

CONTACT

Issue 72



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Editorial

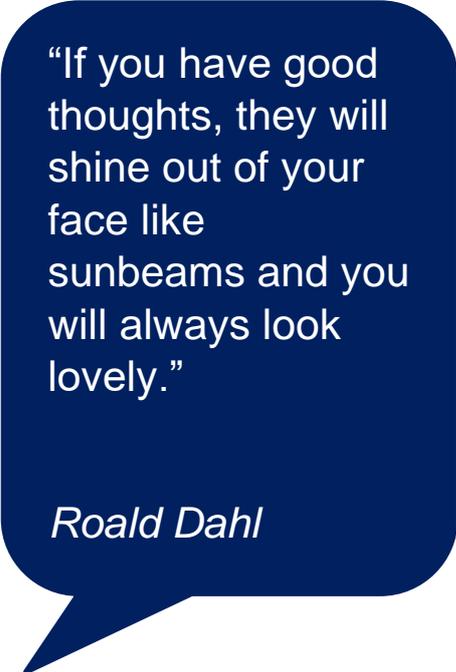
Welcome to Issue 72 of Sutton Vision's CONTACT Magazine.

I try to imagine how we will reflect on 2020 when it comes to formally write its history. Never have I seen one year bring so much change, and dramatic change at that, to the UK and all countries across the world. We continue to live in relatively uncertain times and for many, this presents a period of anxiety and worry, particularly in the lead up to Christmas and during the colder months.

Whilst 2020 has not been a year many will look back on with fondness, Sutton Vision has continued to operate; albeit, at times we may be more digital or virtual in how you access our services.

Comments and contributions from the Sutton Vision community and partners are always welcome and may be sent to our Editor at editor@suttonvision.org.uk. We are always interested to hear what you think of CONTACT and to receive ideas about articles for inclusion.

GO PAPERLESS, GO GREEN! If you would like to switch to an email edition of Contact, please let us know by sending an email request to hayleycampbell@suttonvision.org.uk.



“If you have good thoughts, they will shine out of your face like sunbeams and you will always look lovely.”

Roald Dahl

Sutton Vision's new Chairman

Earlier in the year, Eric Kennedy, our previous Chairman retired as Chairman and from the Board of Trustees.

When Eric asked me to step up from Vice-Chairman to Acting Chairman, I had mixed feelings – pride and apprehension! I felt honoured that he would ask and trust me, yet apprehensive about "filling his boots!" Eric did a wonderful job of leading during his tenure as Chair. As we face the future as a Board, I am reminded of the quotation, "Individually we are a drop, yet together we are an ocean!" Hence, I acknowledge I am part of a team.

I gladly continued as Acting Chairman from July until the Sutton Vision AGM in September, when my colleagues on the Board elected me as Chair. At the same meeting, an extremely capable lady, Louisa Syrett, was elected as Vice-Chair. On her election, Louisa said: "It is an absolute pleasure to be elected Vice-Chair. I look forward to the next year working alongside Michael Parsons and the rest of the Board".

Each of the Trustees has a role and you can find a brief profile of all the Board members on our [website](#).

This year, 2020, has been very challenging for many an organisation, especially charities like Sutton Vision. I am confident that with a dedicated and eclectic Board of Trustees, a talented and enthusiastic Chief Officer and competent staff team we are well equipped to face the coming year, whatever the challenges, with confidence.

May I take this opportunity to wish the Trustees, staff team, volunteers and Sutton Vision CONTACT readers and service users an enjoyable Christmas and happy New Year.

Michael Parsons
Chairman

From the Chief Officer

As the landscape continues to change, the best way to know how you can access our services is to ring us on 0208 409 7166. As this edition of CONTACT went to press, we were in lockdown, but that may well have changed again by the time you receive it.



Our priority is to always act in the best interests of people who use our services – so while it's appropriate to recognise the need to deliver our services at 3 Robin Hood Lane in Sutton, we will always balance this with our responsibility for the safety of service users.

