

Highlighting services available for older people

Strictly Seniors

Issue 8. June 2021

SOUTH AYRSHIRE

Living life
to the
full

▶ CARING FOR AYRSHIRE

Help us shape health and care services to ensure they are fit for the future.

▶ TACKLING SOCIAL ISOLATION AND LONELINESS

A look at how COVID-19 has highlighted the issue of Social Isolation and Loneliness.

▶ KEEPING ACTIVE

How to keep active during lockdown and what support is available in South Ayrshire.

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FOREWORD

COUNCILLOR JULIE DETTBARN, CHAIR OF SOUTH AYRSHIRE INTEGRATION JOINT BOARD

Welcome to the 8th edition of Strictly Seniors magazine.

This last year has been incredibly difficult and challenging for everyone and some of the activities to support older people within communities have been more limited.

However, there are more options online and as we move towards our 'recovery' phase more options that are face to face are likely to return.

Necessarily, then, this is a slightly scaled back edition of Strictly Seniors although there is still a good range of information on keeping active, safe and well included as well as some articles on wider health and care developments that are taking place.

Thank you to our colleagues in VASA and all of the contributors who have supported the development of this resource.




Do you collect medicines for someone else?

Do you do this on a regular basis?

Do you look after someone who could not manage without your help?

Do you recognise yourself as an unpaid or family carer?

If you answered "Yes" to any of these questions, we can help:

- Support you to look after a partner, child, relative, friend or neighbour
- Provide information and advice, allowing you to live a life alongside caring
- Signpost you to other useful services

Get in touch with your local Carers Centre to find out how we can support you.

South Ayrshire Carers Centre
 43 Sandgate,
 Ayr KA7 1DA
 01292 263000
 Email: southayrshire.carers@unity-enterprise.com




Are you a Tenant of South Ayrshire Council Housing Services?

Did you know the Housing Service provides a range of options that allows Tenants to become involved with their housing service through Tenant Participation.

To find out more about how to become involved please visit:
www.south-ayrshire.gov.uk/tp

Or contact our Tenant Participation Team on **01292 612968.**





LONGER AND HEALTHIER LIVES

for people in South Ayrshire

Help us shape health and care services to ensure they are fit for the future.



LONGER, HEALTHIER LIVES

More people are living into old age, and whilst this is good news, we need to make sure that people lead not just longer lives, but longer, healthier lives. Our health and care services need to evolve to make sure we can look after more people and in better ways.

WORKING TOGETHER

NHS Ayrshire & Arran, the three Health and Social Care Partnerships, local authorities, Third and Independent Sectors and the Scottish Ambulance Service provide local health services. We are working together to create an integrated health and care service model looking at all aspects of health and care from birth, to end of life, and putting you at the centre of care.



Caring for Ayrshire



@Caring4Ayrshire

CARE CLOSE TO HOME

We will focus our resources in ways that allow us to provide the best services, closer to home.

“The Caring for Ayrshire vision is that care shall be delivered as close to home as possible, supported by a network of community services with safe, effective and timely access to high quality specialist services for those whose needs cannot be met in the community.”

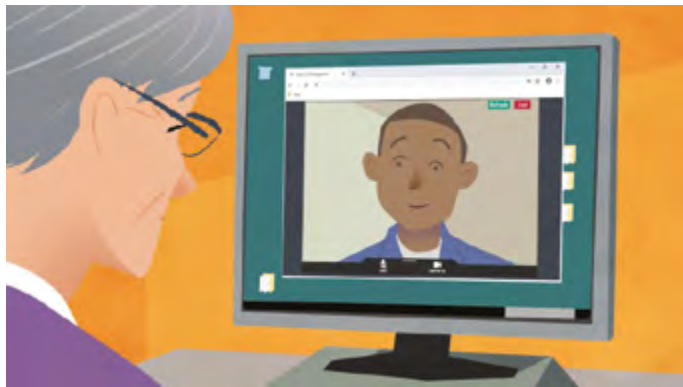
This means the people of Ayrshire and Arran will have access to the best clinical expertise. Our staff are highly skilled and dedicated people who are working hard to deliver the very best care and treatment with the resources available.

RIGHT PERSON, RIGHT PLACE, RIGHT TIME

The way some health and care services are delivered has changed since the start of the COVID-19 pandemic. For example, the use of telephone and video consultations has increased and access to urgent care has been redesigned to ensure you see the right person, in the right place, at the right time.

We want to work in partnership with our communities to continue to explore new and innovative ways of designing and delivering health and care services.

