



# Herefordshire Disability United Network News

May 2021

Renewed hope



We welcome articles from individuals and organisations to promote their stories or interests.  
Please contact the Editor..... details on the back page.

## Editorial:

I thought I would open this edition with a photo of the seaside location I really enjoy, and ventured to the first week that Wales opened up its borders again. No problems with social distancing enroute as only one other passenger was aboard the train as we pulled into Barry Island Station. In a month's time, it will be Brighton beach, having had my second jab, and we can stay in hotels again.

I trust easing lockdown rules will also enable you and your families to meet and make up for lost time together.



Now for more serious matters! I urge you to check out an important consultation regarding a Care Portal which is underway in our area. See pages 8/9 where a video link will explain in better detail, with simplistic graphics and language for all to access. This info below offers a more in depth understanding, and you can check out the website too: <https://herefordshireandworcestershireccg.nhs.uk/our-work/>

“To enable some of the changes described in this section to happen we need to be much smarter in how we utilise IT, digital innovations and to sharing of data. We have already started this journey and health professionals across Herefordshire and Worcestershire are already accessing information about their patients across different organisations to support improved care.

Over the coming 3 years we will putting in systems that allow increased sharing of information between GPs and hospital colleagues, as well as paramedics to enable people to get the right care at the right time.

A central theme within the national long term plan is Digital First Primary Care. For Herefordshire and Worcestershire this means putting in place more opportunities for citizen to access GPs and health professionals via online resources. Over the next 2 years we will be putting in place services that will give patients greater choice in how they get health advice be it through apps like the NHS App or Video Consultations.

Another big focus for us is the creation of an Integrated Care and Wellbeing Record (ICWR). The ICWR will require us to join up information from different electronic patient records across Herefordshire and Worcestershire and is seen as fundamental to how we improve the quality of care that we deliver.

We will also be helping citizen and health professionals to more confidently choose and identify those apps or digital tools that can support people to self-manage with clearer signposting to Health and Care system we would recommend”.

**The Editor**

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Herefordshire Disability United (HDU) is an organisation that has developed to voice the concerns of disabled people, and to provide a platform where disability issues can be raised and policies developed.

HDU is run by people with disabilities for people with disabilities. It was started in January 2011, and has grown to be an acknowledged organisation representing service users, and their families fighting for a better future and understanding.

HDU take part in consultations to highlight issues that affect persons with disabilities.

Our networking is effective with representation via public sector officialdom, providers and the third sector, local and national businesses to improve their practices and policies.

We are a democratic, non sectarian, non party political organisation, stimulating discussion to improve outcomes for disabled people.

Are you feeling vulnerable?  
Do you need to talk to  
somebody now?



If you are experiencing feelings of distress or despair, including those which could lead to suicide, you can call [the Samaritans](http://www.samaritans.org).

CALL FREE ON

116 123

### Editorial or advertising queries:

Contact the editor on 07817 473813 or email : [info@hdu.org.uk](mailto:info@hdu.org.uk)

### Contact:

**Herefordshire Disability United** welcomes any feedback on Network News, or any of the services it provides.

### Disclaimer:

The views expressed in Network News are not necessarily those of Herefordshire Disability United.

## Demo Centre

### **Some good news for a change!**

Back in June 2020, The Hillside Centre, at 9, Pentwyn Avenus in Hereford, opened its doors as a 22 bed refurbished unit, (owned by the council), providing patient care and rehabilitation services. This has operated well, especially during the Covid period, relieving pressure on the NHS and hospital facilities.

A second phase is now getting underway, whereby a “demo centre” is being planned. Currently, it doesn't really have a title but I'm sure that as development ensues we will get to hear about it.

Around 15 years ago, right across the country, “Independent Assessment Centres” were the rage, where people with various degrees of disabilities could go and view/ try out/ seek knowledge of the huge range of gadgets which might improve their daily lives.

My late husband Roy and I visited two; one in Swindon and the other at the John Radcliff Hospital in Oxford. These visits actually enabled Roy to improve his independence, as at Swindon we discovered a specific Mangar bathing cushion which allowed him to continue using a bath for the rest of his life, and at Oxford they created an arm attachment to his chair whereby he could continue to feed himself.

These centres of excellence were phased out, and not replaced. No doubt through cuts in funding! BUT, Enablement is something we are beginning to see and understand, and consequently Hereford Council feel its time to embrace such a centre.

A consultant has been engaged, and discussions held with service users at the Making It Real Board (MIR). By gaining knowledge and using the experience of service users to guide, hopefully eliminate wasting money and bring forth ideas which come with new technology. There will be OTs on site to assist, and potential users will be able to book a visit either as a self referral, or be referred by a social worker/ GP or other agency who feels that it would be beneficial.

