

**Herefordshire
Disability
United**



**Network
News**

September 2012

**Herefordshire Adult Social Care
Charging Policy Consultation**

Sight Loss Spotlight



Accessible Transport

Adjusting to life changing health conditions during adult life is hard to envisage, but many do. You could not help but be aware of Fabrice Muamba who suffered a heart attack during a Premiership football match last season. Miraculously and with the maximum help possible, Fabrice confounded many by virtually 100% recovery. It is only now that he has given up football after accepting the advice of leading doctors.

Imagine therefore losing your sight in adult life, but without appropriate expert/medical support where might you be? No riches from private enterprise to cushion the effect or provide essential support. Just determination and family love to pull you through.

Becky (& Pickles) who joined our committee at the AGM this April, paints a picture (metaphorically) of life 'part 2' in our September Open Meeting.

At the same event we will consider accessible transport too. Please ensure if you have experienced difficulties using local taxis you feed back directly to Claire Corfield (details page 14) as she requests.

Look out for the NEW consultation event we are hosting "Revising Public Services in Herefordshire" on Wednesday 17th October 11.00 am at the Kindle Centre. See page 5 for details.

Don't forget, we welcome articles from individuals and organisations to promote their stories or interests too. Please contact the Editor..... details on the back page.



The Hereford Mental Health Reference Group is open to anyone in Herefordshire with experience of, or connection with, Mental Health matters. Its sole aim is to improve services through the wider involvement of Service Users and Carers.

In 2012 MHRG meetings will occur at the Kindle Centre, which is in the ASDA buildings, Hereford From 2:00 to 4:00pm on the following dates:-

29th October
26th November

Guest Speakers, Tea and Coffee.

For further details Email :
dawnlewis001@yahoo.co.uk
Tel : 01432 508801 Mob : 078 5569 8535
www.mentalhealthreferencegroup.org/index.php



We are a user led organisation providing support services that enable disabled and older people to live independent lives in their own homes within their own community.

We provide a home care support agency for people who want to be in control of their lives and who wish to select their own support staff team (employed by SIL) to provide a personalised, consistent service with full support from a dedicated SIL Team Co-ordinator.

We also have a Direct Payments Support Service (DPSS) which provides comprehensive support, information and advice to disabled employers who employ their own personal assistants.

For more information about our services or if you would like to work as part of our amazing team:

Contact: Ginnie Jaques Tel: 01568 616653

Email: contactus@s4il.co.uk website:

www.s4il.co.uk





About

Herefordshire Disability United

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

Herefordshire Disability United (HDU) is an organisation run by people with disabilities for people with disabilities. It was started in January 2011 and its objectives are:

To promote the interests, welfare and social inclusion of disabled people living in Herefordshire by facilitating the following:

- Fostering understanding among policy-makers and practitioners of the needs and aspirations of disabled people.
- Taking part in consultations to make aware issues that affect persons with disabilities
- Raising awareness and debate on disability issues, stimulating the engagement of disabled people within that debate.
- Providing a platform where matters of concern to disabled people can be raised and policies developed.
- Making representations to public sector organisations, voluntary sector organisations, local and central government and local and national business to improve their policies and practices.
- Exchanging information with organisations providing services for disabled people, co-operating with but independent of such organisations.
- Providing information and sources of advice to disabled people.
- Combating discrimination on the grounds of disability by promoting equality of opportunity and a positive image of disabled people.
- Being a democratic, non sectarian, non party political organisation.

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Editorial or advertising queries: Contact the editor on 07817 473813 or email 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.

Cold, Blunt Statement by consultant, “You have Retinitis Pigmentosa, and will go blind!”

Becky, a Herefordshire Disability United committee member tells her story at our Open Meeting this quarter of losing her vision and the effects on her life .

I am a fully qualified patisserie & confectionery chef and I used to work for Aardman Animations (that's the people who make Wallace & Grommit films). Each day, I would make all the deserts, breads, cakes and pastries using fresh ingredients for all the directors, camera crew, model makers and technicians – up to around 100 people in total. I also specialised in making 3D chocolate figures.

In 2003, I visited my optician for a routine eye check-up and he referred me to Bristol Eye Hospital, because he detected some anomaly with my eyes. After extensive tests at hospital, the consultant was very blunt and told me that “I had Retinitis Pigmentosa and would go blind”.

There was no other explanation, background information, no help or guidance of what to do or whether anyone could help or assist me in any way. I was devastated. No-one told me that there was a benefit called Disability Living Allowance. My eyesight slowly deteriorated.