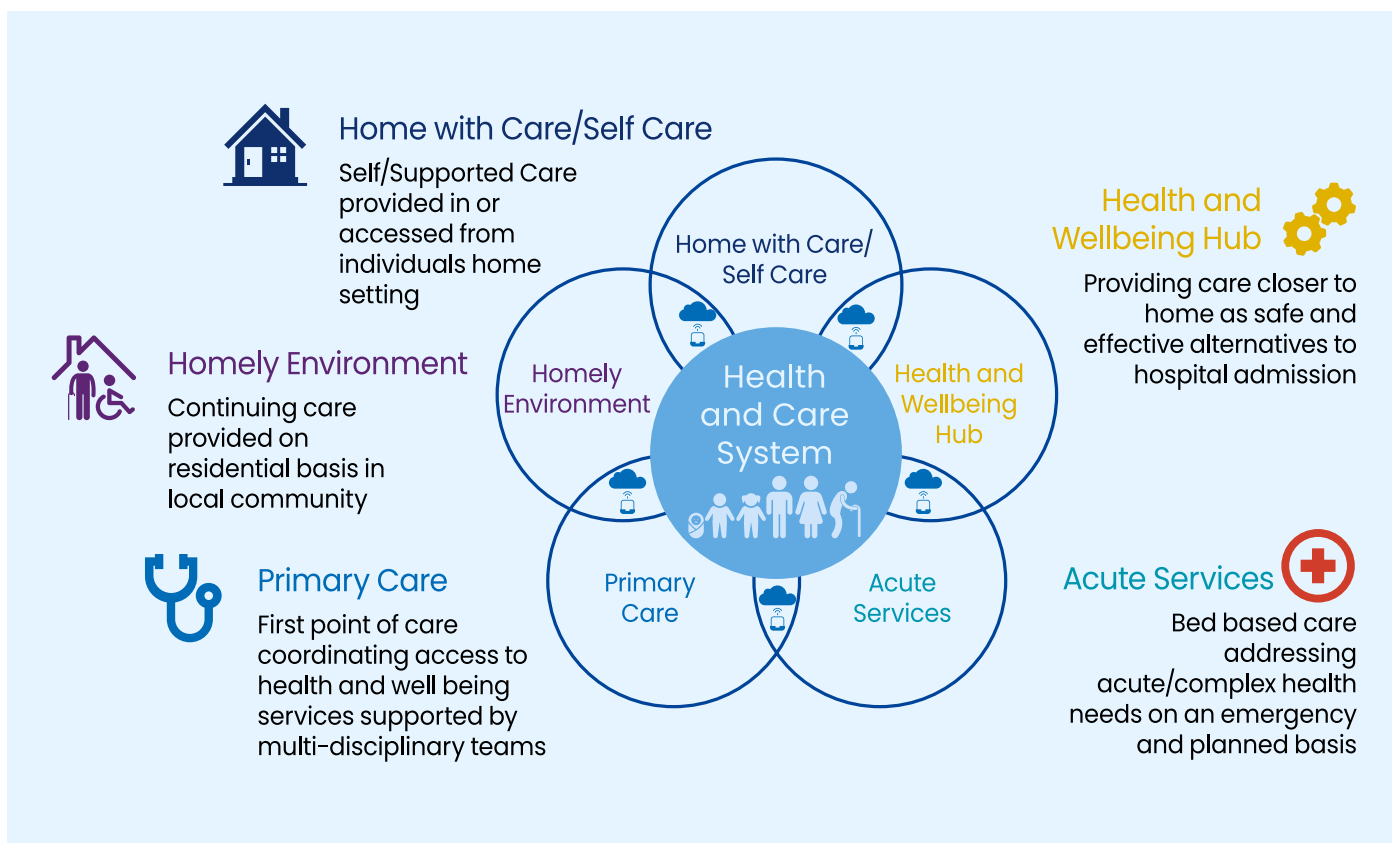
Caring for Ayrshire is an exciting and ambitious programme that will transform health and care services across Ayrshire and Arran.



GET IN TOUCH

Throughout the coming months we will be sharing more information and would love to hear your views on transforming health and social care in South Ayrshire. We want to know what matters to you.

If you have ideas you'd like to share or suggestions on how we can engage with local people and groups, email: caringforayrshire@aapct.scot.nhs.uk
engagement@aapct.scot.nhs.uk





Let's Be As Active **As We Can Be**

“If physical activity were a drug, we would refer to it as a miracle cure, due to the great many illnesses it can prevent and help treat.”
– (CMO Guidelines, 2019).

Being physically active is one of the very best things we can do for our physical and mental health. It helps to prevent heart disease, strokes, diabetes, and a number of cancers; it plays an important part in helping us reduce falls and maintain a healthy weight; and reduces the risk of developing depression.

More good news – Even small increases in activity can benefit our health.

South Ayrshire Council's Sport and Leisure Health Team have been working in partnership with the NHS and Health & Social Care Partnership to provide programmes and activities to help us become more active and lead healthier lives.

HOW DO YOU REDUCE YOUR RISK OF HAVING A FALL?

- *Stay active*
- *Look after your feet*
- *Create a safer home*
- *Manage your medicines*
- *Eat Well*
- *Consider Vitamin D*
- *Regular eye checks*
- *Have a 'get off the floor' plan*
- *Tell someone if you fall*

Most of us will have experienced a fall at some point. For many, having a fall will be nothing more than a bit embarrassing, however a fall can be startling, upsetting and life changing, especially as we get older.



WEIGH TO GO AYRSHIRE

Type 2 diabetes and being overweight is on the increase in Scotland. The good news is that we can make a difference and reduce the risk of becoming Type 2 diabetic by maintaining a healthy weight.

NHS Ayrshire & Arran's Weigh to go programme provides exercise and information classes to help you manage your weight and learn more about how to live a more active and healthy lifestyle. Classes are delivered by South Ayrshire Council's Sport and Leisure Health Team, a men's only class is also available at Ayr United Football Academy in Ayr.

Weigh to go provides a 1 hour information session as well as a 1 hour exercise class to help you achieve your goals. We also have an app to keep you up to date with the latest information and advice.

- Are you interested in improving your health and losing weight?
- Want support with health checks, weigh-ins and education sessions?
- Weigh to go will equip you with the tools to maintain a healthy weight.

TO FIND OUT MORE OR TO BOOK AN ASSESSMENT CONTACT THE HEALTH TEAM:

Tel: 01292 612 849

Email: ActivityForHealth@south-ayrshire.gov.uk

For a men's only class with Weigh to go Ayr United email Bobby.Hay@aufa.org.uk for more information of programme dates and times.



INVIGOR8

Exercise classes are available to help you PRACTICE, PRACTICE, PRACTICE strength, balance and endurance movements and improve mobility. As an added bonus there is always time for a smile, a giggle and opportunities to chat to others in the group. An all-round tonic to help us improve physically, stay on our feet and feel better mentally.

FOR MORE INFORMATION OR TO JOIN INVIGOR8 CONTACT:

Invigor8

Tel: 01292 612849

Email: Activityforhealth@south-ayrshire.gov.uk



Living Well

**Delivered by
South Ayrshire
Lifeline**

Living Well Workshops

How much?

Free!

How long?

*2 Hours
Once a Week*

Where?

Online via Zoom

The workshops will help you:

- Connect with Others
- Find Online Self-Management Resources
- Build Confidence
- Food & Mood
- Learn Relaxation Techniques
- Keep Focus to Stay On Track
- Feel Secure Around Online Digital Safety

You will require to have your own tablet, laptop or PC to access Zoom.

You do not need to purchase Zoom and basic 'how to operate' training will be given.

FOR MORE INFO OR TO BOOK, CONTACT:

Joyce Anderson

01292 432661

or email joyce@vasa.scot

Online via Zoom

This initiative is a collaboration of local agencies and funded by the Health & Social Care Alliance.



VOLUNTEERING

VASA have a range and diversity of volunteering opportunities that reflect the COVID-19 landscape. There are still a limited number of traditional opportunities but these will be in the minority until further restrictions ease.