We hope that with the recent news on the vaccine, life finds a new, more stable pace in 2021; but until then, we need to be flexible in our approach. Please do not ever hesitate to contact us and we will always do our best to find a way to serve you.

This year Sutton Vision is celebrating Christmas with its service users in a unique way. As a huge thank you to the Sutton Vision family we are giving CONTACT readers the chance to be randomly selected for a Christmas surprise gift!

In this edition of Contact, 50 of you have been randomly selected to receive a special Christmas Gift. If you have a Golden Ticket included in your edition that looks like this: please call Sutton Vision on **020 8409 7166** to receive your Christmas surprise gift.



We wish you all a very Merry Christmas and holiday season!

Tegan Jones
Chief Officer

Telephone Befriending Service



If you are feeling lonely, isolated or just want someone to call you for a friendly chat, we can match you with a volunteer who will be happy to call you.

Technology Support

If you would like to join online activities but need support with your existing technology or help to set up new gadgets, please contact Amanda and she will make an appointment for you with our technology volunteer. They will contact you remotely or face to face (depending on current COVID-19 restrictions for Sutton) to help with your tech needs.

Contact our Volunteer Coordinator Amanda by email amandalarter@suttonvision.org.uk or by phone 020 8409 7166 for more information.

Low Vision Clinic

The Sutton Vision office is closed until 2nd December; however, the Low Vision Clinic service has continued to operate.

Post lock-down, we are offering either face-to-face assessments at our centre in Robin Hood Lane or an assessment by telephone if you prefer. Please telephone Sutton Vision on 020 8409 7166 for an appointment or more information. If you need to speak to our optometrist or need a replacement magnifier, please call and leave a message on our answer phone.

“After receiving support during a remote LVC appointment with Sutton Vision, I was sent a pair of TV glasses and was amazed that I could finally enjoy watching football again, thank you very much Sutton Vision.” (A.G)

VIP Large diaries and calendars

If you would like to purchase a VIP large print diary or calendar (or other products) you can do so by contacting the VIP Diaries [website](#) or telephone 01539 726613.

A6 POCKET DIARY 2021: £6.25

A3 LANDSCAPE CALENDAR 2021: £7.95

Sutton Vision have a small number in stock, please contact Sutton Vision for more details.

St Helier Hospital Update

Sight Loss Adviser, Ann Ryan, is available for St Helier Eye Unit appointments, advice and support. If you attend in person at St Helier, you will have your temperature checked on arrival and will be given a mask to wear whilst in clinic.

For any questions or queries please contact Ann Ryan, Sight Loss Advisor on 07920 650 613.

From Shirley & Mick Mitchell

How we have adapted in these difficult times, finding the wonders of modern technology

A lot of us now, due to the lock-down have had to change the way we communicate, the way we shop, and how we deal with health problems.

Before COVID-19, we may not have needed to rely on others so much to help us; so, having ideas on how to be more independent has been a great plus.

We have used apps on our phones, computers, tablets such as 'WhatsApp' and 'Zoom' for chatting; listening to stories on Audible, talks of interest with organisations, or video calling with 'Face Time' which we have found to be great as we have been unable to see our grandchildren since March but feel this link has been invaluable as others have.

A big learning curve came for a lot of us when we found we could send messages with a voice message, pictures and Emoji, we even have personalised ones we can send which makes people smile.

Possibly the biggest change was ordering of food online. For some this took time, especially getting a priority slot and understanding how the app worked and paying for the delivery as each company varied. Once people got hold of ordering we had comments such as 'will never do shopping in store again, so easy, and no more carrying'. This way of shopping reminded us, and others, of how we used to prepare a shopping list each weekend and drop it off to shops such as 'Stevenson and Rush' and have it delivered the following Friday.

The use of eBay and Amazon has been a boom for a number of us. It has allowed us to get the items we need, which would otherwise only be available by visiting the high street stores. We

are sure a lot of us will continue using these services even when we are allowed out!