Obviously every product on the market cannot be stocked. It will not be like going to a shop supplier, where you can see, but not usually try out the products. The structure within the building will be similar to a flat/ house idea in a hospital which deals with rehabilitation maybe after a stroke. Sensory products should be available for those with hearing or sight loss. An OT would guide as to what might be unsuitable and explain why. Sometimes we see a mobility aid, and think that's would be just right for me, but on delivery it proves to be the worst possible decision.

Getting the right terrain to enter the building, is important too where we expect to have a “Changing Places” type toilet facility. Customers will need to feel comfortable when they attend. By broadening the scope and expectation of visitors, the centre will offer the correct ethos/ kudos to suit the vast majority of its customers.

On the next page you will see a review by someone with a progressive disability who visited one such specific assessment centre in the West Midlands where they lived, before moving to Herefordshire a couple of years ago.

## Learning to cope by Gill

"Fortunately for me, I had a friend who had moved into community occupational therapy, and helped me to self refer. ( I do not know Herefordshire's referral systems), but an earlier referral, in my case would have made a great difference.

Enablement was also linked into Blue Badge assessment and other assistance available. My Blue Badge assessment was linked to a holistic assessment, all in the same building.

My arrival was picked up on camera, and so the OT immediately knew of my problems here before we even met. She also observed my gait, and walking issues getting into the building.

Reception held many different chairs. With a disability, one tends to use seating you can get up from by instinct, again observed, but not intrusively.

The walk to the interview room was with the assessor, and had different surfaces, carpet, to vinyl to wooden, and one part with a slight change of level. There were kerb height areas, with rails.

After interview I was assessed for daily living abilities. In my case I only needed minimal equipment, but suggestions to make my life easier especially in the kitchen/dressing/showering restored me back to a level of independence. This also helped with depression, so win, win.

The flow was therefore: observation, assessment, by room, trial of equipment/lifestyle change. Evaluation was by e-mail, in my case, apparently telephone or re-visit for others, where specialist equipment could be tried for special orders.

I left with a complete package which enabled me to work for 3 years longer than I would have. I was also supported by my OT with my employer, small changes were made to my working needs under the Equality Act, making use of the space means adequate staffing.

There is no reason why each assessment room is used on a linear process. Whilst one person is assessed for kitchen, another can be assessed for toilet/bathing. As an ex District Nurse I know how much equipment is unused/abused/re-sold etc. It is only when people see how it can assist them that it is utilised well.

Making this facility inviting is not about aesthetics', but really advertising its benefits. So much money is misspent by people in this area. I have seen thousands spent by families only for me, as a District Nurse to say its not suitable, especially electric beds. Getting the message to the service users is key.

Getting the message to those who would benefit from early referral is paramount too. I worked in this field, but did not know of its existence, I would not have known how to access it if it wasn't for my ex-colleague.

This is a brilliant opportunity for Herefordshire to offer multi-disciplinary holistic assessment and bring together add on services, such as transport/housing. etc."

## Mental Health awareness week



This information is taken from the following website which is part of the Mental Health Foundation. They say:

Our vision is good mental health for all. Our mission is to help people understand, protect and sustain their mental health.

The Mental Health Foundation takes a public mental health approach to prevention, finding solutions for individuals, those at risk and for society, in order to improve everyone's mental wellbeing.

Prevention is at the heart of what we do. Our vision is good mental health for all. Our mission is to help people understand, protect and sustain their mental health.

**<https://www.mentalhealth.org.uk/get-involved>**

Welcome to **Our Personal Experience Network**.

Launched 6th April 2021, **OPEN** is a diverse online community of people we ask to inform what we do, through anything from quick feedback on a social media post, to fully participating in a research project.

No matter who you are, your views and experience are valuable. We want to hear from you. You can join by clicking on the website.

### **What are some of the benefits of taking part?**

We want you to benefit from being part of OPEN. Everyone will get something different out of their involvement, but it might include:

- Helping to transform our society for the better, so that more people can thrive
- Supporting others by sharing your painful or positive experiences, and your knowledge about what helps.
- Feeling heard and knowing that your voice really matters.
- Learning more about mental health in a safe space, to benefit you and those you care about.
- Developing new skills, from speaking in a group to understanding research.
- Being part of a revolutionary approach to mental health: stopping problems before they start and supporting solutions that benefit everybody

## 10th – 16th May 2021

OPEN is a diverse online community of people whose opinions and experience inform what we do.

We want to make sure that our work is truly relevant to people's lives, and the only way to do that is to work with you to find out about your experiences.

By joining OPEN you will be signing up to receive invitations by email to participate in a range of different involvement opportunities with the Foundation.