Increasingly the focus is on digital volunteering – offering support through the use of technology. This allows organisations to overcome what were previously barriers to volunteering – location, time constraints, travel costs etc.

TO FIND OUT MORE ABOUT WHAT OPPORTUNITIES ARE AVAILABLE:

Go to the South Ayrshire Lifeline website where you can apply online or phone 0800 432 0510.



SOUTH AYRSHIRE LIFELINE

South Ayrshire Lifeline is an information resource that allows you to access activities, support, services, contacts and much more, offering you the opportunity to find out what's happening in and around South Ayrshire.

You can contact us on our **Helpline 0800 432 0510** Monday to Friday 9am-5pm where one of the team will help you find out whatever you need. If they don't have an answer for you straight away, they will find it out for you and signpost you to a relevant Organisation or service.

For those who are digitally connected, you can also visit our website www.southayrshirelifeline.org where a vast array of information is categorised allowing easy searching to find relevant support.

South Ayrshire Lifeline also offers Free Hearing Aid Batteries, Sensory Packs, Telephone Befriending and a Digital Helpline. Call us or visit the website to find out more about these other services.

Charity No: SC028234 Company Limited by Guarantee: SC253334

South Ayrshire Lifeline's **Out and about/Mix and match**

The **Out and About** service is for people who are feeling anxious about getting out into the community again. Many people are concerned and nervous about getting back out and about, after a year of following rules you may feel very uneasy or fearful of the virus or even worried about breaking the guidelines.

This service provides a 'buddy' to go out into the community with you. This could be for shopping, banking, or simply for a coffee or a walk (dependent on guidance). Your buddy will support you on several occasions until you are comfortable going out on your own. They can even go on public transport with you if needed. The service hopes to build people's confidence

and show you how to keep safe while still going about your business.

The **Mix and Match** service will look to introduce like-minded people, finding activities or support groups which reflect your own interests.

Whether that encouraging friendship over a cuppa or going for a group walk, we can find something local to you.

All clients must have reasonable mobility as we cannot assist with any manual handling needs, including pushing wheelchairs.

At the moment the service covers **Ayr and Prestwick** areas only.





Tackling

Social Isolation and Loneliness



The COVID-19 pandemic has increased awareness of loneliness and isolation and the impact it can have on health & wellbeing across our communities. Despite the challenges we have all faced in the last twelve months we have seen both services and individuals coming together. Developing creative responses and providing support to people who have experienced loneliness and isolation.

South Ayrshire Health and Social Care Partnership has a Social Isolation Strategy with three key aims; 'Prevent' 'Respond' and 'Restore'.

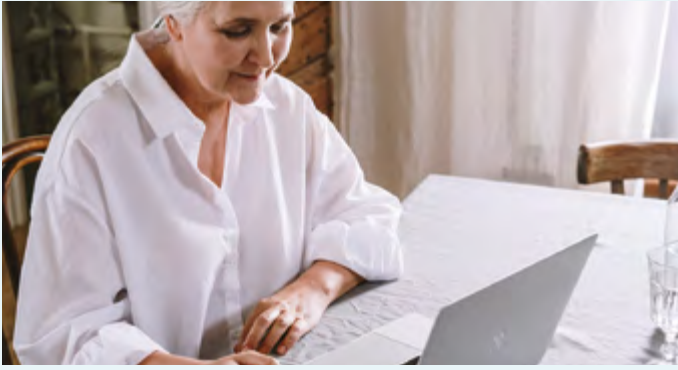
Here are just a few examples of the great work that has taken place over the last twelve months:

Prevent

Promote kindness and selfcare, raise awareness and reduce the stigma associated with social isolation.

NHS Ayrshire & Arran developed a "Keeping Well During COVID-19" webpage to promote self-care for individuals and communities. The webpage was highlighted in flyers delivered to households receiving emergency support from South Ayrshire Council (SAC) and VASA during this time and Keeping Connected messages were promoted via the NHS Ayrshire & Arran Public Health social media pages.

Visit the keeping well during COVID-19 pages by visiting: <https://www.nhsaaa.net/better-health/keeping-well-during-covid19/>



Respond



Raise awareness of local activities and services to the general older population to prevent loneliness and isolation

In response to the pandemic and stay at home advice, the Maybole and Girvan Connect hubs introduced a weekly helpline providing advice and information on a variety of subjects to support health and wellbeing, including loneliness and isolation. Services promoted include SeAscape, South Ayrshire Life, Social Work and many more.

FOR MORE INFORMATION CONTACT:

Tel: 07970745140.

Girvan Connect is available every Tuesday from 2pm-4pm.

Maybole Connect is available every Wednesday from 2pm-4pm.

Information is also provided regularly through local community Newsletters within North and South Carrick areas.

Restore

Raise awareness of local activities and support older people who have become socially isolated in a range of ways to be engaged in their communities.

The opportunity to become connected using technology has gathered pace as a result of the pandemic with social distancing and lockdown measures impacting on all our lives. The Connecting Scotland Programme is a national programme designed to restore connections and South Ayrshire Council with input from a range of partners are looking to increase opportunities to improve digital connectivity and digital skills. South Ayrshire council staff and volunteers, working as Digital Champions, are working together to provide training and advice to those who have, and continue to be, isolated to protect against COVID-19 infection.

Social Isolation and Loneliness affects anyone and being aware how it can have a detrimental impact on our general health and wellbeing is a good starting point.

Some key things to get involved and reduce the risk of Social Isolation and Loneliness

1. Be aware of the range of supports available to you in your local community and get involved;
2. Let others know about the support available including friends and neighbours;
3. Use your existing skills and become a volunteer to help others;
4. Join a group to learn something new whilst making new social connections along the way;
5. Get digitally connected so you can enjoy video chats with family, friends or join online groups.

Why not make a start today and utilise some of the information and links available in this magazine to get connected and involved in your community?

Ayrshire CREDIT UNION



The Ayrshire Credit Union is open for membership to everyone who lives or works in Ayrshire. They offer a safe, ethical home for your savings and loans and all funds are protected by the financial services compensation scheme.

They have recently updated their website and now accept online applications for both membership and loans so everything can be done in the comfort of your own home. You can now transfer funds directly into your bank account and further services will be introduced over the coming year.

