



Welcome to the June 2023 Vision Support newsletter covering Halton, Chester and North East Wales. If you would like to get in touch please call our head office on 01244 381515 or email information@visionsupport.org.uk

Things you might not know

Now, we know that you know who we are (or at least we hope you do!) but in this edition of the Vision Support newsletter we would like to reintroduce you to our services.

Over the years we've had many different services and groups on offer, some funded by Vision Support and others from one off grants from brilliant places such as Rhyl Flats, Gwynt y Môr Community Fund and The National Lottery Community Fund.

Vision Support is also contracted to deliver Vision Rehabilitation Services across 3 counties in North Wales, Wrexham, Denbighshire and Conwy. The role of our professionally qualified Vision Rehabilitation Specialists is to enable a person who has a vision impairment to adjust to living with sight loss. This involves undertaking specialist assessments, offering emotional support and teaching day to day living skills, mobility training, and communication skills to help a person to become as independent as possible.

Stakeholder Report Update

We'd firstly like to thank everyone for their patience. We have now looked through all of the responses and we have developed an action plan to alleviate some of the difficulties that you reported to us at the Stakeholder events. We have shared the learning with the local authorities where we hold contracts and we have taken on board what you told us.

The main barrier that you told us to receiving support was that you just didn't know where to go and you didn't know what to ask for and from whom. We have developed an action plan from the events. If you would like to receive a copy of the plan for your local authority, please call us on 01244 381515 or email information@visionsupport.org.uk and we can send it out to you. For those that have already requested we will be sending these out in the next week.

Welcome to our Head Office

Our head office is a bustling place. Our Internal Operations is wide ranging but covers the general administration for head office including staff expenses, statistics for our services, ordering equipment for people, triaging incoming referrals and communications for each service Vision Support offers and also signposting to external organisations.

We produce our social media content and promotional material in house including this newsletter, our staff bulletin to keep everyone up to date and informed. HR is also an important part of our head office work. Meeting requirements for current staff and recruitment of staff, governance responsibilities, payroll assistance, AGM organisation and health & safety and policy production.

Vision Supports Services

Social Groups

Our social groups and conversation groups meet on a monthly basis throughout North-East Wales. All of our groups have a varied programme events including arts and crafts, speakers and trips out. Cheshire groups include swimming, gym, crown green bowls, cinema and tandem cycling. There are also Social Groups in both Northwich and Winsford. In Halton Paddy Toner runs his own separate and well attended activities and Braille group.

Digital Inclusion Service

This service aims to provide training, advice and guidance to help you feel more confident with technology. Whether you are new to tech and want to know what device or software would enable you to achieve your goals, if you would like to learn how to use accessibility features or if you want advice on how to use your Alexa our Digital Skills Officers can help. We can provide one to one training at your home throughout North-East Wales, Chester and Halton.

Welfare Rights and Financial Wellbeing Service

We can provide information, advice and guidance regarding disability related benefits, grants and concessions. We can also work with you to look at ways of helping you feel more confident in managing your money such as budgeting, signposting to other organisations and money saving tips.

Vision Supports Services



Home Visitors

Home Visiting is available across North East Wales and Cheshire West. Including Halton. The service aims to reduce isolation and offer support around sight loss relation problems.

Volunteering

We have volunteering opportunities available across Vision Support with our social groups, sports/activity groups and both home befriending and telephone befriending. If you'd be interested in volunteering let us know and we'd be happy to arrange for one of our Community Engagement Coordinators to give you a call to talk about the opportunities we have in more detail.

Wellbeing Service

At present our Counselling service is not active, we are working hard to restart this service. If you would like to register your interest to access this service in the future please get in touch.

To find out further information on any of our services in Chester, Halton and North East Wales please call our Head Office on 01244 381515 or email information@visionsupport.org.uk

Resource Centres

Halton Sensory Services

Halton Sensory Services is a local partnership between Vision Support and the Deafness Resource Centre who provide specialist services for people with sensory loss and is supported by Halton Borough Council. You can contact Halton Sensory Services on 0151 511 8801.

Chester Vision Centre (at the Bluecoat)

The Bluecoat is now home to the new Cheshire Information Helpline that is being launched on the 3rd July, but is also still open as a resource centre. There is also a part time Digital Skills Officer based here available by appointment. The contact number for the Sight Loss Information Line is 01244 478910.

