Arran.

The results of this project will also be looked at as part of the wider (TCAT) programme which is testing new approaches to cancer support across Scotland.

### How the project worked

**276** people in Ayrshire and Arran received a new kind of support after they finished cancer treatment. This included:

- An assessment of all their needs (a Holistic Needs Assessment), carried out by a clinical nurse specialist. **641** Holistic Needs Assessments were carried out, with a number of people receiving multiple assessments at different times.
- An opportunity to attend a post-treatment Health and Well-



“The health and well-being clinic offered a good opportunity to talk about concerns, as I felt low at the end of treatment period after high level of contact with professionals.”





# Locality Planning in South Ayrshire

“Are some of us still sceptical of locality planning? I would say ‘yes’ but because of my personal experience I can honestly say that my cynicism has been turned into excitement and hope for everyone’s future care. I am able to say that changes in my attitude have been brought about through the Health and Social Care Partnership and my Locality Planning Group.”

The six groups across South Ayrshire have been focussing on key local issues and priorities. Strictly asked the 6 Locality Planning Group Chair’s for the current state of play...

## Troon and Villages

The group’s current priorities include reducing social isolation, promoting mental wellbeing and reducing stigma.

Our ‘Connect2’ sub group has also been working hard to progress activity in relation to tackling social isolation and loneliness and will continue to develop planning and explore opportunities across the locality. Supporting the launch of Dementia Friendly Troon and villages has been a real highlight for us and we embrace the opportunity to help become a dementia friendly community.

Moving forward we hope to encourage local residents from each of our associated neighbourhoods to become involved and help influence planning as we move forward.

– Richard McMinn, Chair

## Prestwick and Villages

We are focusing on our key priorities, which include reducing social isolation, keeping people independent and well and support for carers. We are keen to hear the views of local people, to help identify and shape priorities as we move forward.

We are in the process of establishing ‘Prestwick Connect’, which is a new

way for people to access information and support through having ‘effective conversations’ with key people and services at community contact points, known as new ‘front doors’.

Recent developments with the Biggart Hospital have provided us with a fantastic opportunity to promote the rehabilitation aspects of the Biggart and raise awareness of the range of services based there. Moving forward we will be exploring ways to develop community resources and facilities within Biggart, in partnership with local people, staff colleagues and stakeholders.

– Margaret Milligan, Chair

## Girvan and South Carrick Villages

The groups’ meetings are well attended and some of the issues currently under discussion are Rural Isolation, Transport and Dementia.

The group has successfully run 2 Participatory Budget events with many local voluntary groups benefiting for the funding. We have successfully started a Community First Responder group with the Scottish Ambulance Service, and our first new Front Door, ‘Girvan Connect’ where people can go and meet with people to have ‘good conversations’

“Recent developments with the Biggart Hospital have provided us with a fantastic opportunity to promote the rehabilitation aspects of the Biggart and raise awareness of the range of services based there.”

about what local activities can help support them lead healthy lives.

We are re-evaluating our local priorities and seeking local residents input into the next two years strategic planning.

– Peter Walker, Chair.

## Ayr North and Villages

We have identified a number of projects in some of the neighbourhoods, some needing additional resources to take them forward. These include looking at ways to help people to become more active by walking or cycling in the locality.

We have also been helping to tackle social isolation by collating information about local activities, groups and organisations and linking

to the South Ayrshire Life web-site. We think that helping older people get information is critical and forms one of the group’s priorities.

Looking ahead, the group is focussing on reviewing its priorities, supporting participatory budgeting events and a communications sub-group has been set up to take forward a communications strategy.

– Paul Murphy, Chair.

## Maybole and North Carrick Villages

The group has been developing local work on making Maybole a truly inclusive community, for example, through a Safe Place scheme working with local shops.

The group developed a local transport survey which has led to significant local investment in Community Transport. Another issue, linked to work through local churches, is supporting Maybole as a compassionate community through a listening project. The group is currently looking at the next set of priority issues

– David Kiltie, Chair.

## Ayr South and Coynton

The group has been working hard focussing on social isolation, which is a problem for many older people in South Ayrshire. They have been collecting information about local groups and activities to contribute to the South Ayrshire Life database that will help people find out what’s on in their community.

I am really impressed that the group has good representation from local people across the area, although that being said we would like to get GPs more involved which could help make services more joined up, and better for everyone.

The group is focussing on reviewing its priorities and will be holding information sessions across the locality to help get the views of as many people as possible.

– Marie Oliver, Chair.