We moved back to Herefordshire in 2009, and I visited Hereford Hospital for a check-up after referral from my new doctor. I was immediately deemed to be legally blind and given a very helpful leaflet about advice and what to do. I registered at Social Services and got some Disability Living Allowance, after missing out on a valid entitlement for 6 years. A Council Official believed I had been given the wrong classification by DWP and it



took nearly 2 years to get this sorted out properly.

Meanwhile, I had sunk into mild depression. I was unable to do any professional work because I can no longer see. I thought about trying to get a guide dog, for a year, to give me back some independence.

To my good fortune, my guide dog Pickle arrived on 27 June 2011 and has changed my life wonderfully. I can now go out with him, without having to rely on relatives. I now help raise funds for the Guide Dogs for the Blind Association and have begun a long fitness programme at my local gym.

Your Community-Your Say Consultation meeting

Herefordshire Disability United urge you to "Have Your Say about Public Services" Herefordshire Council want to know what matters most in your community. Health and social care, transport, libraries, in fact all public services.

Come to the public meeting on **Wednesday 17th October**, Kindle Centre 11.00– 1.00 pm.

To register an interest call Sylvie Nicholls 07817 473813 or email: chair@hdu.org.uk

If you are unable to attend this meeting, you can make your comments on line at: www.yourcommunityyoursay.co.uk

THE LISTENING EYE

A National Telephone help line for those having difficulty with their eye sight.

A group of four friends first conceived the idea that there was a need for a telephone help line for those often living alone, who are living with, or coming to terms with, failing sight and the wide range of visual acuity our individualism incurs.

We set up a small charity complete with constitution in early 1999, and applied to one of the well known financial trusts for support to initially fund the venture. The application required that we set up a dedicated phone line with answer phone and to that end we rented a 0800 number. In due course we found a telephone company who could provide all we required as far as additional services were concerned including call diversion, and through them have continued to provide such a service 3 evenings a week between the hours of 6pm to 10pm.

None of the operators are paid and give of their expertise and time as volunteers, giving up one evening a week to man this almost unique out of hours service available throughout the United Kingdom.

The Listening Eye service was initially set up to provide a contact to local agencies where necessary, but now in the main provides help and support for anyone who feels isolated by their visual impairment.

It is also as relevant for any visually impaired person or their carers where ever they live or how ever they are affected by failing sight and can often be helped by using it by way of a sounding board or to allay fears about sight related problems.

We offer support and empathy to anyone who needs the chance to talk about any aspect of their failing vision as well as a friendly listening ear by way of the telephone.

The service is available between 6 and 10 pm Tuesday Wednesday or Thursday evenings on Freefone 0800 783 1979

I cover Tuesday evening my self, so for further information please call and I'll try and answer your questions.

For further information give me a ring on the "Listening Eye" freefone number any time. (0800 783 1979).

David Dick (coordinator).



Herefordshire Vision Links

HEREFORDSHIRE VISION LINKS

'The Independent *local* charity, supporting people with sight loss in Herefordshire' HVL exists to provide early help and long term support for the blind and partially sighted community of Herefordshire & to help make living with sight loss a little easier.

Our aims:

- ◆ Support people with visual impairment to lead independent lives
- ◆ Strive to end isolation that can arise for people with sight loss
- ◆ Promote inclusion of blind and partially-sighted people in Herefordshire
- ◆ Assist and advise organisations to adapt practices, systems and premises to meet the needs of visually-impaired people.

We offer a number of services:

The **Resource Centre**, managed by **Diane Fonseca**, is a one-stop-shop where we offer individual assessments & discuss particular needs. We can demonstrate useful aids and equipment that may help to maintain independence, such as magnifiers, 'talking' appliances, writing aids and scanners, screen magnifiers etc We also have a training kitchen, allowing clients to try appliances and products for suitability before purchasing.

We offer **lounge facilities** at the charity premises at 36 Widemarsh Street – a ha-

ven in the centre of the City for blind and sight-impaired people. We run clubs at the centre and at outreach venues to build up community and combat isolation and loneliness & we are looking to expand our services and presence at the Victoria Eye clinic and outreach clinics in the market towns of the county.

HVL relies upon a team of valued volunteers to operate the charity and to provide services to clients. Our **Volunteer Coordinator, Julie Johnson** would be pleased to hear from anyone who is interested in offering some time to Vision Links. Volunteers are fully supported from recruitment and induction, through training and into a functioning role at the organisation.