You DO NOT need to have experience of a mental health problem to get involved. Everybody has mental health. We want to have input from people with a full range of mental health experiences – whether this be good, bad, something in between or something you've never thought about.

We welcome everyone, from any background, to join OPEN. If you work in mental health, we'd still like to hear from you, although we want to hear from you through the lens of your personal experience rather than your professional opinion.

OPEN is brand new to the Foundation and is currently run by a small team. We are hoping to grow in the future but are limited in our capacity to incorporate all feedback we receive at the moment. Feedback will be considered during regular reviews of OPEN and action will be taken where we see consistent trends.

.....

The Mental Health Foundation has many ideas on their website to support people of all ages with podcasts, group chats, videos etc.. There is a strong focus on Covid and how people have coped, and what to expect as we hopefully ease out of lockdown. This includes fear and anxiety as socialising again.

They focus too on signposting, and here are some of the suggestions for the older generations.

### **Signposting**

- Local support – COVID-19 Mutual Aid Groups, local Age UK & Carer Organisations, local councils
- Age UK - Advice Line is open from 8am-7pm 365 days a year. 0800 678 1174 (UK) e-mail: [contact@ageuk.uk](mailto:contact@ageuk.uk)
- Independent Age - Helpline is available on 0800 319 6789 (UK)
- National Mind info line is available 0300 123 3393 (UK) Monday-Friday 9am-6pm.

The Silver Line for a chat 0800 470 80 90 (UK) available 24/7 365 days a year.

**Sylvie Nicholls**

# Comprehensive model of Personalised Care

The following information was taken from a Lincolnshire website, where in that county a “Care Portal” is in place, joining Social Care and the NHS together for the purposes of better services.

Currently, there are moves to bring this idea to **Herefordshire & Worcestershire**, where the consultation is underway as to how it might work, and be introduced.

## Why do we need the Care Portal?

At the moment, health and care staff from one organisation cannot always see information about you that has been recorded by another organisation. This means they cannot always access the latest information about you quickly to make the most effective decisions about your care.

## What does the Care Portal mean for you?

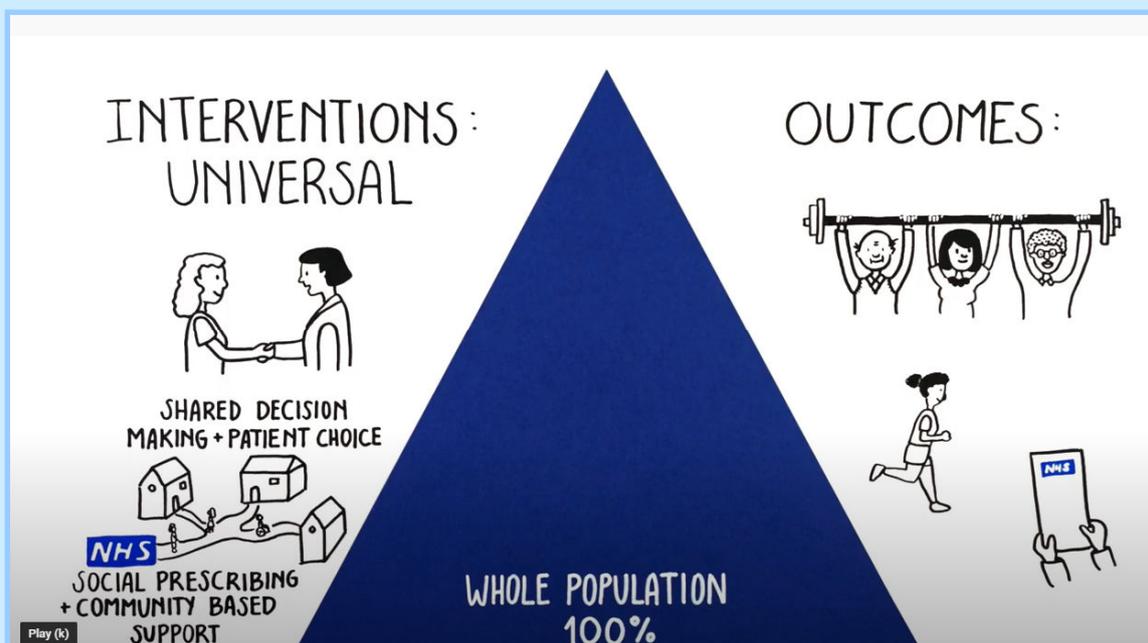
Health and care staff can check your personal information such as any long term conditions you have, any medication you are taking, or test results more quickly and easily. This means health and care staff will be able to make sure your care is coordinated to support you as effectively as possible. It may also mean that any treatment you need could start sooner, and help to ensure that any tests are not repeated unnecessarily.