A lot of us have used 'Patient Access', including us, to order our medication and check results of tests. Most of us have had our hospital appointments by telephone conversation and some of us have been asked to fill in forms asking if we would like this to stay. A plus on this is not having to travel, but on the downside, being face to face can tell you a lot about a person.

We personally sit on committees and have continued these with 'Zoom' or 'Microsoft Teams'. The nice part of these is the meeting has a set time so no unnecessary chatter and no wasted time.

For the last two Friday mornings we have been linking via 'Teams' to students in the Pharmacology training section of St Georges Hospital. Normally we would have visited them in house but this year we have to link by home tutoring. We talked about the difficulties people have with visual impairment regarding medication, packing, labels etc. It was quite strange for us and for them as they could only see each other when we linked into the group but they are charming young people, who are finding study difficult this way, but what a plus to have such technology.

We feel as the months progress and we go into 2021 we will be needing technology to help us in our everyday lives and we are sure from talking with Sutton Vision, that they can see themselves moving more in the tech assistive direction where they can help to set people up with some ideas for technology which we can take advantage of and share.



How your used designer clothes can raise funds for Sutton Vision

Many of us used lock-down to do a 'Mary Kondo' and clear our wardrobes of clothes we either didn't want or were no longer wearing. Traditionally, the way to give your clothes to charity was to either bundle them up and take them to a shop or to put them outside your front door in a dedicated charity sack where they would then be picked up on a particular day.

But [THRIFT+](#) offers a twist on this traditional process. THRIFT+ is an online shop that buys and sells designer clothes. Any clothes bought by them allows the individual selling the clothes to donate some or all of the cash to charity. One of our supporters, Ruth, used the platform over the summer to donate to Sutton Vision, and we asked her to share her experience.

"It was a very easy process, all online and contact free. I heard about the company on Dragons Den on TV. You register online to 'donate' which takes less than 5 minutes and Sutton Vision was already loaded in the system as a charity – it was so easy. A few days later 2 x brown bags arrived in the post. I simply put clothes that I no longer wanted in the bags and then arranged a pickup the next day. Online I had the choice to donate all the proceeds of my sale to a chosen charity or I could receive 1/3 myself and 1/3 to the charity. Thrift+ take the other third as they do all the work (photographing the items, uploading them and selling them). Within a few weeks I received emails confirming that items had sold and how much had been donated to the charity."

Ruth raised approximately £200 for Sutton Vision by donating 4 items. So, would Ruth do it again?

"It was such an easy way to ensure that my unwanted clothes went to a loving new home rather than landfill whilst raising money for Sutton Vision at the same time. And super easy to do, I would highly recommend it."

RNIB advice on face coverings

Face coverings do not replace existing guidance for staying safe outside your home, but they can reduce the risk of passing on coronavirus when people are within 2m of you for extended periods. They are primarily intended to protect people around you when you talk, or if you cough or sneeze. As a secondary benefit they also provide some limited protection from infection by other people. Face coverings work best when everyone is wearing one.

Broadly speaking, you must wear a face covering when indoors or travelling with people from outside your household or support bubble, unless covered by [circumstances outlined in government face coverings guidance](#). There is a fine, up to a maximum of £6,400 for repeated offences, for failure to wear a face covering when required.

You also need to wear a face covering when you are participating in sighted guiding with someone outside your household or support bubble for the whole time you are together.

Blind and partially sighted people have told us that they find socially distancing more difficult to maintain, and this can cause anxiety. If you can, it might be a good idea to use a face covering whenever you are out of the house, in case other people do get too close.

The Government has clarified that people with a “vision impairment, with a restricted field of vision, particularly if any residual vision is at the lower edge of the normal field of view” can claim an exemption from using a face covering. The Government guidance also sets out that anyone with a legitimate reason for not wearing a covering due to their disability is exempt.