Please contact us for further information about the charity, our services and our volunteering opportunities:

Herefordshire Vision Links
36 Widemarsh Street
HEREFORD, HR4 9EP

The Resource Centre is open
Tuesday-Thursday 09.30-14.00,
Friday 09.30-12.30

Resources Manager:
Diane Fonseca 01432 352297
Volunteering Co-ordinator:
Julie Johnson 01432 353565
Chief Executive:
John Eden 01432 352450

Local News....New venture facilitated by the success and promotion of H.D.U.

Communication Support Club For Recovering Stroke Clients

Herefordshire Disability United (H.D.U.) is pleased to announce that a brand new club will be opened specifically for those who have speech, language and communication difficulties as the result of a stroke.

Herefordshire Disability United are facilitating the venture, and working with Hereford Stroke Club, and the Senior Specialist Speech and Language Therapist at the Hillside Rehabilitation Unit to provide this opportunity. However, H.D.U. is also indebted to Hereford United Football Club, for the use of the "Radford's", (where this club will meet, under their community support scheme) and the interest shown by Cllr Nick Nenadich.

The vision for the group is to focus on mutual support and adjustment, with some input from qualified therapists, to help facilitate discussion and encourage commu-

nication strategies. Activities carried out at the club are designed to complement any previous therapy but will not be intended to continue specific treatments

We hope the experience will form part of a social activity where the outcome will improve communication skills lost as a result of stroke, and anticipate using shared experiences and problem solving tactics to overcome the frustration of communication impairments.

The club meeting dates arranged are so far FRIDAYS 12th October, 9th November and 14th December from 2.30-4.00 pm.

To find out more or register interest for a session, please use one of these methods:

Email: sylvia.nicholls@btinternet.com

Ring: 07817 473 813

By post: 39, Lea Villa Residential Park,



John Swan (Hillside Unit), Cllr Nick Nenadich, Roy Nicholls (H.D.U.), Sue Rennie (Stroke Club), amongst the volunteer therapists, at the planning stage

Disability Positive 2012

A number of Herefordshire organisations are coming together in December to mark International Day of Disabled People, Disability History Month, and Carers' Rights Day.

The objective of the initiative is to improve the lives of disabled people in the county, and we aim to do this by:

- ♦ raising awareness of the disadvantage still experienced by many disabled people
- ♦ providing information to disabled and non-disabled people
- ♦ providing an opportunity for disabled people to showcase their skills

Partners in this event include HDU, Herefordshire Council, Dancefest, ECHO, Men-cap, the Courtyard, the Point4, TPG DisableAids, and many more.

Like us on



www.disabilitypositive.org (01432 260216)

Open Meeting Wednesday 5th December

We welcome a speaker from Disability Rights who will cover this topic:

"A practical and accessible overview of the law, guidance and tactics to enable vulnerable people, and those who care for them, secure all the care, support and services they need to live the independent lives they deserve".

Also on hand will be representatives from the Advocacy Service who will provide details on the workings of local services within the county.

**You will need to reserve a place by contacting Sylvia Nicholls:
sylvia.nicholls@btinternet.com
07817 473813**

Disability Artefacts On Display

As part of our focus on the diversity of disabilities, we will have on loan various artefacts from the Agnes Hunt Hospital at Gobowen, in Shropshire. Certain items will of course no longer be current in today's medical world, as realisation that early treatment is essential to prevent conditions prevailing when cures or treatment bring early reward.

We hope to show items such as a "Girdlestone mermaid" splint, a "Knuckle-duster" splint, a "Thomas patten ended calipher", a "cock up" splint and many more.

The possibility of pages from the "Cripples Journal" is cringeworthy, but shows how acceptable language has altered over the years.

Calendar of Events

(Anticipated events - keep up-to-date on-line at www.disabilitypositive.org)

30 November	Carers' Rights meeting	...
30 November-7 December	Disability Art Exhibition	Locations TBC
30 November-7 December	Exhibition of Disability Artefacts.	Hereford Museum
4 December	Public information event featuring: surgery on welfare reform free massage careers/CV advice	Hereford Leisure Centre
5 December	HDU public meeting featuring a speaker from Disability Rights UK	Kindle Centre
5 December (6:30pm)	Disability & Development A presentation and debate led by Peter Coleridge with an international theme	Hereford venue TBC
6 December (am)	Conference: Inclusive education and disability equality in schools featuring key speakers	Hereford venue TBC
6 December (pm)	Conference: Reasonable adjustments and disability equality in the workplace featuring key speakers	Hereford venue TBC
6 December (evening)	Theatre, dance and music event	Kindle Centre
7 December	Inter-school sports day featuring a range of disability sports	Point4
14 December	BSL signed panto	Courtyard
15 December	Audio described panto	Courtyard