Loan applications are accessible once you have joined with first loans being available up to £500, all loans carry competitive rates – for example a £500 loan repaid over 12 months would cost £599.60 (Apr 42.6%). You can also borrow against your savings at a very low rate which means your savings stay intact while getting a loan to finance purchases.

As a credit union the Ayrshire Credit Union may pay a dividend which is calculated based on the

surplus they generate each year and apply an annual membership fee of £8 to support the running of the organisation, this is deducted from your account in two amounts of £4 in April and October.

All savings are currently protected by an insurance policy which is provided at no extra cost and will cover your savings up to our maximum limit of £5,000.

CONTACT DETAILS:

Website: www.ayrshirecreditunion.co.uk

Email: admin@ayrshirecreditunion.co.uk

Telephone: 01563 555858

Over 65? Need help with your shopping?



A service for older people in Scotland needing some help with regular grocery shopping.

We can arrange a connection with a local volunteer to regularly carry out shopping and delivery, also putting items away if required.

To find out more about our services, refer someone or become a Connects volunteer please contact us:

www.foodtrainconnects.org.uk

connects@foodtrainconnects.org.uk

0800 304 7924




Scottish Charity No. 24843



**“It opened the world
for me again.”**

Jack
Silver Line helpline caller

Information • Friendship • Advice

The only national, free and confidential
helpline for older people open every
single day and night.

0800 4 70 80 90

www.thesilverline.org.uk

Charity no. 1147330 England & Wales, SC044467 Scotland






Speakin' Scots Quiz

Find the Scots Wurds

B	S	E	V	E	I	N	W	E	V	L	F
K	L	T	H	G	I	D	I	Y	C	A	I
R	R	E	N	N	U	C	S	B	B	N	D
V	E	A	T	L	F	K	T	R	A	G	D
W	G	T	S	H	E	R	I	O	H	N	L
A	A	F	S	E	E	T	E	F	O	I	E
B	X	D	R	B	H	R	I	E	O	G	S
O	T	B	N	E	A	J	I	C	K	G	D
O	J	F	R	A	X	W	W	N	I	I	X
N	S	O	N	S	I	E	O	A	E	J	N
T	H	E	G	I	T	H	E	R	T	K	A
M	Q	L	L	M	B	O	O	S	I	N	A

*Aboon
Fiddle
Sark*

*Bahookie
Forbye
Scunner*

*Bletherin
Hert
Sonsie*

*Boosin
Jigging
Thegither*

*Breeks
Lang
Wabster*

*Brither
Nieves
Wadna*

*Dight
Reekin*

Whit's the Wurd?

Below are some English words. What are the Scots word for them? Some are from Burns' time. We've put some letters in to help.

English

- Plump/Pleasant
- Weaver
- Smelling
- Dancing
- Wipe
- Violin
- Fists
- Also
- Drinking
- Talking

Scots

- _ _ n _ i _
- W _ b _ _ _ _
- _ e _ _ _ n
- _ i _ _ _ _
- D _ _ h _
- _ _ d _ _ _
- N i _ _ _ s
- F _ rb _ _
- _ o _ _ _ n
- _ l _ _ h _ _ _ _

How did you get on? Answers are on Page 14.

Put the Wurd In

Put the richt Scots wurds into the sentences below, again select from the wurds below.

*Sark
Wadna
Thegither
Lang*

*Bahookie
Hert
Scunner*

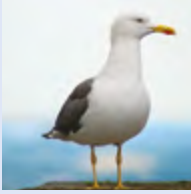
*Brither
Breeks
Aboon*

- He wore his old blue _ _ _ _ _ .
- He hud a big _ _ _ _ _ .
- I didn't like it, it wiz a _ _ _ _ _ .
- It wiz a very _ _ _ _ _ way hame.
- She said, "Does ma _ _ _ look big in this."
- He wiz like a _ _ _ _ _ tae me.
- She always wore _ _ _ _ _ and a jacket.
- He said he _ _ _ _ _ dae it.
- He wiz _ _ _ _ _ them all.
- We sat shivering _ _ _ _ _ .

Whit's the Wurd?

Here are some Scots words for burds. Pictures below have the English name for the burd. Pick the right Scots word and put it to the correct burd.

Red Rab
Deukie



Seagull

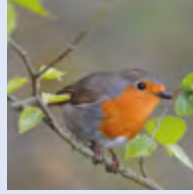


Lark

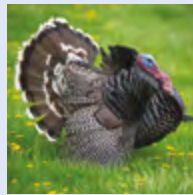


Hen

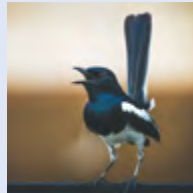
Lintie
Sma Maw



Robin



Turkey



Magpie

Lavrick
Rannie

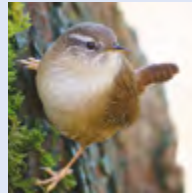
Chuckie
Jecko



Raven

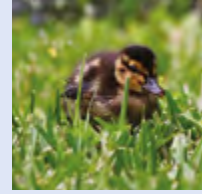


Linnet

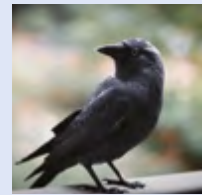


Wren

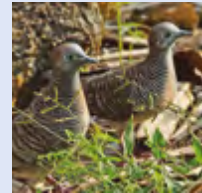
Gowk
Pee-Pie



Duckling



Jackdaw



Cuckoo

Corbie
Bubbly Jock

How did you get on? Answers are on Page 14.

Robert Burns

There are 3 choices but only one is the correct answer. Don't worry if you pick the wrong one, it's only a wee bit fun.

1. Burns wrote the poem?

- a) To a house b) To a mouse c) To a blouse

2. Burns favourite musical instrument was?

- a) A fiddle b) An accordion c) A mouth organ

3. Where was Robert Burns born?

- a) Kilmarnock b) Moss Gill c) Alloway

4. When did Burns publish poems chiefly in the Scottish dialect – *The Kilmarnock edition*?

- a) 1776 b) 1786 c) 1796

5. Which of these poets inspired Robert Burns?

- a) Walter Scott b) Robert Louis Stevenson b) Robert Fergusson

6. Who did Burns Marry?

- a) Mary Campbell b) Lizzie Patterson c) Jean Armour

7. What job did Burns do?

- a) Postman b) Ploughman c) Exciseman

8. What song did Burns discover but not write all of the words to?

- a) Auld Lang Syne b) To a louse c) The Saturday Night

9. When did Robert Burns die?

- a) 20 February 1800 b) 21 July 1796 c) 11 November 1802

10. Where did he die?

- a) Edinburgh b) Glasgow c) Dumfries

How did you get on?