## How is your personal information used?

The personal information in the Care Portal is used to ensure that health and care staff involved in your care have accurate and up to date information so they can assess and improve the quality and type of care you receive.

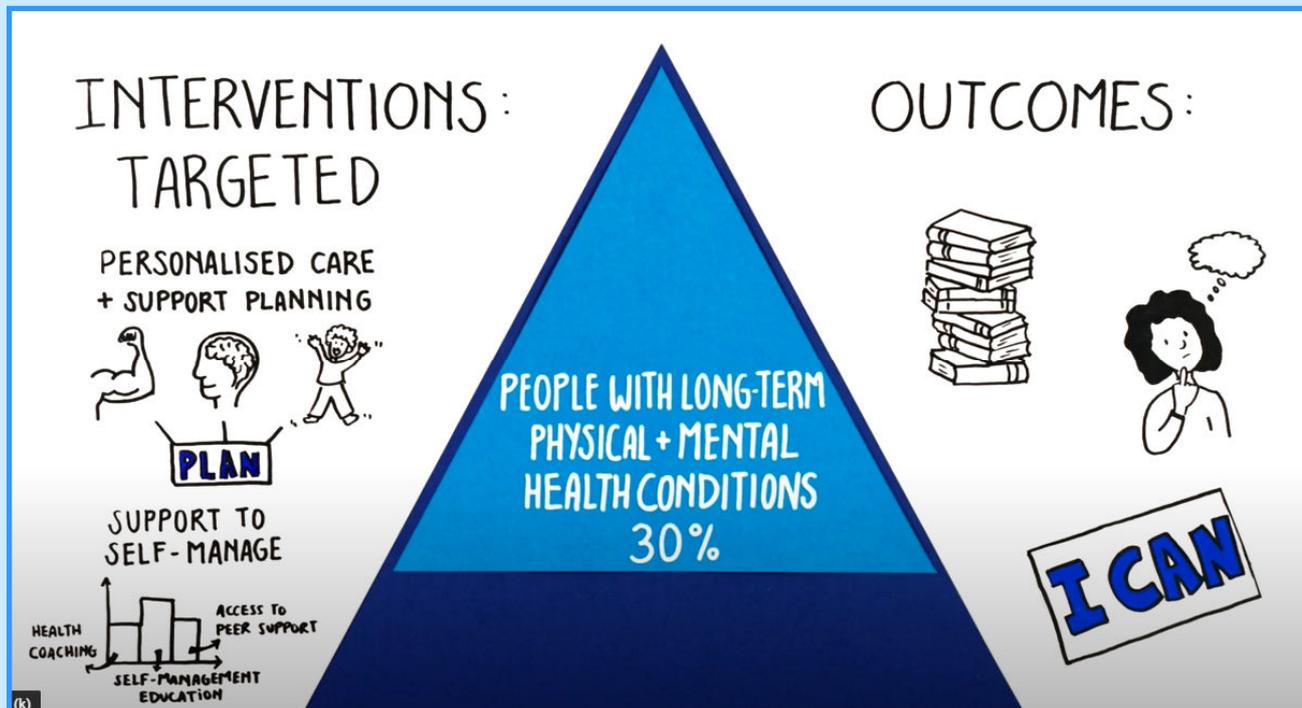
Access to the Care Portal is strictly controlled. A full audit trail is maintained to track who is accessing your personal information. Your personal information will not be shared with any third party organisations.

(<https://www.lincolnshire.nhs.uk/together/care-portal/care-portal-more-information>)

