



support & housing assistance for people with disabilities

SUPPORT AND HOUSING ASSISTANCE FOR PEOPLE WITH DISABILITIES

VOLUNTEERS' NEWSLETTER

SHAD Newsletter Back on Track!

Due to various reasons it has not been possible to publish the SHAD Newsletter since May. Prior to that, the only other issue published this year was in January!

Not very good really but now we are back with renewed vigor and a determination to ensure that if not published monthly the Newsletter will be issued at least once every two months.

All the old favorites are here; Service User/Staff Corner, Information & Important Bits, CSCI News, Volunteers' Stuff and, of course, the popular 'Jakki's Bit' and the 'And Finally' feature.

As always, there is opportunity for everyone involved with SHAD to

contribute and the Editors' look forward to receiving material for possible inclusion. Articles, letters, cartoons and photographs are welcomed. You may even have an item you no longer require and are looking for an opportunity to circulate a 'For Sale' advertisement amongst SHAD members. Don't forget this is *your Newsletter* and the more input we get from you the more efficient it becomes as a tool for aiding communication between everyone at SHAD.

SHAD Volunteers' enjoy a day in Brighton

During the early part of August some of our volunteers' enjoyed a day trip to Brighton on the Sussex coast.

The trip was organised by the body responsible for promoting volunteering in Wandsworth with assistance from the local community transport organisation.

A jolly good time was had by all as can be seen below!



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Jakki Morgan & Vitalis Nnebue

**HAPPY BIRTHDAY
Sheila!**



All of us at SHAD wish Sheila Matthews a belated very happy birthday for 21 July! Congratulations! We are proud of you and your achievements including being the current Chairperson of SHAD.

Poems from Greg

Service User Greg French has penned these poems and we are pleased to share them with our readers:

Electric Wheelchair

I am an electric wheelchair

I go fast

I love going fast

Without my passenger I don't move

I give independence to my passenger (too much!)

I've got lights on my side and back

When it's dark my passenger puts my lights on

My passenger takes me to the pub to watch football

I get excited when my passenger jumps up and down when a goal is scored

I am hot and sweaty when he is watching football

I am comfortable when he reclines

see Greg's other poem in the first column below.

Origami

Poetry

Banana tap

Banana tap on the door

Apples, black from the tree

Bananas, black oranges and apples too

Pineapple eggs

Paper beer

Wheelchair wizard

Phone

Dome

Can any of our other readers write poetry? We will be pleased to publish your efforts!

Service Users Please Note!

In order to ensure accurate recording and payment of cover shift allowances to volunteers would all service users please ensure they do not sign or authorise cover shift forms until they are sure that the shift has been fully completed!

This process will remove any uncertainty as currently arises when, in some circumstances, cover shift forms are signed off in advance.

Remember to look out for the SHAD newsletter scheduled for publication every month!

Volunteers—recommend a volunteer to SHAD and (if they obtain a placement) win a token! Call Vitalis for details

Service Users Please Note #2!

SHAD would like to remind service users that all travel expenses incurred by volunteers during the course of their shift **must** be covered in full by the service user.

Although SHAD discharges travel expenses of volunteers to and from their project the organisation is not able to meet expenses of volunteers accompanying service users or when carrying out tasks on their behalf.

There is concern that some volunteers are not being reimbursed fully by service users but are too embarrassed to raise the issue

Please contact Jakki or Vitalis if further clarification is required.

Information

SHAD joins NCIL in welcoming 'no one written-off' welfare reform green paper July 2008