Have a guid blether about your answers. Answers are on Page 14



Put the Wurd In

Put the richt Scots wurd intae the sentences below.

Rannie **Lavrick** **Lintie** **Gress** **Tattie Bogle**
Sma Maw **Red Rab** **Corbie** **Hoolet** **Gowk**

- The _ _ _ _ _ was shimmering green after the rain.
- The _ _ _ _ _ is small and dumpy with a cocked tail.
- The clock chimes like a _ _ _ _ _ clock.
- In the field the _ _ _ _ _ scared the burds away.
- When I'm at the sea side the _ _ _ _ _ tries to steal my chips.
- The _ _ _ _ _ is the blackest burd and brings bad luck.
- I said she sings like a _ _ _ _ _ .
- The _ _ _ _ _ ascends high in the sky and sings.
- He comes oot a nicht and it a wise _ _ _ _ _ .
- The _ _ _ _ _ has a bonnie red breast.



How did you get on? Answers are on Page 14.

Sum Scots Sayings

The Scots have a lot of sayings, some couthie and wise. Complete the sentence by selecting the correct saying from the list below.

“shone like a spoon” **“gress is greener”** **“ploos a straight line”** **“the shepherds delight”** **“the shepherds warning”** **“like the coos tail”**
“red as a beetroot” **“till May is oot”** **“sailing close tae the wind”** **“up wi the lark”** **“twa in the bush”** **“chickens till they hatch”**

- The _ _ _ _ _ oan the other side.
- He always is good and _ _ _ _ _ .
- She gets _ _ _ _ _ every morning.
- He is always last jist _ _ _ _ _ .
- He saw her and went _ _ _ _ _ .
- He's a gambler always _ _ _ _ _ .
- One in the hand is worth _ _ _ _ _ .
- Dinnae count yer _ _ _ _ _ .
- The full moon _ _ _ _ _ .
- Red sky in the morning is _ _ _ _ _ .
- The red sky at nicht is _ _ _ _ _ .
- Ne'er cast a cloot _ _ _ _ _ .

How did you get on? Answers are on Page 14.

Answers:

Whit's the Wurd? Page 11:

English:

1. Plump/Pleasant
2. Weaver
3. Smelling
4. Dancing
5. Wipe
6. Violin
7. Fists
8. Also
9. Drinking
10. Talking

Scots:

1. Sonsie
2. Wabster
3. Reekin
4. Jiggin
5. Dicht
6. Fiddle
7. Nieves
8. Forbye
9. Boosin
10. Bletherin

Whit's the Wurd? Page 12

Seagull

Sma Maw

Lark

Lavrick

Hen

Chuckie

Robin

Red Rab

Turkey

Bubbly Jock

Magpie

Pee-Pie

Put the Wurd in Page 11:

1. He wore his old blue **sark**.
2. He hud a big **hert**.
3. I didn't like it, it wiz a **scunner**.
4. It wiz a very **lang** way hame.
5. She said, "Does ma **bahookie** look big in this".
6. He wiz like a **brither** tae me.
7. She always wore **breeks** and a jacket.
8. He said he **wadna** dae it.
9. He wiz **aboon** them all.
10. We sat shivering **thegither**.

Raven

Corbie

Linnet

Lintie

Wren

Rannie

Duckling

Deukie

Jackdaw

Jecko

Cuckoo

Gowk

Robert Burns Page 12:

1. (b) To a mouse
2. (a) A fiddle
3. (c) Alloway
4. (b) 1786
5. (c) Robert Fergusson
6. (c) Jean Armour
7. (c) Exciseman
8. (a) Auld Lang Syne
9. (b) 21 July 1796
10. (c) Dumfries

Put the Wurd in Page 13:

1. The **gress** was shimmering green after the rain.
2. The **rannie** is small and dumpy with a cocked tail.
3. The clock chimes like a **gowk** clock.
4. In the field the **tattie bogle** scared the burds away.
5. When I'm at the sea side the **sma maw** tries to steal my chips.
6. The **corbie** is the blackest burd and brings bad luck.
7. I said she sings like a **lintie**.
8. The **lavrick** ascends high in the sky and sings.
9. He comes oot a nicht and it a wise **hoolet**.
10. The **red rab** has a bonnie red breast.

Sum Scots Sayings Page 13:

1. The **gress is greener** oan the other side.
2. He always is good and **ploos a straight line**.
3. She gets up **wi the lark** every morning.
4. He is always last jst **like the coos tail**.
5. He saw her and went **red as a beetroot**.
6. He's a gambler always **sailing close tae the wind**.

7. One in the hand is worth **twa in the bush**.
8. Dinnae count yer **chickens till they hatch**.
9. The full moon **shone like a spoon**.
10. Red sky in the morning is **the shepherds warning**.
11. The red sky at nicht is **the shepherds delight**.
12. Ne'er cast a clood **till May is oot**.

Thank you to Derek Suttie and Lydia Markham from South West Edinburgh Lifelong Learning & Development Team for supplying the puzzles for Strictly Seniors.

Free!

Hearing Aid Batteries

Call South Ayrshire Lifeline on **0800 432 0510** to request your free Hearing Aid Batteries. Simply give us your postal details and battery size and we will get them to you.

Sensory Packs

These FREE Sensory Packs, developed by SISG charity, are useful and practical in helping older people with hearing and/or sight loss.

Included in the pack are:

- a 3-in-1 cleaning tool
- a puffer to reduce condensation and debris
- alcohol cleaning wipes
- silica gel to reduce moisture in your hearing aid
- a hand-held magnifier

- bump-ons
- hearing aid tips
- sight loss tips
- stress management tips
- useful local sensory impairment contacts

To receive a pack, please contact South Ayrshire Lifeline on **0800 432 0510** or call SISG on **01292 266791** or email denise@sisg.co.uk
You can download the videos free from the SISG website – www.sisg.co.uk or email denise@sisg.co.uk



AFFORDABLE TOENAIL CUTTING SERVICE

Having difficulty cutting your own toenails?

