

Duke of Westminster Annual Reception



I was fortunate enough to help at the above event with hosting our many supporters and volunteers on Tuesday evening 24 July at the office of the Duke of Westminster, the patron of Arthritis Care. The main thrust was the launch of the new five year strategic plan, with presentations from Jane Asher, Rosemary Blair and Neil Betteridge.

Marion Lawrence who is based at Barnet Hospital spoke about her work as a training and information volunteer. Marion manages and runs the hospital information point and works with the rheumatology team. This is one of our key services. Marion has made such a success of this that we recently held a You Can Beat the Pain Cycle course in Barnet with the majority of attendees signposted from the information point.

Rosie Buttery is a volunteer youth

worker with the Young People's Project in the South of England, Rosie had delivered the Positive Future workshops and is an excellent role model within this project. She spoke about her arthritis and people's reaction to her having arthritis as she is so young. Rosie recently took part in the video diary project. You can see the diaries on the Arthritis Care web site.

Both the talks went down very well indeed comments such as 'What an enjoyable evening', 'The best event in a long while' were overheard and it really is down to these two people talking about their work with Arthritis Care – thank you.

The picture shows, from left to right Rosie Buttery, Jane Asher, Rosemary Blair and Marion Lawrence.



Pippa Nelson is the regional operations manager for South England. For more information, please telephone 0844 888 2111 or email pippan@arthritiscare.org.uk

Arthritis
Care
South
England



Inside this issue:

Information 1-3

Training 4-7

Young people's project 8-9

Campaigns 10-11

Helplines 12-13

Branches 14-15

Update 16

The Bulletin



Issue 17

September 2007

Afro Live! In London



Exciting, vibrant, and stimulating. This was the backdrop to the fantastic Arthritis Care information stand at Afro Live!

A team of enthusiastic Arthritis Care volunteers and staff gave out a whopping 364 'goody bags' full of Arthritis Care information over the two day event.

This was a very positive outcome for Arthritis Care and there are plans to

attend more lifestyle events in the future.

Many thanks to Arthritis Care staff and volunteers for making this event a wonderful success.

Donna Akuffo is a training volunteer for South England. For more information, please telephone 0844 888 2111 or email southeast@arthritiscare.org.uk

Free Community Safety Event

Light refreshments will be on sale.

bringing it all together

6th October 2007 • 9.30am - 2.30pm
The Forum, Bath

This free community safety event will bring together over 20 exhibition stalls as well as a theatre group that will perform two musicals aimed at helping people avoid falling victim to fraudulent traders and the many scams that are running. Find all the advice in one location.

Dial 01225 396753 for your **free tickets and free park & ride voucher.**
 One ticket per person will give you free entry into the event and can be used at any of the park & ride sites on that day.

BATH'S NUMBER ONE SECURITY SHOW

Working in partnership

Free security show in Bath

This free event is on Saturday 6 October 2007.

In addition to the two musicals you will have the opportunity to look at over 20 exhibition stalls providing you with advice from home security to fire safety. Other exhibitors include Trading Standards, Age Concern, Consumer Direct, Action for Pensioners and Motability experts.

By ringing **01225 396753** and asking for the **TRICKSTER HOT LINE**, you can order as many tickets for your group as you require.

PC Robert Saunders
Crime Reduction Officer
Community Safety Team,
Bath Police Station. Email
rob.saunders@
avonandsomerset.police.uk

On 30 June, 67 members of the Woodford branch celebrated the 60th anniversary of Arthritis Care with a lunch and entertainment at which a special anniversary cake was shared out amongst our members.

Mefus Ensor,
Regional Committee

On Saturday 15 September The Herts & Essex Area Liaison Committee will be holding their 20th area event at the Marconi Athletic and Sports Centre in Chelmsford.

Mefus Ensor,
Regional Committee

One Place open day at Southminster



On the hottest Sunday of the year so far, the members of the Dengie Hundred branch of Arthritis Care set up a wonderful information stand at the 'One Place' opening celebration in Southminster, Essex.

'One Place' is an information office that is specially adapted to allow access to all members of the community. Inside there are stands that offer information for holidaymakers and locals alike.

Karen Moore is the information services manager for South East England. For more information please telephone 01992 301 396 or email karenm@arthritiscare.org.uk.

Watford branch 60th anniversary event



On 7 July Watford Branch marked the 60th anniversary of Arthritis Care by holding an information event in the town centre.