Open Meeting Report

Herefordshire Social Care Charges

The meeting on 31st July saw 55 people attend with a good verbal response to the proposals being considered in the consultation. It is quite difficult to suggest outcome as whilst the Public Contact Team provided answers to questions along with Councillor Nick Nenadich, they were really looking for solutions to the mammoth problem of lack of funding.

It appears that the government will be providing 30% less funding next year and as the major spend in Herefordshire is on social care the council feel there must be a way to reduce the total bill.

Whilst we were assured nothing has been confirmed yet, the majority of attendees seemed of the opinion that it is decided already that cuts will be made.

There was significant pressure put upon the council not to charge Carers for their sitting service, being that Carers are the most pressured group at the end of their tether and most at risk, their time is given freely to those whom they care for, mostly partners or close family.

A quick show of hands produced an opinion that for day care sessions one charge should be made across the county as opposed to charging according to individual centre provision. Similarly a basic charge for transport to said centres regardless of distance travelled.

Telecare services cannot be charged for legally providing the recipient is deemed eligible, so no change there.

An Equality Impact Assessment on the proposals is currently being undertaken by the Council at the same time to determine the effects across the board. Legally once published three months must



elapse before any confirmation of changes so that the public can react to their findings. This is what I pointed out at the meeting, (which is probably not what they wanted to hear) as we were advised after the closure of the consultation the cabinet would make known their proposals in the autumn. This is too early for such changes to be decided.

Extra Financial Assessors are to be brought in so that all those who may need to be assessed for the services provided can have their case reviewed. This would certainly be expected for around 500 carers currently in receipt of respite, plus many other groups who would need to be considered. We were assured that before an individual is charged new prices, they would be offered the financial assessment and not just be expected to pay.

It seems that those in receipt of Direct Payments and therefore use mainly commissioned services already shouldn't see any changes, but there was doubt in this

statement by those in the audience. It is anticipated there maybe cuts in provision as contracts may need to be addressed and possibly the closure of establishments, which may then mean that choice is loss. From here you can see the alternative would be to use non-commissioned services and therefore Direct Payments may not go so far.

There is much speculation as to exactly

how the shape of social care will change. An emphasis by attendees showed great concern over people withdrawing from using services as they do not/can't afford to pay. This would impact on health and well being affecting the NHS services in the long term, especially in mental health issues where services are already stretched.

A Personal Response to the Consultation on Social Care

This letter is written in response to the consultation process by Herefordshire Council on the proposal of changes to charging for Social Care. Being that the questionnaire is wholly inadequate I am commenting in the form of this letter instead.

Carer's Respite, this phrase covers the six hours Carer's Respite (which I am entitled to), and is not explicitly expressed on the questionnaire, despite being the usual terminology. **Carer's Sitting Services** is the phrase used instead, which I believe indicates misleading criteria to enable responders to just "tick the boxes".

With the exception of these six hours per week which I am currently entitled to FREE, I care 24/7 for my severely disabled husband. We do not have a Personal Budget or use any council services.

Three hours on a Monday permits me to work as a volunteer in the Cancer Research Shop in Ross, allowing sociability and freedom of choice. Three hours on a Thursday morning gives time to attend a swim and gym session to keep fit for my role as sole Carer.

I do get the subscription paid for by Hereford Council, but £230 a year is a drop in the ocean compared to 24/7 care costs if my husband were in full time home care.

As my husband cannot get in/out of bed, dress, cook, eat, or perform any basic function independently you can see the role I fulfil, and I would consider it an insult to be charged for the six hours support/ Carer's Respite.

Theoretically it might cost "from the new charge estimations" £60 for a three hour session...why? The carer provided would only receive just above the minimum wage...less than £30, so why is it £30 profit from each transaction?