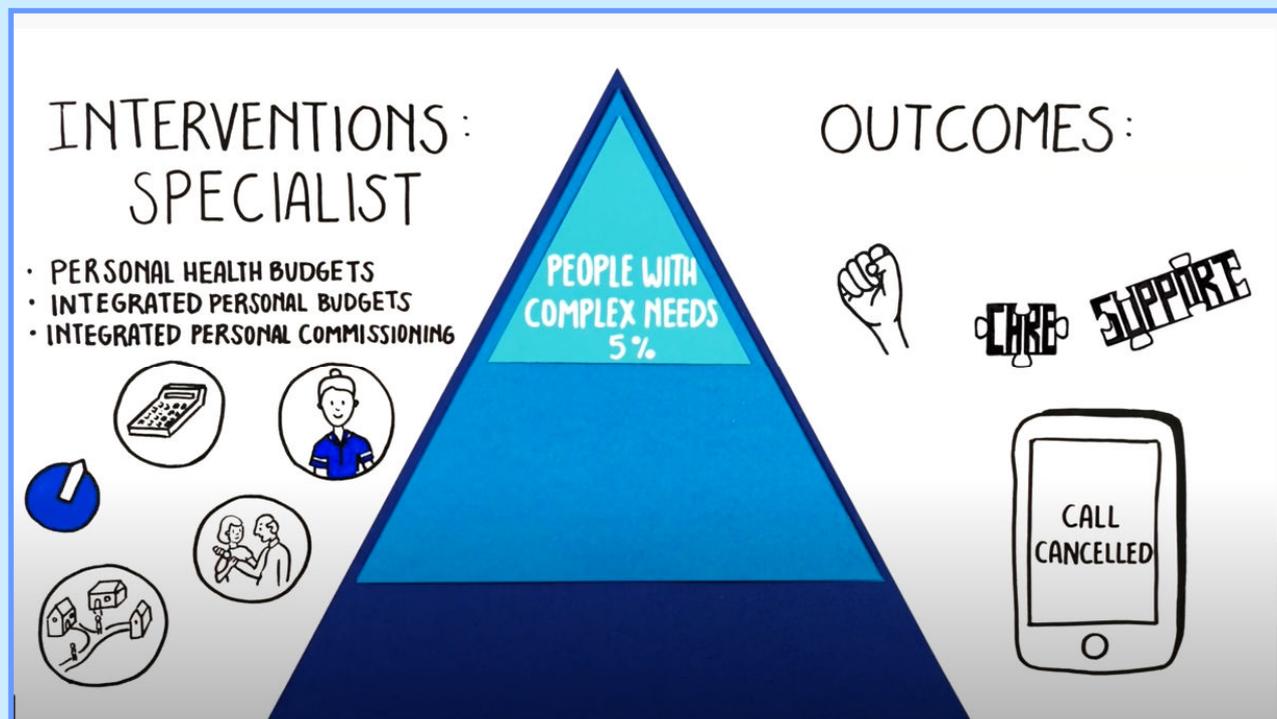


# A Care Portal!

Visiting the NHS England website, one can watch a video to explain further, and these screen shots are some of the examples of the information to be found within it.



I suggest you check it out to gain greater clarity and understand better how it may enhance the life of many people. It is an all age, population approach for care.



Here is the short video link to watch for yourself:

<https://www.youtube.com/watch?v=RXOd->

The Editor

## Thinking ahead to travel



As part of Network Rail’s rail technical strategy, use of technology to “make the railway easy to use for all, reliable and easy to maintain”, the new initiative is underway regarding the accessibility needs of passengers.

So what does this actually mean when we are talking about lifts or escalators?

Well, you will soon be able to check on line whether lifts or escalators are working or out of use at specific stations. This is ongoing work, but at least the idea is past the initial suggestion phase.

Network Rail hopes software companies will use info to build apps and websites that show in real time whether an escalator or lift is working. It means you will be better able to route plan before your begin your journey, or even enroute!

The data comes from devices built into escalators and lifts, that monitor whether they are working. Network rail will initially release this information for around 370 stations nationwide, building up to 463 stations over the next 12– 18 months. Currently there are 1,500 lifts and 300 escalators in the UK’s train stations.

Network Rail will also make the information available on its own website, and on the National Rail Enquiries website.

( Info taken from Computer Active magazine)



## RNIB Helpline

Amazon Echo users can now say “Alexa, call RNIB helpline” to speak to an advisor at the Royal National Institute of Blind People, during the helpline’s opening hours (8.00 am—8.00 pm weekdays and 9.00 am—1.00 pm Saturdays).

The new service is part of Amazon’s range of features to help people with disabilities.

For more information, visit Amazon’s Accessibility hub, and the RNIB’s website. There are other useful interactions which Amazon has with Alexa for people affected by hearing loss, or those with different speech impediments.

Check this website for more details:

<https://www.amazon.co.uk/b?node=21730990031>



# British Sign Language



Highways England is introducing new resources to make it easier for people with disabilities to use England’s motorways and major A roads. One service helps people communicate with the organisation using British Sign Language ( BSL). Access guides to explain the facilities at motorway service areas are being introduced.

Highways England offers support to road users 24 hours a day, every day of the year.. Its customer contact service provides journey planning advice, information about road-works and traffic conditions, and assistance to people who

have broken down, and need help.

Its new contact service allows anyone who is a British Sign Language (BSL) user to use SIGNLIVE to contact the Customer Contact Centre. Highways England has also joined up with Accessible, which provides accessibility information on thousands of venues across the UK and Ireland, via a free App.

**Highways England can be contacted on 0300 123 5000**

## SignLive

SignLive was established in 2014 by Joel Kellhofer, a serial entrepreneur and active member of the British Deaf community.

The technology is developed in-house by a team that has

been working with Video Relay Services and Video Remote Interpreting for over 10 years.