It was one of the few sunny days in early July, so the shopping centre was very busy. We set up a colourful stall, decorated with balloons, and parked nearby was one of the minibuses we sponsor through the local community transport association which attracted more attention to the stall. We had also managed to get some publicity in the local paper which led to several people coming along specifically to find us.

A rota of volunteers manned the stall from 10am until 4pm. We handed out leaflets and talked to people of all ages and backgrounds about arthritis, Arthritis Care and the activities of the local branch. We kept a rough tally of contacts and estimate we spoke to around 200 people. Most of them had had no previous contact with the charity and were very interested in our work.

The picture above, taken at the start of the day, while the stall was still tidy, shows Marian, Cherry and Patsy ready for action as the first shift.

**Marian Wax,
Watford branch**

Jubilee Raffle

Due to the super support of members like you we received just over £11,000 from branches in relation to the Jubilee Raffle.

Almost all of this membership income was split funds, branches themselves benefited from around £10,000.

Although the raffle did not meet with approval from absolutely every branch, it has still been a resounding success. The grand total raised is over £30,000.

However, just for this year, we will not be doing the Christmas raffle as it would be too much to ask again so soon after.

Thanks again for your kind

contribution.

The winners are as follows:

- 1st prize £1,000 - Mrs Briddock from Cheshire (a long term branch member) who is over 80 years old and was so happy to hear the news of her win
- 2nd prize £500 - Mr Foulkes from Northamptonshire (a long term Arthritis Care supporter)
- 3rd prize £250 - Mrs Blair also from Northamptonshire (a branch member).

Pippa Nelson is the regional operations manager for South England. For more information, please telephone 0844 888 2111 or email pippan@arthritiscare.org.uk

National Trust access guide

The National Trust now produces a National Trust Access Guide that provides information about the accessibility of their properties.

You can order a free printed copy in standard or large print or on tape by contacting the Membership Department on 0870 458 4000 or email enquiries@thenationaltrust.org.uk.

The National Trust admission policy admits the necessary companion of a disabled visitor free of charge. This is on request and while the normal charge applies to the disabled visitor. An 'Admit One' card can be issued in this instance.

Please contact the Access for All Office on 01793 817400 or email accessforall@nationaltrust.org.uk for further details.

Training day at St Peter's



Two training volunteers from West Surrey, Irene Smart and Diane Evans, were invited to give a talk on the work of Arthritis Care at a post graduate training day organised by the rheumatology department at St Peter's Hospital in Chertsey.

The course was attended by over 20 people including rheumatology nurses, physiotherapists and other healthcare providers. Many had travelled a long way to take part in the three day course. One participant had come from Malta and another from Hong Kong.

This is the second year Arthritis Care has been invited to speak at this annual event. There is a well established relationship

between the rheumatology department at St Peter's Hospital and Arthritis Care. St Peter's was one of the first hospitals in the country to open a hospital information point, organised by Arthritis Care volunteer Anne Bowerman.

The aims of this presentation included helping participants to gain an understanding of the types of training programmes being delivered by Arthritis Care and the format of each of the courses.

Irene and Diane also spoke about Arthritis Care's telephone helpline and information booklets which offer guidance on a wide range of every day concerns for people with arthritis, and how these publications are dovetailed with the course content to enhance the long-term usefulness of the courses.

One of the organisers primary reasons for asking Arthritis Care training volunteers to deliver the

Helplines continued

That we use the Typetalk Service for people who have a hearing impairment or speech impediment?

That our Freephone number is now free from the five main mobile phone providers?

That you can get a free relaxation tape from us?

That you can get a free copy of the book *Kids with Arthritis - a Guide for Families* from us?

That we can send you CD versions of our booklets ?

**AND THIS IS A
COMPLETELY
FREE SERVICE**

**You can contact us by calling
Freephone 0808 800 4050
weekdays 10am to 4pm**

Sending us an email at helplines@arthritiscare.org.uk

**Writing to us at Arthritis Care
18 Stephenson Way
London NW1 2HD**

**Young people (under 26) and their families can call us
on The Source 0808 808 2000 weekdays 10am to 4pm
Or email us at thesource@arthritiscare.org.uk**

Helplines



Have you contacted Arthritis Care helplines recently?

You can call us for a confidential chat, support and information on all aspects of your arthritis such as:

- Your pain is getting worse. We can discuss the kinds of medication that your GP can prescribe and talk about different relaxation and distraction techniques that can help you manage.
- Your treatment has been changed and you want to talk through the risks and benefits of this new treatment.

- You want to know what kind of exercise you should be doing for your arthritis
- You are having difficulty in communicating with your doctors. We can help you to get the most out of your appointment.
- Just having a bad day? That's what we're here for, too.