In July the Government launched the welfare reform green paper 'No one written off: reforming welfare to reward responsibility'. We welcome the aim of the Government to support more disabled people into work and the strong commitment to disability equality underpinning the green paper. Too many disabled people have been written off by society in the past and more than one million disabled people on Incapacity Benefit have said they want to work. The support that the Government will provide to stay in employment on developing an impairment and the doubling of the Access to Work budget to support disabled people to seek and retain employment are hugely welcome. We are also very pleased that the Government has committed to providing higher benefit support to disabled people unable to work. We support the new approach of disabled job seekers being able to request control (through a personal budget) of all the resources available – similar to the Individual Budget approach already piloted successfully in care services. We believe that the role of all public services in supporting disabled people is relevant to welfare reform. Too many Local Authorities no longer provide care services to support people deemed to have 'low' or 'moderate' needs – affecting disabled people and their families' work opportunities. The Government must develop a new care framework that does not cut disabled adults off from social service support – or result in disabled people being forced to live in care homes and unable to work. The Government must also reduce the level of support required from informal carers – to tackle poverty for disabled people and carers in retirement. Sue Bott, Director of the National Centre for Independent Living (NCIL), says: "For too long the support disabled people need to access work has not been strong enough – and for people unable to work the financial support has been too low. The welfare to work green paper will change both these situations".

Important bits!

Please avoid gossip!

It is very difficult at times to remember that the issue of confidentiality is very important and can be easily overlooked. This is particularly true when volunteers

sharing flats are placed on different projects and, in general conversation, discuss matters relating to their

How do I become a volunteer?

***Call Vitalis on
020 8675 6095 or see our website
at:
www.shad.org.uk***

project, service user, volunteers or staff.

Volunteers (and service users!)

should remember that they

should at all times respect the confidentiality of all matters relating to personnel and services provided by SHAD except if there is a suspicion of abuse of a service user, volunteers or staff when the matter can be raised, in confidence, with Jakki Morgan.

More Important bits!

Cover! Cover! Cover!

SHAD is always keen to hear from volunteers who have the availability to carry out cover shifts in addition to their normal sessions.

Cover shifts are often required when volunteers are on leave or unwell, are a way to enhance the experience of a placement at SHAD and an opportunity to supplement the standard allowances.

If you are interested in additional shifts please notify Vitalis who keeps a list of people to call when the need arises.

Please be aware SHAD ensures volunteers do not infringe health and safety policies and procedures by over-committing themselves to additional shifts.

Transport Claims!

SHAD is only able to reimburse transport costs against properly presented receipts for costs incurred.

The organisation is unable to refund volunteers for the use of bicycles.

This mode of transport is to be commended and participants should take pride in reducing their carbon footprint!

SHAD Inspected by CSCI and achieves Two Star Status!

During May 2008 SHAD underwent its second Commission for Social Care Inspection (CSCI) assessment.

As you may know, CSCI is the regulatory body that ensures care homes and domiciliary care agencies are able to provide satisfactory services to their clients.

Although SHAD is registered with CSCI as a Domiciliary Care Agency the organisation

does not sit comfortably within the definitions of such an agency where regulations and standards are concerned. For this reason our first inspection (in August 2007) was designed to set a base line standard for the services we provide.

A Report of the May inspection has now been published and we are pleased to note SHAD has been awarded two stars (denoting a 'good service') in the CSCI quality rating. The maximum award is three stars ('excellent' service) and SHAD

aspires to achieve this in due course.



The recent inspection has raised a number of points on which the CSCI requires improvement and SHAD is working towards meeting these. Registration with CSCI although challenging is extremely worthwhile as a measure of service quality and an enormous **THANK YOU** is sent out to everyone for helping SHAD achieve **two star** status.

Please contact Jakki if you want further information.

CSCI to be superseded!

Although SHAD is just getting to grips with CSCI compliance requirements further change is on the horizon!

The government has set out plans for a new "super regulator" for health and social care, and has expressed hope that a new simplified system of regulation will reduce administrative burdens on home-care providers, freeing them up to deliver more frontline care in the home. Secretary of State for Health, Alan John-

son, has announced that a new system of regulation for health and social care will be proportionate and inspection will be directed at those services which are of most concern. In particular, the new system will end the use of National Minimum Standards and instead the new regulator, to be called the Care Quality Commission, will audit providers for compliance with a set of new registration criteria and will have a wider range of enforcement powers to tackle poor quality services.