SignLive is available 24/7



ONLINE BRITISH SIGN LANGUAGE INTERPRETING

“We were the first VRS/VRI service to offer a Community Directory that allowed deaf people to call the businesses and public sector organisations listed for free”.

### Contact Details

**Call Us 0330 822 0288**

**Email Us [hello@signlive.co.uk](mailto:hello@signlive.co.uk)**

**SignLive App is free to download to a phone/ laptop etc**

# Downs Syndrome

Three things recently have got me thinking about Downs Syndrome:

1. My grand daughter Becky, completing a special needs unit in her teaching training where she needed to write an essay on the subject.
2. World Downs Syndrome day on 21st March
3. A report on the BBC News all about Lottie Boo doll

So going back to number 1, Becky is training in Texas to become a teacher, and as I've always worked in special needs education in the UK she and I often discuss what she is doing in the USA. (She intends to specialise in special needs). We compare ideas, and I will often offer examples of conditions in which I have experience of students in school. The US system seems very thorough in their teaching, and Becky has become very knowledgeable.

This led into number 2, as I mentioned World Downs Syndrome Day, suggesting Becky looked at the website to discover the diversity of booklets on the topic. I think it was the first time I had ever seen photos of people from across the globe with the syndrome. There is a definite celebration of life with the condition, with bright smiley faces often associated with their happy demeanour. I can see now why the idea of wearing Odd Socks as a symbol of support on 21st March was such a brilliant idea. A simple fun thought which they embraced.

Then in the media came reports and a focus on BBC News about a special doll, the Lottie Boo Doll, which is produced and can be bought in 35 countries across the world. This company produces different types of dolls, each one based on a specific "real child". Here is the message from Rosie Boos' parents found on the website.



"We are so thrilled that Rosie Boo has had this opportunity to be made into a Lottie Doll. We've been huge fans of Lottie and Finn dolls especially because of their focus on realism and diversity, and Rosie Boo has enjoyed playing with her collection for many years.

She especially loves the Lottie Treehouse, so much so that we now have a full-size one in our garden!

It's really wonderful to see Down's Syndrome being represented like this and we are looking forward to seeing photos of children playing with their "Rosie Boo" doll.

We are delighted that a donation from every sale of the Rosie Boo doll will be made to our local charity, Andover Twenty1, supporting people with Down's Syndrome and their families."

Inside the box which holds each doll, is a poem to explain a little about the child on whom it is based. The idea is to show that the doll reflects the life of a real child.

# Down's Syndrome Association



**Down's Syndrome Association**

A Registered Charity No. 1061474

DSA Helpline: +44 (0)333 1212 300

Monday to Friday 10:00am – 4:00pm

**Here is what they say on their website:  
<https://www.downs-syndrome.org.uk/about/>**

Down's syndrome is not a disease and therefore people with Down's syndrome do not suffer nor are they victims of their condition. Down's syndrome is only a part of the person, they should not be referred to as "a Down's". People with Down's syndrome are all unique individuals and should be acknowledged as a person first and foremost. It is important to think of the person first, e.g. "John is 29 and he has Down's syndrome".

Around one in every 1000 babies born in the UK will have Down's syndrome. There are approximately 40,000 people in the UK with the condition.

Although the chance of a baby having Down's syndrome is higher for older mothers, more babies with Down's syndrome are born to younger women.

Down's syndrome is caused by the presence of an extra chromosome in a baby's cells. In the majority of cases, Down's syndrome is not an inherited condition. Down's syndrome usually occurs because of a chance happening at the time of conception. Down's syndrome is not a disease. People with Down's syndrome are not ill and do not "suffer" from the condition.

People with the syndrome will have a learning disability. The learning disability affects a person's ability to learn, it does not mean they cannot learn.

Today the average life expectancy for a person with Down's syndrome is between 50 and 60 with a small number of people living into their seventies.



.....  
There are other companies which manufacture dolls with differences. Try this one inspired by a mother:  
<https://www.brightears.co.uk/pages/about-us>

**Tilly was born Deaf and has worn hearing aids since she was 6 weeks old. I thought it would be kind of cool if I could buy her a doll with hearing aids just like her, but when I searched online I found nothing. No shops sold them and nobody was making them.**

**Read the rest online**

**The Editor**

## Carer's week 7th – 13th June

Carers Week 2021 is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

The campaign is brought to life by thousands of individuals and organisations like Crossroads Together who provide support for carers, run activities and highlight the vital role carers play in our communities, drawing attention to just how important caring is.

### Carers Week 2021

This year, people across the country are continuing to face new challenges as a result of the coronavirus outbreak. Many people are taking on more caring responsibilities for their relatives and friends who are disabled, ill or elderly and who need support. Carers need to be recognised for the difficulties they are experiencing, respected for all they are doing, and provided with information, support and understanding. So, during Carers Week, we will be playing a role in helping to 'Make Caring Visible and Valued'.