I anticipate Carers looking elsewhere for respite or giving up completely. The knock on effect is...more mental health issues, overloading an already stretched system. Unqualified Carers used and possible/probable abuse/injury. Further unemployment as those employed by Caring Agencies are depleted of their clients. Regression state where those with major support needs become institutionalised in residential care i.e. back to post war conditions.

pto

Extra Open Meeting Report

In our case scenario:

- Because of the charges our lives would cease to have meaning as purely an existence would remain
- Owing to the need for 24/7 care extra strain will be placed on both parties causing ill health/decline in both partners resulting in:
 - a. Both of us requiring help being that I could not attend fitness classes to maintain stamina
 - b. Separation of us as a couple therefore requiring 24/7 help for my husband from Hereford Council....costing per year £????? Certainly thousands
 - c. Overstretched medical resources/practioners/ housing problems creating further short fall in council revenue.

My husband (56) has Spinal Muscular Atrophy an acute neurological regressive condition which prevents virtually all voluntary muscles (not heart) from functioning; however he is expected to have a normal life span/existence (currently 76 for men).

I am almost 63, and had polio as a child, affecting my legs. As I age, the effects from this are likely to cause problems if Post-Polio Syndrome sets in....as it does in 60% of those who contracted polio during their lives.

I had to leave full time employment to care for my husband and therefore do not contribute to the country's wealth. Virtually all the lump sum from my pension went into essential alterations to our home to accommodate the decline in my husband's condition. The little savings left provide basic equipment such as wheelchairs, taxi

fares as he cannot access buses, and possibly the odd day out together.

Whoever dreamt these changes up is only considering the financial state of the council, and not the residents it serves. We are trying to cope with what life has dealt us, and certainly feel it unfair to be penalised by the indiscretions of council overspending during the past decades.

Copies of this letter will be distributed to disability support organisations, media, Disability Rights and local MPs.

Sylvia Nicholls

Comment

The process of the DWP's migration from Incapacity Benefit to ESA, and the many incorrect assessments being made is worrying (where clearly people who cannot work have been placed) in the 'work related activity group'.

Those at high risk of losing benefits, along with the proposed changes from DLA to PIP, is causing a very high level of stress to disabled persons and carers alike.

It is reported that this process has lead to a number of deaths, both from natural causes and suicides alike. It appears that unacceptable stress levels from the trauma of uncertainty had caused people to give up and take death as the only option.

This proposed changes to Herefordshire's Social Care Charges could well have a similar impact.

Open Meeting Focus.....Accessible transport, what's the score?

Bus Accessibility

Government Guidelines

All full size single deck buses over 7.5 tonnes will be fully accessible from 1 January 2016, and all double deck buses from 1 January 2017. New buses weighing up to 7.5 tonnes and coaches will be required to have wheelchair access from 1 January 2005. All buses weighing up to 7.5 tonnes will be fully accessible from 1 January 2015 and coaches by 1 January 2020.

Within Herefordshire two main companies operate bus services and it is noted from information supplied as shown below, there is a variation in carriage conditions.

First Group Buses

Many of First Group buses are now low floor accessible. They have dedicated areas for wheelchairs where other passengers are asked to give up this space when required.

However, wheelchairs do not have priority over buggies that may occupy this space and if occupied by such or another wheelchair, (and this includes able bodied passengers who refuse to move), the wheelchair user will have to wait for the next bus.

All assistance dogs travel for free. Partially sighted and blind persons can ask the driver for notification of their destination stop. (Source of information www.firstgroup.com website).

Stagecoach Buses

Stagecoach operate low floor, accessible buses on advertised routes, however they may sometimes be replaced by a non-accessible bus in cases of non availability (i.e. when breakdowns occur). They state

that they are working ahead of the governments schedule to introduce low floor buses on all routes.

Should a wheelchair or approved mobility scooter require the designated area, it is a requirement that the area be made available by law.

Guide or hearing dogs are carried free of charge with a registered disabled person. (Source of information—Stagecoach Conditions of Carriage).

Contact

Stagecoach

Disability Helpdesk:

01452 418630

west.disabilityhelpdesk@stagecoachbus.com

First Group

Customer Care

08456 020 121

Other bus companies also operate in Herefordshire and most appear to use accessible buses.



Open Meeting Focus—Accessible Transport

Taxis and Private Hire



Claire Corfield, Licensing Manager of the Environmental Health and Trading Standards Dept. speaks on the present and proposed legislative changes and how Herefordshire manage licensed vehicles. She would like to hear about the groups experience with taxis and private hire in Herefordshire so that they can take on board what works well or not within our community.

Travel Trainers

The Travel Training Team is part of Social Care Transport Section and is located at County Offices Bath Street and provides mobility training for people with learning disabilities. It is open to all non-independent travellers as well as to those who wish to learn a new route or simply improve their travel skills, and gain confidence.