Did you know that the Arthritis Care helpline is accredited by the Telephone Helplines Association?

That we use the Language Line Service for people who don't speak English?

Training day at St Peter's continued

talk, was to inform participants of some of the issues involved in a course being run for people with arthritis by people who had arthritis themselves.

Irene and Diane explained how shared experience led to course participants feeling better understood and how they were able to demonstrate through discussion that, while life with arthritis can require serious adjustment, there are things people with arthritis can do to help themselves and that there can still be many pleasurable experiences ahead.

Feedback and a lively question and answer session at the end of the presentation suggested that Irene and Diane, having shared their personal experiences, had given participants insight into the dynamics of a course run by people with arthritis.

Philippa Jones is a training services supervisor for South England. For more information please telephone 0207 380 6509 or email philippaj@arthritiscare.org.uk



Pain Support

newsletter, a lively discussion forum and much more.

So, if you are looking for support or information on any aspect of chronic pain, this is the site for you.

Jan's contact details are:
jansadler@painsupport.co.uk
www.painsupport.co.uk

The Pain Support site is packed with information, ideas for pain relief and details of proven coping skills. You will also find a regular

Training dates

Here are the new course schedules. Keep an eye on the South England region section of the Arthritis Care website www.arthritiscare.org.uk for further courses.

For more information about the courses below, please contact the regional office on **0844 888 2111** or email seregooffice@arthritiscare.org.uk

Course	Location	Date	Time
Arthritis Awareness (Full)	Winchester	Tue 6 Nov	9.15am to 1.30pm
Arthritis Awareness (Full)	Basingstoke	Tue 13 Nov	9.15am to 1.30pm
Challenging Arthritis	Plymouth	Tue 11 Sept to Tue 16 Oct	1.30pm to 4pm
Challenging Pain	Ivybridge	Thur 4 Oct and Thur 11 Oct	2pm to 4.30pm
Challenging Pain	Kingsbridge	Mon 5 Nov and Mon 12 Nov	10.30am to 1pm
Challenging your Condition	Dalston	Tue 18 Sept to Tue 23 Oct	10am to 12.30pm
Challenging your Condition	Hemel Hempstead	Wed 26 Sept to Wed 31 Oct	10.30am to 1pm

mobility problems are unsure of finding a disabled parking bay near to where they need to go it is quite likely that they will not venture out for fear of not being able to manage the walk into the town centre.

- In some shops the attitude of the staff was very kind and that they would fetch items that prove difficult to reach. However, in other shops the staff attitude was that if you couldn't make the step up to the till then it was your problem.
- Even if a shop entrance has a very low threshold to cross over from the street, the weight of the shop door can restrict access to a high street service.
- Some shops which do have customer ramps should put up customer signs and bells outside the premises to encourage their customers with mobility problems to access their premises
- Customer 'up escalators' to the first floor and stairs-only access to the ground floor do not help people with mobility problems because often going down stairs is more difficult -the fear of falling is greater.
- Some shops said 'they knew all of their customers and so did not see the need for having to do anything' to help people into premises. This does not help people with mobility problems from accessing facilities.

- When people's arthritis became so developed that they were no longer able to drive they become heavily reliant on bus services. A reduced frequency of bus services to outlying villages makes it difficult to travel.
- A handrail attached to the inside wall of the splash pool to reach the leisure pool can help people with mobility problems to walk more steadily.
- If a young person with arthritis appears to be able bodied the reality is that no allowance is made for them. This is in contrast to an older people with arthritis where the condition is often expected and allowances made for a lack of mobility are automatic.

The MPs participating in the shadowing events were interested in the way in which we had arranged the visits to shops and facilities. We made it a real experience rather than just talking about it.

Siobhain McCurrach is a regional campaigns manager for South England. For more information please telephone 01730 827986 or email siobhainm@arthritiscare.org.uk

MP shadowing days



This spring, the campaigns team was engaged in running a series of eight MP shadowing experiences for eight MPs across the political spectrum.

The goal was to raise the issues that people with arthritis face on a daily basis which are not apparent to people in mainstream society. The MP shadowing events took place in the constituencies of Horsham, Carshalton, Romsey, Alton, Guildford, Ashford, Deal and Tewkesbury.