### Carers Week Activities with Carer Links

Throughout Carers Week we plan to run a number of workshops for carers. These workshops will explore how Carer Links and other local providers can improve the quality of life and wellbeing of carers in order to sustain their caring role as long as it is right for them.

The areas we will focus on include:

- Health: Managing physical and mental health; healthy lifestyle; doctors and other health services
- The caring role: Skills; understanding, practical caring; legal issues; planning ahead; communicating with professionals
- Managing the home: day-to-day tasks and the suitability of your home – or that of the person you care for if you don't live with them
- Time for yourself: Social life; activities; breaks from hands on caring.
- How they feel: feeling supported; dealing with anxiety or stress; managing any difficulties in a key relationship
- Work/employment
- Finances: Benefits; debts; managing money; legal issues.



Michelle Baillon | Carer Advisor  
Tel: 01432 663057 | 0333 323 1990

Herefordshire CarerLinks,  
Fred Bulmer Centre, Wall St,  
Hereford, Herefordshire, HR4 9HP

**[herefordshire@crossroadstogether.org.uk](mailto:herefordshire@crossroadstogether.org.uk)**

# Dementia Matters Here(fordshire)

**DEMENTIA MATTERS**  
**HERE fordshire**



Dementia Matters Here are delivering the following services across Herefordshire for people with dementia, people with mild cognitive impairment, their carers and family members.

**Telephone Support Line –**

Speak to an adviser for support or information

**Newsletter –** Bi-weekly newsletter with news, advice and activities

**Online Meeting Points –** An hour a week of friendship, activities and support

**One to one support and befriending**

**Carer Support Group –** A friendly online group to support carers

If you, or someone you know could benefit from any of the above, please get in touch:

 01432 804480 or

@ [dementiamattershere@gmail.com](mailto:dementiamattershere@gmail.com)

Working with Herefordshire and Worcestershire Clinical Commissioning Group

Dementia Matters Here is a registered charity No. 1187352



## Just Wills & Legal Services

Are pleased  
able to offer  
pre-  
sessions



to be  
FREE  
bookable  
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### **Richard Green - Just Wills & Legal Services**

“At the heart of what we do is to help clients achieve peace of mind.”

**Wednesday 26<sup>th</sup> May, 10.00-1.00pm**

**by pre-booked 30 minutes appointments ONLY**

**To book Tel. 01432 663057 or**

**E-mail: [herefordshire@crossroadstogether.org.uk](mailto:herefordshire@crossroadstogether.org.uk)**

**Appointments are also available via telephone, video, home visit with PPE or e-mail on request at any other time to suit Carers, and will cover:**

**A free, no obligation review to establish Carers individual needs.**

**Services available include: Wills, Trusts, Lasting Powers of Attorney, Funeral Plans, Probate services & professional storage.**

**Reviews can initially take place by phone, video call or email.**

The vast majority of instructions are still being taken by video & phone call, however home visits are also now available.

Richard has all of the necessary PPE and takes every possible care.

He is experienced in the areas of special needs and mental health and will also assist with signing & witnessing documents.

## Really behind with appointments !!!!!

This is the content of a letter received by the Treasurer of HDU about a rearranged appointment. I have removed all personal data by transposing the details.

9th April 2021  
To: Penny Walshe



Dear Mrs Walshe,  
Unfortunately, due to unforeseen circumstances, we need to change the appointment made for you on:

Date & time: 30th December 1899

Clinician: Mr Powell

Location: Gaol Street Health Clinic

Please note a new appointment has been made for you as follows:

Date & Time: Monday 12th April 2021 at 1.30 pm

Clinician: Mr Powell

Clinic: Dermatology

Location: Gaol Street Health Clinic

If you have any queries please contact us:

Yours Sincerely,

Medical Secretary

## Rosie Jones, life with Cerebral Palsy



The name may sound familiar, but what do you know about Rosie Jones and how the comedienne's life has evolved over her 30 years, to the point now when she has a four episode travel programme on Channel 4, Trip Hazard?

She says, "I am proud to be a gay, disabled woman but it has taken me a while to get here," she says - Jones has ataxic cerebral palsy, which heavily impacts her speech and mobility."

The four episodes were filmed back-to-back in just a fortnight, a gruelling schedule that condemned Jones to four days' convalescence in her Bridlington bed. Like her comedy, characterised by ebullience and enthusiasm, Jones's regimen might appear to make light of the challenges faced by a person with her disabilities. She's aware of that danger, and alert to her responsibilities (as she sees them) to represent disabled people while always being more than just a disabled person herself.