This programme is available to anyone who wants to learn to travel on their own to a job, or to take up a work placement as part of their learning.

The Travel Training Team will accept referrals from anyone with a learning disability, physical disability or older people.

Members of this team will be available to speak to at the meeting today.

For further information please contact:
Travel Trainer
Care Closer to Home Transport,
Bath Street
Hereford, HR1 2HQ
Telephone: 01432 260356

HDU is pleased to announce that we now have the technology to utilise at future Open Meetings and events courtesy of the Herefordshire Council Community Pride Grant Scheme.

In August we were awarded funding to purchase a projector, screen, camera, display board and A3 laminator and thankfully no longer need to rely on borrowed equipment.

Licensing Manager
Environmental Health and Trading Standards
Peoples services Directorate
Herefordshire Council
Bath Street Offices
Hereford
HR1 2ZF
Telephone: 01432 383324

Snippets!

25 years before the first symptoms show, is the point at which early warning signs of Alzheimer’s disease can be detected, a new study looking at molecular changes in the brain have found.

Terms such as ampere, wavelength and vacuum have been translated into British Sign Language, removing a barrier to deaf people learning science.



Train Accessibility

Colwall, Hereford, Ledbury and Leominster, are the four railway stations in Herefordshire which are served by three companies, Arriva Trains Wales, First Great Western and London Midland.

Most trains now provide designated spaces for wheelchairs close to disabled toilets (where toilets are provided) and if not provided one can travel in the vestibule area. Audible and visual announcements are also made.

Assistance can be booked for all disabled customers by phoning the relevant company and is advisable as some stations are unmanned. A minimum of 24 hour notice is required for this service.

It should be noted that at Ledbury station only the Hereford bound platform has step free access. Bill Wiggin MP is campaigning to have a disabled access bridge (with lifts) installed at this station, like the bridge at Leominster which has recently opened, to make the station fully accessible.

At present to gain access to the south bound platforms at Hereford, a foot crossing has to be used with staff assistance but a disabled footbridge is planned to be installed in the near future.

Railway Assistance Phone Numbers:

Arriva Trains Wales

Telephone: 0845 300 3005

Textphone: 0845 758 5469

London Midland

Telephone: 0800 092 4260

Textphone: 0844 811 0134

First Great Western

Telephone: 0800 197 1329

Type talk: 018001 0800 197 1329



Last November we were awarded a grant from the New Grove Trust, which exists to support community organisations in the south of the Herefordshire, Monmouthshire and the Forest of Dean.

Our application sought finances to enable disabled people with a lack of suitable transport to engage in social activities outside their rural location. This had a significant impact on our committee as two new recruits responded for the AGM in April 2012.

Apart from the major contributions they provide to the running of Herefordshire Disability United, they are now able to attend Public Consultations and Open Meetings knowing that appropriate vehicles to carry wheelchairs are available for their needs.

The confidence of socialising again after losing her sight has even given Becky the assurance to be a speaker at our latest Open Meeting in Hereford.

We are hopeful that with the start of our new venture (page 7), we may again be able to assist those around the Ross on Wye area with transport to the Communication support club for those recovery from strokes.

Please contact us if this is your need using the details given on Page 7.

Useful Contacts

NHS Herefordshire

Patient Advice and Liaison Service

Franklin House
4 Commercial Road
Hereford
HR1 2BB
Office Tel No: 01432 260263
Mobile Tel No: 07971 315709
Email: enquiries@herefordpct.nhs.uk

Equality and Human Rights Commission

Freepost RRLL-GHUX-CTRX, Arndale House,
Arndale Centre, Manchester, M4 3AQ
Tel: 0845 6046610 Textphone: 0845 604 6620
Website: www.equalityhumanrights.com

RADAR

12 City Forum, 250 City Road, London, EC1V 8AF
Tel: 020 7250 3222 Minicom: 020 7250 4119
Email: radar@radar.org.uk

NHS Direct Tel: 0845 4647

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 260000
Email:
LocalityAccess-Point@herefordshire.gov.uk

**Next Open Meeting is on
Wednesday 5th December
Kindle Centre**

**Speakers include
Disability Rights UK &
Advocacy Advisors**

Please watch out for further details

Network News is produced by Herefordshire Disability United,
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Tel: 07817 473813
Email: info@hdu.org.uk
Website: www.herefordshiredisabilityunited.org.uk