If you have problems with a face covering constantly impeding your useful vision when worn, you should experiment safely at home with different types to see whether one can be made to work, before using an exemption. A cloth face covering, or one

purchased with an enclosed wire that you can shape around your nose, is less likely to impede your useful vision.

If you find that a face covering impedes your useful vision when – for example, looking down to see stairs or steps – it would be reasonable to adjust or remove it for the duration of the task and then refit it as soon as is practical afterwards, remembering to sanitise your hands when done.

You should carry your face covering by its straps, if you remove it completely, and not put it down on a surface unless you have the means to clean the surface afterwards. If you need to store it, use a sealable plastic bag.

If you are having problems with condensation, you should try different ways of fitting the covering. You could use one with that you can shape to your nose, or by fitting the face covering before your glasses. Condensation alone is not normally a reason for declaring an exemption.

If you also have difficulty hearing, and need to ask someone to move or remove their face covering to see their mouth to lip read while you are talking to them, this is an acceptable use of an exemption.

The Government has produced indicators that you can print off and wear, or put on your phone to show that you are exempt from wearing a face covering. This a personal choice and is not required by law.

In addition, some bus companies have also produced cards that you can show to their staff to show that you have an exemption, so it might be worth checking with them in advance whether they have one. You also might want to mention your exemption when booking assistance for a train journey. If you are going to particular shops regularly, you might want to ask the managers of those shops how they are making staff aware of exemptions.

It is also important to be rigorous in following other government guidance on [staying safe outside your home](#), if you are not wearing a face covering.

COVID-19 information

UK Government advice for England remains fluid and the best place to find guidance is on their official [website](#).

There is a postcode checker which will outline the guidance for your local area. This is the BEST way to understand how COVID-19 is likely to affect your day-to-day life over the next few months.

We do understand though that this is a time when all the different information can be confusing, and for some there is a heightened sense of concern and worry.

General advice to help prevent the spread of this disease is:

- Wash hands frequently with soap and water or use sanitiser
- Catch coughs and sneezes with disposable tissues
- Throw away used tissues (then wash hands)
- If you do not have a tissue use your sleeve
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact with people who are unwell.

If you have any queries or are worried, then please contact your GP or the non-emergency number 111 or to request a test.

If you have a:

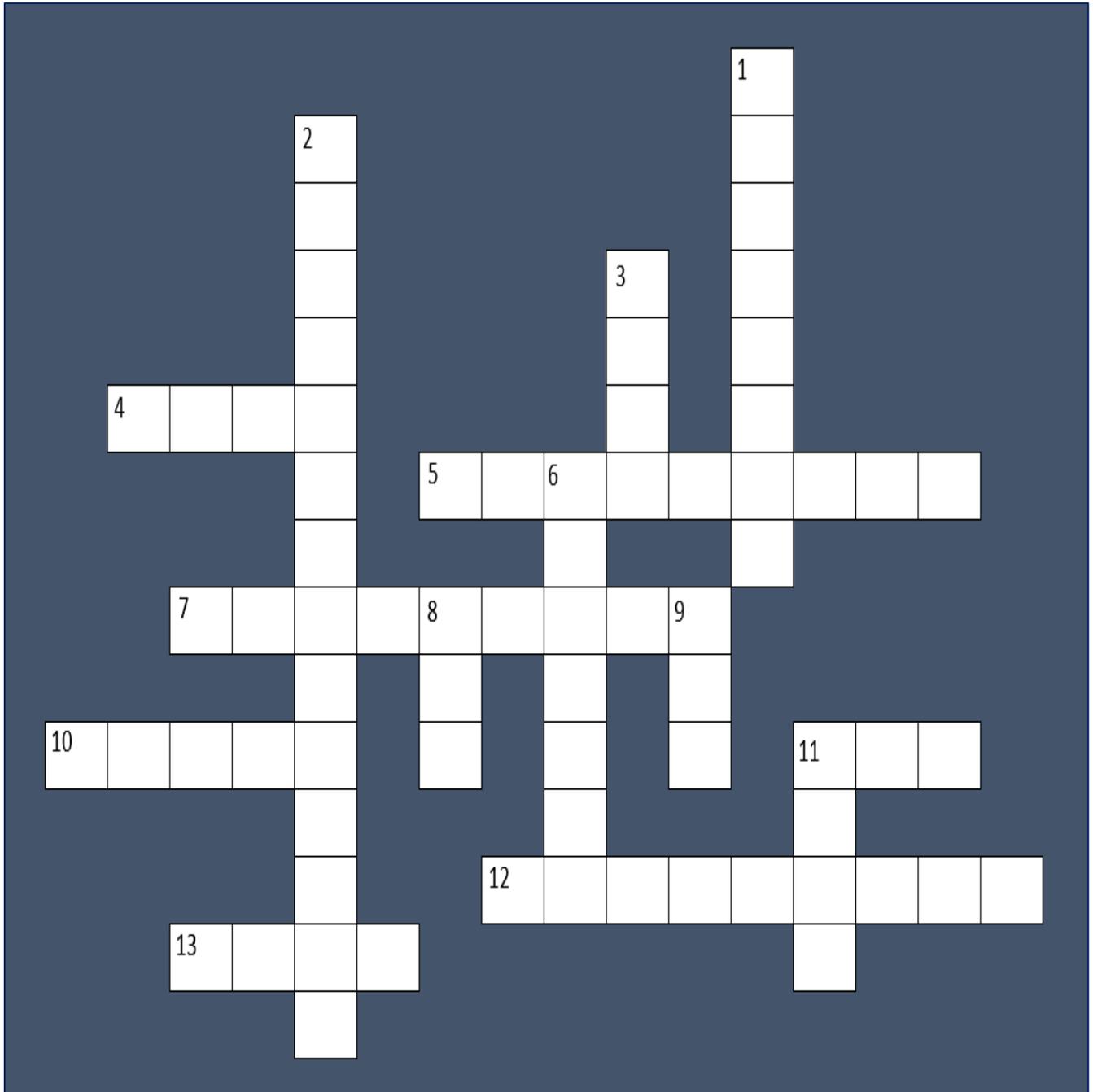
- **A high temperature**
- **A new, continuous cough**
- **A loss to, or change to, your sense of smell or taste**

Then get a test and stay at home.

Quiz Questions

1. In what country did Silent Night originate?
2. How many permanent teeth does a dog have?
3. What is the most sold flavour of Walker's crisps?
4. What is the full postcode of the Houses of Parliament?
5. What is someone who believes in antisestablishmentarianism opposed to the disestablishment of?
6. What does the Latin Tempus mean in English?
7. How many chukkers are there in a polo match?
8. On average how far away is the moon from the earth in miles?
9. What was the original title for The Little Drummer Boy?
10. Saying the name of what dried fruit used to be used to encourage people to smile before a photo in the 1800s, before the phrase "cheese?"
11. Which country in the world is believed to have the most miles of motorway?
12. To the nearest thousand, how many words are in the complete works of Shakespeare?
13. How many minutes long is the film Jaws?
14. What plant-based Christmas tradition did servants in Victorian England popularize?
15. How many bones are there in the average adult human body?
16. What is the most popular meal for Christmas in Japan?

Crossword



Crossword Clues

Down

1. Rudolph (8)
2. A spiced xmas snack (14)
3. Offering (4)
6. Snow creation (7)
8. Hair grows beneath (3)
9. Santa's littles helper (3)
11. Rings (4)

Across

4. Grows tall (4)
5. Xmas kisses (9)
7. Where Santa lives (9)
5. Underneath, Xmas kiss (9)
10. Father Xmas (5)
11. Gift decoration (3)
12. Every one is unique (9)
13. Shines brightly (4)

Lower back warm up exercise

If you suffer from back pain, always see your physical therapist to get a diagnosis, be it your Osteopath, Physiotherapist or Chiropractor. It is always best to know exactly what the problem is before you attempt to self-fix it.