In an interview with The Guardian, Jones pivots to a discussion of how she's greeted by strangers in the street: with affection by those who recognise her, but often with abuse by those who don't. Such is life for disabled people in modern Britain – a point she made with even greater force on BBC One's Question Time last November, when she found herself mano a mano with Matt Hancock.

"I've never, ever been so nervous," she says now. "But I was determined to take the opportunity to say to him: 'What are you and your government doing for disabled people? Because right now, six in 10 people who've died from Covid have been disabled.' And to hold him accountable for disabled people's unemployment, having their benefits taken away. Right now, this is not a good country if you're a disabled person."

Her appearance made headlines and won plaudits. "Then 48 hours went by, and everyone forgot it. Something else comes along and disabled people get ignored and overlooked again."

It's with that in mind, perhaps, that she focuses more on representation than activism. For Jones, it's inherently political for her simply to be, as a prominent comic, writer and presenter who also happens to be disabled. That's the impetus behind her forthcoming new children's book, The Amazing Edie Eckhart, about a girl with cerebral palsy. The idea, of course, is to give disabled readers (and able-bodied ones) a heroine who "may walk a bit funny but is otherwise just like everyone else".

There were no such heroines available to Jones as a kid. "And, looking back," she says, "it had long-term effects, to open all those books, to turn on the telly, and never see someone like myself. I told my mum recently, when I used to envisage my adulthood, it was just me working at a corner shop that mum and dad could drive me to and pick me up from. I couldn't ever imagine living on my own and having a job that I wanted to do. Because I never saw it.

So from TV researcher to the headlines, via The Last Leg, 8 Out of 10 Cats, Live at the Apollo and acting in Silent Witness, what will she do next?

# Live Zoom Session 20th May 3.00 – 4.00 pm



## Dementia Action Week



### LIVE WEBINAR

Join Healthwatch Herefordshire's Chief Officer Christine Price as she facilitates your Dementia questions with a panel of local experts.



**Paul Smith**

Assistant Director All Ages Commissioning  
Herefordshire Council



**Dr Simon Lennane**

GP at Alton Street Surgery  
Trustee of Ross CDT



**Clare Powney**

Manager, Dementia Matters Here (fordshire),  
Local Registered Charity

**How to Join**

Click on the Zoom link here and you will open the website to join the webinar.



### Dementia Q & A Session

<https://us02web.zoom.us/j/82581315990?pwd=V0tjUWxNL1dWbFdFVm4xQWV2NnFWUT09>

**Thursday 20th May 3-4pm**

## Useful Contacts

### NHS Herefordshire

#### Patient Advice and Liaison Service (PALS)

The County Hospital, Hereford  
Mon-Fri 8.30-4.30

Office Tel No: 01432 372986

Mobile Tel No: 07825 681801

Email:

[makingexperiencescount@wvt.nhs.uk](mailto:makingexperiencescount@wvt.nhs.uk)

### Equality and Human Rights Commission

Freepost RRLG-GHUX-CTRX, Arndale House,

Arndale Centre, Manchester, M4 3AQ

Tel: 0808 800 0082 Website:

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

### RADAR, now at Disability Rights UK

12 City Forum, 250 City Road, London, EC1V 8AF

Tel: 020 7250 3222 Minicom: 020 7250 4119

Email: [enquiries@disabilityrightsuk.org](mailto:enquiries@disabilityrightsuk.org)

NHS Direct Tel: 111 (free service)

### Wye Valley NHS Trust

The County Hospital

Union Walk

Hereford

HR1 2ER

Tel: 01432 355444

### Wye Valley NHS Trust Community Health

Vaughan Building

Ruckhall Lane

Belmont

Hereford

HR2 9RP

Tel: 01432 344 344

### Herefordshire Council and NHS Herefordshire

Social Services Adult Duty Desk

Office hours 9am - 5pm

Office Tel No: 01432 260101

Out of hours: 0330 1239309 adults

01905 768020 children

## Herefordshire Carers

This handy card is useful to carry or keep in a prominent place at home, maybe on the fridge.

That way in case of emergency, help can be sought for your loved one.



*Georgia Prince*


 Mobile: 07817000985  
 E-mail: [georgiahfcarers@carersworcs.org.uk](mailto:georgiahfcarers@carersworcs.org.uk)  
 Website: [www.carersworcs.org.uk](http://www.carersworcs.org.uk)  
 Address: Polysec House, Blackpole Trading Estate West, Hindip Lane, Worcester, WR3 8TJ

**Carers Emergency Card**

Do you worry about what would happen to the person you care for if you had an accident or were taken ill? If you do, the Carers Emergency Card scheme offers you peace of mind.




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