## Getting involved:

For more information about getting involved, please go to our website: [www.south-ayrshire.gov.uk/locality-planning/](http://www.south-ayrshire.gov.uk/locality-planning/)

## Or contact

### Seonaid Lewis

Community Engagement Officer at South Ayrshire Health and Social Care Partnership

01292 559359

Email: [seonaid.lewis@south-ayrshire.gov.uk](mailto:seonaid.lewis@south-ayrshire.gov.uk)

### Neil Goudie

Community Engagement Officer at South Ayrshire Health and Social Care Partnership

01292 559421

Email: [neil.goudie@south-ayrshire.gov.uk](mailto:neil.goudie@south-ayrshire.gov.uk)

### Chic Martindale

Community Engagement Officer at South Ayrshire Health and Social Care Partnership

01292 559447

Email: [Chic.Martindale@south-ayrshire.gov.uk](mailto:Chic.Martindale@south-ayrshire.gov.uk)







## Have you got the bottle? Message In A Bottle – South Ayrshire

### Emergency Information Scheme

- **Available free** for anyone who feels vulnerable while living at home
- Provides emergency services with vital details of any illness or allergy
- Provides emergency services with a contact name if they are called to your home

Bottles are available now from Doctor's & Dentist's Surgeries, Pharmacies, Health Visitors, Community Nurses, Hospitals, Social Workers and Libraries.



## Do you know when to visit your local Emergency Department (ED)?



Your local ED provides care and treatment for people with life-threatening emergencies, and injuries.



**ED is the new name for A&E**

### It does not:

- treat conditions usually seen and better managed by a GP;
- treat conditions previously seen by a GP;
- provide second opinions;
- speed up other tests and investigations;
- treat worsening symptoms after a procedure; or
- deal with chronic conditions.

### Instead, you can turn to:



Working together to achieve the healthiest life possible for everyone in Ayrshire and Arran



Follow us on Twitter @NHSaaa

Find us on Facebook at [www.facebook.com/nhsaaa](https://www.facebook.com/nhsaaa)

Visit our website: [www.nhsaaa.net](https://www.nhsaaa.net)

All our publications are available in other formats





# Useful numbers

## NHS 24

111  
[www.nhs24.com](http://www.nhs24.com)

## NHS Ayrshire & Arran

0800 169 1441  
[www.nhsaaa.net](http://www.nhsaaa.net)

## South Ayrshire Council

0300 123 0900  
[www.south-ayrshire.gov.uk](http://www.south-ayrshire.gov.uk)

## Details of organisations you may find helpful

### Action on Depression Scotland

0808 802 2020  
(free from landlines and mobiles)  
2-4pm on Wednesdays  
Admin: 0131 243 2786  
[www.actionondepression.org](http://www.actionondepression.org)

### Age Scotland

0333 32 32 400  
[www.ageuk.org.uk/scotland](http://www.ageuk.org.uk/scotland)

### Alzheimer Scotland

[www.alzscot.org](http://www.alzscot.org)  
24 hour Dementia helpline  
Freephone 0808 808 3000

### Blue Badge Scheme

0300 123 0900  
[www.mygov.scot/apply-blue-badge](http://www.mygov.scot/apply-blue-badge)

### Care Inspectorate –

0345 600 9527  
[www.careinspectorate.com](http://www.careinspectorate.com)

### Carers UK Scotland

Advice Line  
0808 808 7777  
[www.carersuk.org/scotland](http://www.carersuk.org/scotland)

### Citizens Advice Consumer Service

03454 04 05 06  
[www.adviceguide.org.uk/scotland](http://www.adviceguide.org.uk/scotland)

### Contact the Elderly

0800 716 543  
[www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk)

### Energy Agency

01292 521 896  
[www.energyagency.org.uk](http://www.energyagency.org.uk)

### Health Information and Resources Service

01292 885927  
[www.healthinfoshop.scot.nhs.uk](http://www.healthinfoshop.scot.nhs.uk)

### Home Care

0300 123 0900

### Invigor8

01292 269 793

### National Debtline

0808 808 4000

### Overmills Day Service

01292 610225

### Pension Service

0800 731 7898  
Textphone 0800 731 7339  
[www.gov.uk/state-pension](http://www.gov.uk/state-pension)

### Samaritans

116 123  
[www.samaritans.org](http://www.samaritans.org)

### Stonewall

08000 50 20 20  
[www.stonewall.org.uk](http://www.stonewall.org.uk)

### Scottish Fire & Rescue

Home Fire Safety Visit  
0800 0731 999  
[www.firescotland.gov.uk](http://www.firescotland.gov.uk)

### Police Scotland

101 – non emergencies  
and general enquiries  
999 – emergencies  
[www.scotland.police.uk](http://www.scotland.police.uk)

### Trading Standards

01292 616 060

### Veterans First Point Ayrshire

07527 845 122

### Victim Support Scotland

0345 603 9213  
[www.victimsupportsco.org.uk](http://www.victimsupportsco.org.uk)

### Voluntary Action South Ayrshire

01292 432 661  
[www.voluntaryactionsouthayrshire.org.uk](http://www.voluntaryactionsouthayrshire.org.uk)

### Welfare Rights

0300 123 0900