CLINIC OPEN

Book & Bun Newmarket St, AYR

footcAyr offers an affordable toenail cutting service to people, across South Ayrshire, who have difficulty cutting their own nails.

On your first visit you will be issued your own nail clippers that you keep and bring with you to every appointment. Apt's are currently 30min due to COVID guidelines.

Your first apt. will cost £18 and then £12 thereafter. First apt. made by phone and payment over the phone by card.

NO CASH HANDLING

For more info or to make an apt, call:01292 281800

Charity No: SC028234 Company Limited by Guarantee: SC253334

Digital Support Helpline

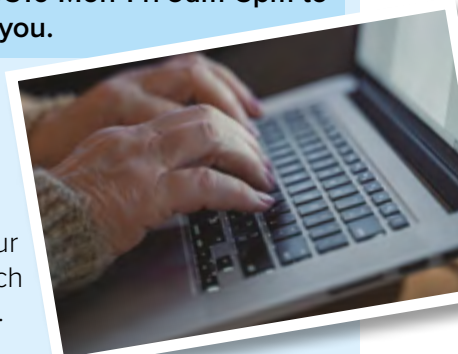
Having a bit of trouble with your device?
Phone, Laptop or Tablet?

You can call **South Ayrshire Lifeline's Freephone Digital Support** service to enquire about help using your tablet, laptop or phone to connect to family, services or your community.

Our dedicated team will support you over the phone to try and resolve your connectivity issues or to help you find resources online. They can also help with things like setting up and using emails, using Zoom, finding information online and much more.

Call us on 0800 432 0510 Mon-Fri 9am-5pm to see if we can support you.

Note: We cannot assist with device maintenance or repairs. Neither can we support you with devices given to you through one of our partner programmes such as Connecting Scotland.



Q&A

DR SIMON FARRELL, GP CATHCART STREET SURGERY

The last year of dealing with the Coronavirus has been challenging in all sorts of places. We asked Dr Simon Farrell, a GP in Cathcart Street Surgery and a clinical lead for the Health and Social Care Partnership, how the pandemic had affected work in General Practice.

Q: HOW HAS THE LAST 'COVID' YEAR IMPACTED UPON HOW YOU WORK AS A GP?

A: This has been a really challenging year as a GP. We have had to adjust our services massively to ensure we keep our patients safe and socially distant whilst in the surgery. We realised our usual busy waiting rooms would not be possible as this would risk spreading the virus. However patients non COVID-19 related problems have not gone away. We have tried to reduce the need for patients to attend the surgery by managing more problems remotely, either by phone consultation or using video consults.

Some problems simply need a face to face assessment and when this is necessary we invite patients

in but ensure the surgery is not crowded and safe for patients to visit. We continue to visit people at home when needed but ensure we wear masks, aprons and gloves to keep patients safe. We have also had to try and support patients as they have had their planned hospital treatments or operations delayed due to COVID-19.

In particular we have seen a rise in people requiring help for mental

health problems generated by this pandemic and the difficult social distancing rules that have been necessary to cope with it. We have also been working hard to vaccinate our elderly and housebound patients, many of us supporting the delivery in the mass

We have also been working hard to vaccinate our elderly and housebound patients, many of us supporting the delivery in the mass vaccination clinics.

vaccination clinics. This has been fantastically run and the speed of delivery of the programme has been a real success locally.



Q: AS PART OF THE NEW CONTRACT FOR GPs THERE ARE MORE CLINICAL AND OTHER POSTS INTRODUCED TO SUPPORT YOU AS A GP. WHAT DIFFERENCE HAVE THESE POSTS MADE TO YOU AND YOUR PRACTICE?

A: These new clinicians have been essential in allowing us to cope with demand during the pandemic. For example, the Mental Health Practitioners have helped us manage the huge rise in patients presenting with low mood, anxiety and depression. They can provide longer appointments allowing problems to be discussed in detail and detailed plans to cope to be made.

Advanced Role Physiotherapists have worked with surgeries, both remotely and in person, to diagnose and provide detailed treatment programmes for musculoskeletal problems early, helping manage the problem

before too much time has passed and the issue has become harder to resolve.

Advanced Role Physiotherapists have worked with surgeries, both remotely and in person, to diagnose and provide detailed treatment programmes for musculoskeletal problems early

Community Link Practitioners can help patients with problems related to housing, benefits and make them aware of community supports available.

Pharmacists are helping us manage patients' medication problems or changes and provide advice for patients quickly about medication related problems.

Q: IN THE SHORT AND LONGER TERM, HOW DO YOU THINK GENERAL PRACTICE MIGHT CHANGE AS A RESULT OF COVID-19 AND THE NEW GP CONTRACT?

A: I think that the pandemic has sped up the move to manage more problems remotely and improve the technology to allow this, such as video messaging. I also think Practice staff wearing masks and gloves will be common place in the future, much like it was already for dentists. Patients being directed to the right expert first time, not needing to see a GP or nurse initially, then having a frustrating wait, will continue to develop as well. However I do hope as the virus numbers reduce we move back to more face to face consulting as well. For me this is still a vital (and the most enjoyable) part of General Practice and in surgery we have all very much missed seeing people as much as some of our patients (and being able to simply smile at each other!).



South Ayrshire

LIBRARIES AT



Always available – online access to the latest ebooks, audiobooks, newspapers and magazines. Check out up to 6 ebooks or audiobooks and enjoy unlimited access to your favourite newspapers and magazines – completely free!

Anyone who lives, works or studies in South Ayrshire can join the library – it's free to become a member and you can join online. To find out more and discover what else we have to offer visit our website www.south-ayrshire.gov.uk/libraries

BOOKBUGS

Let the library come to you with our online weekly Bookbug Sessions. You can watch the sessions on our Facebook page every Tuesday morning at 11am, or enjoy them later on South Ayrshire Council's Youtube channel – just look out for the Bookbug Playlist.

BOOK LOVERS' CHATTER

South Ayrshire Libraries have set up a new Facebook group to provide adult readers in South Ayrshire

Always available – online access to the latest ebooks, audiobooks, newspapers and magazines. Check out up to 6 ebooks or audiobooks and enjoy unlimited access to your favourite newspapers and magazines – completely free!