After a great deal of planning, organising and arranging, I was pleased to conclude that every event successfully raised the issues that people

with arthritis wanted their MPs to know about. Here are some of them:

- The need for dropped kerbs to be located next to disabled parking bays to allow a wheelchair user to mount the pavement from the disabled car parking space.
- The need for level access across railway tracks to the other platforms.
- Ticket offices with a variable height kiosk would help all passengers.
- Steps up to the entrance of buildings without lift facilities do not encourage people with mobility problems to use such facilities.
- Uneven flagstones and 'modern cobbles' in shopping areas do not help people with mobility problems to walk with comfort.
- Due to modern parking policy, town centre car parks are arranged around the outside of the shopping centre. If people with arthritis who have

Course	Location	Date	Time
Challenging your Condition	Kings Langley	Thur 6 Sept to Thur 11 Oct	10.30am to 1pm
Challenging your Condition	Watford	Mon 3 Sept to Mon 8 Oct	6pm to 8.30pm
You Can Break the Pain Cycle	Gillingham	Wed 19 Sept	1pm to 4pm
You Can Break the Pain Cycle	Guildford	Sat 6 Oct	9.45am to 12.15pm
For young people aged 13-18			
Positive Future Workshop	Somerset	19-21 Oct	Residential weekend

A very big thank you

We would like to thank the following organisations and individuals for their kind donations to the South England Regional Office.

This vital income has been used to extend training and information services in the South England region.

- £500 in memory of Mrs Eileen Howard
- £260 in memory of Mrs Margaret Herb

- £700 from the Haydon Chamber Orchestra with particular thanks to Mr & Mrs Shaub and Mr & Mrs Harding
- £107 in memory of Mr Kenneth Allen
- £25 from Mrs Pam Staunton
- Steve Wyatt, Postman for Hawkley, East Hampshire donated £700 from the proceeds of his charity parachute jump

Family day

Arthritis Care's family day at Longleat Forest Centre Parcs, in Wiltshire, in June, was a huge success. The day was for young people with arthritis and their families, and as a volunteer youth worker for Arthritis Care I got to be a part of it.

The day began with tea and cakes and a chance for people to meet and talk, this was followed by a brief introduction from Alexis and Jo from the Arthritis Care's Young People's Project.

The presentations then started, Rosie was first talking about being a volunteer youth worker and running Positive Future Workshops. James was next talking about his achievements as a young person with arthritis he has achieved so much, this was very inspiring. The last of the young people's talks was given by Clare who spoke about her recent trip to Australia and New Zealand. She showed that with a little extra planning there is no reason why travelling has to be difficult for young people with arthritis. A real

eye-opener for me.

Next we watched Rosie's video diary about her experiences and her views on having arthritis. This was a real inspiration and had a huge impact on me. Judging by the parents reactions and comments it made a huge impact on everyone.

Before lunch we had talks from health professionals. These were very informative but also easy to understand and many people went away from these having learnt something new.

My job at the beginning of the day was to look after the under 10's activity table where we had some puzzles and colouring. This was a great idea and thoroughly enjoyed by the younger siblings.

Lunch was at Huckleberry's in Centre Parcs, where we had a lovely buffet and a chance to talk to the young people and their families before the afternoon sessions.

The afternoon sessions were the parents group and siblings group which we ran simultaneously. Rosie, Alex, Hannah and I ran the siblings'

workshop and Alexis and Jo ran the parent's group. The siblings' group was brief but lots of ideas came out of it and again it was a real eye-opener. The parents' group went really well and they all enjoyed being able to talk to other parents.

Whilst these sessions were going on the young people were free to enjoy Centre Parcs and its all fabulous facilities, the biggest attraction being the swimming pool.



In May the Young People's Project enjoyed an activity weekend at the Calvert Trust in Exmoor. The centre ensures that people of all abilities can enjoy all the activities on offer.

Our first day was spent rock climbing and abseiling. After lunch we tried horse riding which was a first occasion since being diagnosed with arthritis for one of

We had a lot of great feedback during the day and lots of young people and parents are looking forward to the next one. My only wish is that something like this had been available when I was younger as I believe my family and I would have really benefited.

Lisa Beauchamp, volunteer youth worker for South England. For more information, please telephone 07786 332232 or email alexisb@arthritiscare.org.uk

Calvert Trust, Exmoor

our participants who said 'I never thought I would be able to horse ride again – I really miss it'. We then had the chance to try our hand at archery. After a barbeque we were free to enjoy the facilities, we opted for the Jacuzzi, steam-room and pool. Sunday was spent doing team challenges and orienteering. As one young person summed up: 'Weekends like this almost make having arthritis worthwhile'.

Joanne Hunt is the young people and family project development event organiser for South England. For more information, please telephone 07917551417 or email joanneh@arthritiscare.org.uk