However the government's plans so far

contain little detail of the new registration and compliance requirements which all health and social care services will operate under. The new regulator will have inspectors who have come from both the Healthcare Commission, Commission for Social Care Inspection and Mental Health Act Commission, and it is unclear if they will be expected to have generic skills and expertise in health and social care or whether their expertise will be matched to particular services such as homecare.

Watch this space!

No Limits 2008

The Lifestyle Event for Living Independently (17/18 September 2008)

No Limits 2008 is London's only national independent living exhibition for the public, healthcare professionals and mobility equipment dealers.

No Limits combination of seminars, demonstrations, activities, education, jobs and expert advice makes it a not to be missed event for everyone.

A buzzing show floor packed with organisations will provide exhibitors and visitors with a perfect positive environment to try and buy products and most importantly meet the people behind them face-to-face.

The show takes place in ExCeL London, the international exhibition and conference centre, providing the premier location for this national event. For more information contact SHAD or email: nolimits@eventcommunity.co.uk



Peg the hedgehog: 'People say I can do magic—as soon as I get in my wheelchair I disappear!'

The Service User and Volunteer Relationship

It is important to remember that the service user/volunteer relationship can be a very complex one. In most cases, it is a one-to-one relationship and on occasions can become very intense and personal. There is a requirement to consider the needs of both parties. In order to guard against any upsets which might occur 'professional' boundaries must be established. If both parties know exactly what their responsibilities are then there is less likely to be a problem.

It is important that both the service user and the volunteer are able to communicate openly with each other. Problems and misunderstandings are more likely to occur if people do not talk to each other and know where they stand. If, for example, a volunteer has smelly feet and it is causing the service user a problem how does the service user address it? Smoking can also be an issue; a volunteer may smoke and a service user might not. To avoid these kinds of problems there is a need to establish a set of 'house rules' so both parties know where they stand.

Alternatively, a service user may have certain habits or eccentricities, which a volunteer might find difficult. In this event there is a need to communicate in a way which does not jeopardise the working relationship.

Clear guidelines will help to eliminate such problems. A service user can write them down at the start of the relationship or they can be identified as the relationship progresses. Either way it is important that both parties know exactly what the guidelines are and why they are there.

Privacy is another important consideration. On several levels a volunteer is going to know - more or less - everything a service user does. Often, as a service user, the more you limit the assistance you have, the less choice you have in what you are able to do.

Alternatively, the more assistance you have the less privacy you have. Some people prefer to have the minimum of assistance because they are not prepared to lose their privacy while others involve their volunteers in all their activities - financial affairs, social life etc. Here confidentiality is a key issue. If a service user chooses the latter then they may make themselves more vulnerable. A service user has to decide what a comfortable balance is.

There are bound to be personality clashes in the service user/volunteer relationship. It can be particularly difficult when a volunteer has been in place for a long time and because of the nature of the relationship you have become quite friendly. When these clashes arise it is important that a service user has a set procedure with which to resolve them amicably without destroying that relationship.

Another problem for many service users is remembering how to delegate - telling people what to do and what not to do. In many cases volunteers need to know what their responsibilities are without being told repeatedly. As a service user you do not want to have to a volunteer to do the washing up every time you have had a meal!

So for certain tasks a service user has to establish a set routine. Here a written checklist of the volunteer's tasks and responsibilities can be extremely helpful. If routine chores like 'watering the plants', 'feeding the cat', 'washing the windows' are written down a volunteer will know exactly what they have to do and when.

For other daily tasks such as choice of meal or clothing the service user will want direct control. Consequently it is important for service users to decide when to delegate and when not to.

It is also important that service remember that volunteers need to be respected as people and told when they are doing a good job. Such considerations can only strengthen and build a good relationship. As disabled people, service users know only too well how hurtful it is to have their humanity ignored or to be treated like an object. Service users will find that treating their volunteers with respect and letting them know they are valued will get the best from them.

Discrimination

In general nobody should discriminate on the grounds of sex, race, disability and people who change their gender. Laws exist to stop this happening.

From December 1st 2003 it became illegal to discriminate against people because of their sexual orientation, religion or similar belief, and in October 2006 it became illegal to discriminate on the grounds of age, which includes younger and older people.