HOME

Instant Access to ebooks, audiobooks, newspapers and magazines

with an online space to discuss books, reading, and to share reviews and recommendations with others. This is not a traditional reading group where everyone reads the same book at the same time. This group will provide both customers and library staff with a safe space to post their recommendations or start a chat about their favourite authors, or anything else at all that is book related. The aim is to experience a wee taste of some of the things we miss doing during regular face to face visits to our local libraries.

To join the group on Facebook visit: www.facebook.com/groups/326122308701304


BOOK LOVERS' LOUNGE

We have created a new section on our e-book site called Book Lovers' Lounge. Book Lovers' Lounge is where we will gather together all of the titles we have that are suitable for book groups. Every title in this section can be checked out by several readers at the same time. To view the titles available visit: south-ayrshire.overdrive.com/library/booklovers

GET SOCIAL WITH US

To keep up-to-date with all the latest news and events from our library service, follow us on Twitter and Facebook @salibraries.

We have created a new section on our e-book site called Book Lovers' Lounge. Book Lovers' Lounge is where we will gather together all of the titles we have that are suitable for book groups.



Walking has many health benefits. It improves sleep, reduces stress, reduces anxiety and can help reduce the chances of getting serious illnesses like diabetes and certain cancers.

Walking

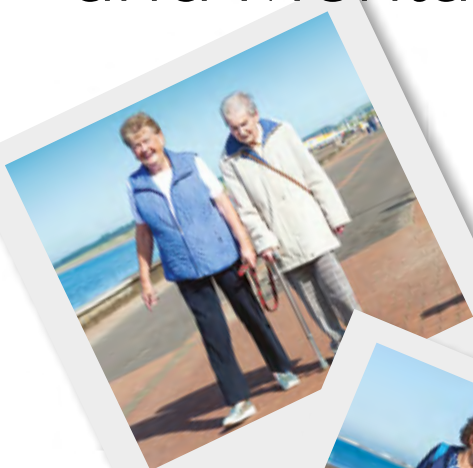
and The Benefits to Our Physical and Mental Wellbeing

Walking has many health benefits and helps makes us feel more energetic, focused and connected with the outside world. Whether it's a short stroll around your garden or a larger commute down to the village walking will definitely make you feel better.

One of the main reasons why we should get out walking is it's an activity that requires no specialised equipment and its free. There is opportunity to meet up with friends, visit a local greenspace for some relaxation of just get out and about and feel that fresh air on your face.

Walking has many health benefits too. It improves sleep, reduces stress, reduces anxiety and can help reduce the chances of getting serious illnesses like diabetes and certain cancers.

Have a look at the recommended physical activity guidelines for adults on the next page. Even though these are a rough guide the key thing to remember is that something is better than nothing.



Be active


at least

150

minutes

moderate intensity per week

increased breathing able to talk



OR

or a combination of both

at least

75

minutes

vigorous intensity per week

breathing fast difficulty talking



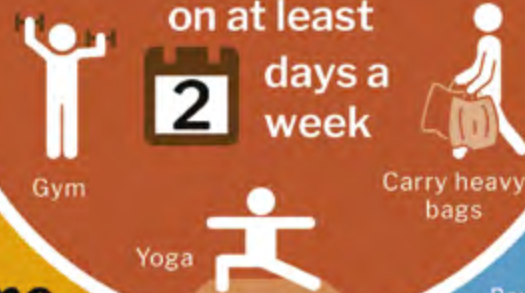
to keep muscles, bones and joints strong

Build strength

on at least


2


days a week



Minimise sedentary time

Break up periods of inactivity





Improve balance

For older adults, to reduce the chance of frailty and falls

2 days a week



UK Chief Medical Officers' Physical Activity Guidelines 2019

All walks will be low level, moderately paced and will last no longer than an hour. All routes are risk assessed and the walk leaders will ensure your safety throughout.

As part of South Ayrshire Council's commitment in giving people the opportunity to walk in leader led groups there will be a variety of local Health Walks starting from May onwards. These leaders led walks are a great opportunity to walk with others who have similar aims of improving their physical and mental wellbeing.

All walks will be low level, moderately paced and will last no longer than an hour. All routes are risk assessed and the walk leaders will ensure your safety throughout. There are no fees or charges for the walks and all that is asked is you come suitability dressed for the weather conditions.

There is also the opportunity to start a walking group in your local area. The councils Health and Wellbeing Team can help you set up a walk in full and give you the relevant training and knowledge required to get established.

For more information regarding local walks available from May onwards and volunteering training for new health walk projects please contact us.

Health Walk Project Coordinator
Steven Noble

Telephone:
01292 616249

Email:
steve.noble@south-ayrshire.gov.uk





HARP

Healthy and Active Rehabilitation Programme

HARP is an activity programme providing education, advice and support for anyone who has more than one long-term condition such as; cancer, stroke, diabetes, falls or a condition affecting your heart or lungs.

We operate a joint partnership programme with NHS and South Ayrshire Council's Sport and Leisure Health Team. You may be referred by a GP or Health Professional to either the NHS or Sport and Leisure Health Team.

With an NHS referral, you will be assessed by a specialist team including a highly trained nurse and physiotherapist. Through the Council, you will be assessed by a highly qualified specialist exercise professional.

WHAT IS INVOLVED IN THE HARP PROGRAMME

- Supervised group exercise sessions;
- Access to activities;
- Education to help you understand more about your condition;
- Psychological support (NHS only);
- Self-management advice;
- Moving on together self-management group (NHS only);
- Dietary advice and weight management (Weigh to go programme).

South Ayrshire Council's Sport and Leisure service offers a number of classes and activities ranging from specialist instructed HARP, cardiac, cancer, swim and stroke classes. Also available are Weigh to go Ayrshire healthy weight classes, walking groups, tai chi, yoga, pilates, gym, swimming, aquafit, studio cycling, exercise to music, fit camp gold (studio cycling + strength and mobility class) exercise to music and many more.