Wrexham Resource Centre

The Wrexham Resource Centre is by appointment only. It is not manned so appointments are essential if you would like to visit a member of staff or to have an appointment with one of our Digital Skills Officers. To make an appointment for the Wrexham Resource Centre please call our Head Office on 01244 381515.

Chester Head Office

Our Chester Head Office is a working office. You are welcome to call us with any questions or queries. You can call on 01244 381515 or email information@visionsupport.org.uk

Cheshire

SIGHT LOSS INFORMATION LINE 01244 478910

A National Lottery Funded Project
in Partnership with NHS England,
Cheshire West and Chester,
Cheshire East Council,
Vision Support and
East Cheshire Eye Society.



Registered charity No 1174656

Tech Forum

Whether you are new to technology, want to know more or have some tips you would like to share with others we will be running a Tech Forum with different themes each month facilitated by our Digital Skills Team. The first session will be discussing all things Apple products – iPhones, iPads and the accessibility software which lots of people living with a vision impairment find accessible. The first session will be Wednesday 19th July 10:30-11:30am.

North Wales Virtual Shared Reading Group

Have you tried this new craze that is sweeping the nations libraries?

Shared reading is all the fun of a book club but with no pressure to read a book beforehand. We will read an excerpt of literature – a book, poem etc and we will discuss our opinions, thoughts and feelings about it. The group will be light hearted, friendly and accessible to all.

The first meeting will be in July. If you are interested please get in touch on 01244 381515.

Loanable Stock

Did you know we take donations of low vision aids? Such as magnifiers and talking watches? Anything we get donated we are happy to loan out to other people that need them, there is no time limit and you can keep them for as long as you need them!

We currently have a mix of handheld and digital magnifiers, talking watches and large CCTV magnifiers. If you'd like to find out more, or to find out what we currently have available to loan out call us on 01244 381515.

Community Information Service

Below some of the visits we have planned for July with the Community Information Service. Please note we have two vehicles and the schedule can be subject to change. For more information please call us on **01244 381515** or email **information@visionsupport.org.uk** it can also be found on our website, **www.visionsupport.org.uk**

Monday 3rd at **Canolfan Beaumaris, Beaumaris** 10.30am – 2.30pm

Tuesday 4th **Co-op Runcorn old Town** 10am - 3pm

Wednesday 5th **Widnes Market Community Stall** 10am - 3pm

Wed 5th **Porthmadog, Iard yr Orsaf Car Park** 10.30am – 2.30pm

Thurs 6th **Abergele Eye Clinic (75th Anniversary NHS)** 10am – 4pm

Thursday 6th **Ellesmere Port Market car park** 10am.- 3pm

Friday 7th at **Prestatyn Library (Talking Points)** 10am – 2.30pm

Monday 10th at **Llangefni Town Hall Car Park** 10.30am – 2.30pm

Tuesday 11th **Waverton Shops** 10am - 12

Tuesday 11th **Barbour Institute Waverton** 1pm -3pm

Tuesday 11th at **Bellis Bros, Holt** 10.30am – 2.30pm

Wednesday 12th **Kingswood Kingsway** 10am -12

Wednesday 12th at **Tweedmill, St Asaph** 10am – 2.30pm

Wednesday 12th **Blacon Library** 1pm - 3pm

Thursday 13th **Northwich Victoria Hospital** 10.00-3pm

Thursday 13th at **Llys Y Coed, Llanfairfechan** 10.30am – 2.30pm

Sunday 16th at **Ysbyty Maelor Hospital, Wrexham** 10.30am – 2.30pm

Monday 17th at **Morrisons, Rhyl** 10am – 2.30pm

Wednesday 19th at **Mold Rugby Club** 10.30am – 2.30pm

Monday 24th at **Llandudno Prom by Cenotaph** 10am – 2.30pm

Tuesday 25th **Gordale Garden Centre** 10am - 3pm

Tuesday 25th at **Rhyl Library** 10am – 2.30pm

Wednesday 26th **Northwich Town Centre Nr Boots** 10am - 3pm

Wednesday 26th at **Asda, Queensferry** 10.30am – 2.30pm

Thursday 27th **Frodsham Library Princeway** 10am - 3pm

Thursday 27th at **Morrisons, Caernarfon** 10.30am – 2.30pm