Exceptions to these laws are few and there has to be a strong reason for making choices that go against these laws.

Volunteers' Corner (news & views for those at the 'blunt end')

WELCOME TO SHAD!

We warmly welcome:

**Joanna, Benjamin,
Anna-Carolin, Simon,
Stefan, Chris,
Alexander, Deborah
and Andreas**

**all of whom have joined
SHAD as volunteers
since June 2008.**

SHAD Volunteer Birthdays!

**Very Happy Birthday
wishes to our
'September
celebrants'**

**Simona & Sydney
Many Happy Returns
to you both!**

*Enjoy & let others enjoy the flat!
only with the permission of the
Volunteer Managers are you allowed
to bring a guest into the flat!*

Next Allowance Payments!

The next date for the
payment of allowances is:

28 August

(allowances plus travel
expenses & processed
cover shift payments)

*Due to office staff annual
leave, any payments for
cover shifts that are not
processed by 15 August
will necessarily be deferred
until September.*

More News

CSCI Report promotes training!

During the recent CSCI
inspection focus was
placed on the need for
SHAD to improve its
training for volunteers.

As a result, SHAD has taken
steps to introduce training for
volunteers in NVQ Level 2
(Health and Social Care), basic
medication and the protection of
vulnerable adults. Some of this
training is already in place while
other elements will be in place
shortly. Watch this space for

more news as it becomes
available.

*Recommend a volunteer to SHAD
and (if they obtain a placement)
win a token!
Call Vitalis or Ambreen for details*

Yet More News!

Volunteer Involvement

From time to time SHAD
seeks to encourage
volunteers to provide input
into how SHAD operates and
to work with the organisation
to improve services.

Recently, Simona Banu has
expressed interest, as a
volunteer, in meeting with
Jakki to discuss issues of
interest and to seek ways to
improve the 'volunteer
experience'.

It is proposed this liaison will
take place on a regularly and it

is seen as a way of improving
communication between
volunteers and the office. Quite
often volunteers seem reluctant
to raise issues with the office
and it is hoped a single
volunteer point of contact will
enable other volunteers to
express their views.

“Fun corner! Enjoy London”

Notting Hill Carnival Dance Weekend

One of the biggest street festivals in Europe with hundreds of thousands of people dancing to music from 45 sound systems and live bands - from Hip Hop to Calypso, Garage to Latin, Soca to Steel pan. Spectacular carnival floats produced by the people who dedicate their spare time for a year creating them. Children's day Sunday, Main Day Monday, plus steel band competition on Saturday.

All of this takes place between 23

and 25 August.

Organisers of Carnival have announced this year's theme as 'Welcoming the World'.

Chosen to reflect the multicultural nature of visitors and to integrate the carnival's ideals with those of London's 2012 Olympic Games, this year's event has been organised hand in hand with the Olympic team and will be happening at the very time that the Olympic handover takes place in Beijing.

To tie the two themes together, there will be a massive 25 square metre screen at Emslie Horniman's Pleasance Park, near Ladbroke Grove, which will broadcast the handover events in Beijing and

London alongside live footage from across the whole carnival site.



ADVERTISE IN THE SHAD NEWSLETTER



SHAD volunteers, service users and staff are encouraged to advertise for free (for now) in SHAD's wonderful monthly Newsletter. Items ranging from bicycles to personal/household items which people may wish to dispose of may be advertised for sale with the contact details of the person selling the items.

Please note this newsletter is placed on the internet so be careful about the personal details you disclose.

NB: SHAD will not be involved in any aspect of the transaction apart from placing an advertisement in the newsletter.

Interesting events and activities which you may want other members of the SHAD community to be involved in or/and to be aware of can also be communicated here.

All you need to do is to contact Vitalis on 020 8675 6095. You can also send in an email attaching your advert to vitalis@shad.org.uk

Making the most of London.....

For a free guide to the London night scene check the following sites:

www.clubseekers.com

<http://www.viewlondon.co.uk>

There are loads of great films on show, too many to mention – see Time Out for details..