The exercise here is great for everyone and should not cause any pain or discomfort when doing it. Should you have hip arthritis or pain when doing this exercise then it is not the one for you.

As an Osteopath, I recommend doing this before getting out of bed in the morning. It is a great way to mobilise the Lumbar Spine and get your back warmed up and ready to start the day.

Lie in bed on your back with your head on the pillows. Gently bring up first one knee and then the other so that your hands are loosely clasped around each knee. Gently rock your knees from side to side. This articulates the lower back and stretches the lower back muscles.

Carragh Macree – Osteopath, Kingston & Teddington Osteopathy



Sudoku

Each Horizontal/Vertical line must contain one of each digit (1- 9)

5	7	3					9	6
		6	1					
	2		3	6			4	5
			4			3		
8					6	4	2	
		4			2		6	
	5	1	6	2	7			
4			8			2		7

Puzzle answers

Quiz answers

1. Austria
2. 42
3. Cheese and Onion
4. W1A 0AA
5. The Church of England
6. Time
7. 6
8. 238,000
9. Carol of the Drum
10. Prunes
11. China
12. 884,000
13. 124
14. Kissing under the mistletoe
15. 206
16. KFC (Fried Chicken)

Crossword

Down

1. Reindeer
2. Gingerbreadman
3. Gift
6. Snowman
8. Hat
9. Elf
11. Bell

Across

4. Tree
5. Mistletoe
7. Northpole
10. Santa
11. Bow
12. Snowflake
13. Star

Gingerbread man recipe

This easy recipe for gingerbread men is great for baking with children, and it makes a lovely homemade Christmas present.

Ingredients

- 350g/12oz plain flour, plus extra for rolling out
- 1 tsp bicarbonate of soda
- 2 tsp ground ginger
- 1 tsp ground cinnamon
- 125g/4½oz butter
- 175g/6oz light soft brown sugar
- 1 free-range egg
- 4 tbsp golden syrup



To decorate (optional)

- writing icing
- cake decorations

Method

1. Sift together the flour, bicarbonate of soda, ginger and cinnamon and pour into the bowl of a food processor. Add the butter and blend until the mix looks like breadcrumbs. Stir in the sugar.
2. Lightly beat the egg and golden syrup together, add to the food processor and pulse until the mixture clumps together. Tip the dough out, knead briefly until smooth, wrap in cling film and leave to chill in the fridge for 15 minutes.
3. Preheat the oven to 180C/160C Fan/Gas 4. Line two baking trays with greaseproof paper.
4. Roll the dough out to a 0.5cm/¼in thickness on a lightly floured surface. Using cutters, cut out the gingerbread men shapes and place on the baking tray, leaving a gap between them.
5. Bake for 12–15 minutes, or until lightly golden-brown. Leave on the tray for 10 minutes and then move to a wire rack to finish cooling. When cooled decorate with the writing icing and cake decorations, if using.

Useful Telephone Numbers

The following list of useful numbers includes an emergency number for the London Borough of Sutton and St Helier Hospital Eye Unit.

Advice Link Partnership Sutton (ALPS)	020 8254 2616
Age UK (Sutton)	020 8770 4090
Friendly Club	020 8669 4106
London Borough of Sutton	020 8770 5000
L B of Sutton Referral Point	020 8770 4565
Macular Society (National)	01264 350 551
Macular Society (Sutton)	07970 525 143
Merton Sports & Social Club	020 8540 5446
RNIB Helpline	0303 123 9999
St Helier Hosp Eye Unit	020 8296 3800
St Helier Hosp Eye Unit EMERGENCY	020 8296 3817
Sight Loss Advisor Ann Ryan	07920 650 613
Sutton Carers Centre	020 8296 5611
Sutton Talking Newspaper	020 3759 6679
Sutton South Hello	07790 031 764