London Life

The London Life channel provides a wealth of information relevant to all those living in London. Regardless of whether you are a permanent resident or a visitor, you will find essential information here on all aspects of living in London.

Visit: www.london.gov.uk/London-life





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***SHAD is supported by
Wandsworth Council***

We're on the Web!
www.shad.org.uk



Jakki's Bit

The Olympics are here and I thought I would have a look at some Fun Olympic facts to get you in the mood for the competition.

1/ The reason the extra yards were added to the running distance of the marathon to make the total length a rather strange figure of 26 miles and 385 yards (42.2 kilometres)? Was because of the rather whimsical demand of Queen Alexandra of Great Britain, who decreed in 1908 that the marathon should end below the royal box at London's White City Stadium, which added the extra 385 yards!

2/ The word "gymnasium" comes from the Greek root "gymnos" meaning nude; the literal meaning of "gymnasium" is "school for naked exercise." Athletes in the ancient Olympic Games would participate in the nude.

3/ The first Paralympic Games was held in 1948. The name 'Paralympics' comes from the words 'Parallel' and 'Olympics'.

4/ The record for the most gold medals awarded in one Olympic Games went to American swimmer Mark Spitz in 1972. He won SEVEN gold medals! The US swimming sensation Michael Phelps is trying to top that at the Athens Olympics by going for Eight gold medals.

5/ The Olympic symbol consists of five circles or rings. These five circles stand for the five continents. The colours in the circle are green yellow, blue red and black.

6/ In 1900 Australian Donald MacIntosh came third in the live pigeon shooting event, the first and only time animals were killed on purpose in an Olympic event. Donald won by killing 21 of the birds.

I have lots more interesting facts but perhaps this is enough!!

**This issue is also available online and in other
formats for visually impaired readers**

And Finally...

INTERESTING FACTS ABOUT DISABILITY

Homer, ancient Greek writer of "The Iliad" and "The Odyssey," was blind. The typewriter was invented as a private writing device for a blind member of a royal family. Other developers of early typewriters also designed for individuals who were blind.

English King George III (1783-1820) ruled England during the time of the American Revolution. He took the throne in 1760, had repeated bouts of mental illness during his reign, and was removed from power after an extended period of mental illness in 1811 by his son George IV. George IV officially took the throne in 1820 after the death of George III.

In 1776, Stephen Hopkins referred to his Cerebral Palsy when he signed the U.S. Declaration of Independence saying, "My hands tremble, but my heart does not." French Impressionist painter Pierre-

Auguste Renoir (1841-1919) developed Rheumatoid Arthritis late in life and required a wheelchair to get around the last few years of his life. In order to continue painting, Renoir employed assistants who would dip brushes in paint for him and strap the brushes to his hands. Renoir later paintings are celebrated for their looser brushwork. It is probable that his looser brushwork is the result of his arthritis.

Thomas Alva Edison (1847-1931) was born with an overly large head and had developmental disabilities which slowed his early motor and language skills. Doctors claimed he would be "an invalid". Edison's school diagnosed him as "mentally ill" and "unteachable" because he could not complete his academic work. His mother Nancy Edison, a former teacher, removed her son from school and home-schooled him. She struggled to find methods to accommodate for Edison's developmental disabilities and dyslexia, and eventually found that Edison had to see and test things for himself. Edison

went on to become one of the most recognised inventors of all the time. He patented over a thousand inventions; among his most famous are: the phonograph (1877), the electric light bulb (1879), the dictating machine, and the motion picture (1896). In 1882 he also designed the first hydroelectric plant in Appleton, Wisconsin. When Alexander Graham Bell invented the telephone in 1876, he was attempting to convert speech to visual representation in order to accommodate for his wife's hearing loss. Unfortunately Bell's invention failed to convert sounds to visual representations, though it extended verbal communications in ways Bell never could imagine. Baseball hand signals used by umpires to signify balls, strikes, out and safe originate from Outfielder William Hoy's request to umpires that they use sign language because he was deaf and could not hear the umpires' verbal calls.

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