FOR MORE INFORMATION CONTACT:

HARP – South Ayrshire Council

Tel: 01292 612849

Email: Activityforhealth@south-ayrshire.gov.uk

HARP – NHS

Tel: 01563 827175



Digital Safety and online shopping

As we have been spending more time at home to keep everyone safe during the pandemic we are more likely to be online browsing the internet or doing some online shopping. It is important to be aware of online scammers. Here are a few reminders to prompt you on what to look out for:

 <h3>Shopping online</h3>	 <h3>Social Media</h3>	 <h3>Phishing Scams</h3>
<p>Only use reputable businesses to make online purchases from secure sites.</p> <p>Research before purchasing and be wary of companies you are not familiar with.</p> <p>You do not want to buy from fake online stores as you will end up with cheap, counterfeit goods which could potentially be unsafe.</p>	<p>The Question and Answer Facebook Scam is where you may receive a random “fun” request like ‘share the name of your first pet or first car’. This is a ploy to get into your account claiming they have forgotten your password.</p> <p>Also be wary of fake adverts or ‘pop-ups’ while on Facebook. We would advise you not to be tempted into clicking the link and advise the safe use of reputable businesses.</p>	<p>Be wary of receiving emails, voice or text messages from your bank, HMRC, the NHS or other Government agencies.</p> <p>Phishing scams aim to trick the recipient into believing that the message is something they want or need from an official source.</p> <p>If you are unsure at all do not click on any links or call any numbers provided in the message.</p>

If you have any concerns that you have been a victim of an online scam or have any questions, Contact South Ayrshire Council’s Trading Standards Team on 0300 123 0900 or email cabac@south-ayrshire.gov.uk.



Top 10 Phone Scams in Scotland

- Misleading Telesales**: The most common calls attempt to sell insurance for white goods, SKY equipment, TVs, or other appliances. Some calls related to oven cleaning were also reported.
- Bank Scams**: Scam calls purportedly from your bank attempting to obtain your account details.
- Home Repairs**: Scam calls attempting to sell boiler or plumbing/drainage cover.
- Amazon**: Scam calls saying that your Amazon Prime subscription is due for renewal or there are issues with your account.
- Remote Access**: Scam calls asking for remote access to your computer or asking you to download software.
- TPS**: Scam calls posing as the Telephone Preference Service - offering to block nuisance calls for a fee.
- Green Deal**: Misleading calls related to green deal funding, grants or insulation.
- Subscriptions**: Calls claiming to be from publishing companies and offering various magazine subscriptions.
- Timeshares**: Scam calls attempting to sell timeshares - these have increased during the pandemic.
- Life Insurance**: Scam calls posing as well-known companies asking about life insurance renewal.

MAKE SURE YOU WON'T LOSE ACCESS TO YOUR PENSION

Anyone receiving the state pension for the first time is no longer able to use a Post Office card account to collect their cash and those who currently have this account will no longer have their pension paid into it from November 2021.

The Government has announced new applicants will have to use a bank account to get their money and from November 2021 this will also apply to existing applicants. If you are unable to open a bank account a special scheme called the Payment Exception Service will be provided, however the Government have stated that the Payment Exception Service is only available in very limited circumstances.

The majority of high street banks offer a basic bank account for those with no or a low credit rating, usually they don't charge for opening the account and they are available to those who have experienced bankruptcy, additionally there is no overdraft facility, cheque book or monthly charge.

If you do not have a bank account check out basic bank account options at your local bank(s) so that you will have a bank account open and ready to use before these changes take place to avoid any unnecessary delays.

Self-Management

Taking control of your health & wellbeing



Living with any long-term condition can be challenging but support is available to help you self-manage and enable you to feel more in control of your health and wellbeing.

Self-management is about people living with long term conditions being in 'the driving seat'. It supports and encourages people to develop skills and access information that helps them find out what's right for their condition and, most importantly, right for them. Together with health and care professionals, and others who provide support,

it helps people to live their lives better, on their terms.

Your health and wellbeing is affected by physical, emotional and social factors all of which impact on one another. If your condition isn't under control then it can have an effect on your emotions which in turn could lead to you avoiding social occasions/contact with others.

Having an understanding of your health condition and what you can do to manage these areas is a good basis towards self-management.

As well as the support that is available from your health and care professionals, a wide range of other services and support is available, including:



www.southayrshirlifeline.org



www.nhs.uk/better-health/better-health-hub



www.alliance-scotland.org.uk/self-management-and-co-production-hub/self-management-network/



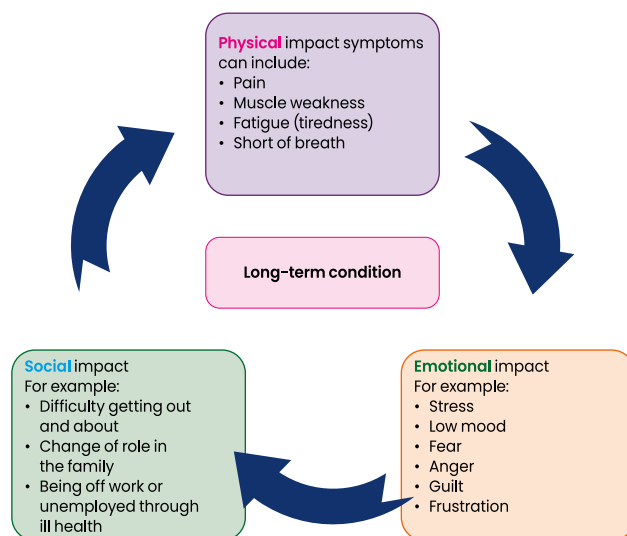
www.nhsinform.scot/



www.facebook.com/sportandleisuresouthayrshire

P.E.S. Cycle

Living with long-term conditions can have an impact on your Physical, Emotional and Social health and wellbeing.



The **Physical** impact can affect our **Social** and emotional health and wellbeing.
 The **Social** impact can affect our **emotional** and **physical** health and wellbeing.
 The **Emotional** impact can affect our **physical** and **social** health and wellbeing.

THE WAY WE ACCESS URGENT CARE HAS CHANGED

If you think you need **A&E**, but it's not
life-threatening, you can now call
NHS 24 on **111**, day or night.



**CALL NHS 24
ON 111
DAY OR NIGHT**



**CONTACT
GP PRACTICE
DURING THE DAY**



**CALL 999
OR GO TO A&E
FOR
EMERGENCIES
ONLY**

**Right Care
Right Place**

USEFUL NUMBERS

NHS 24

111
www.nhs24.com

NHS AYRSHIRE & ARRAN

0800 169 1441
www.nhsaaa.net

**SOUTH AYRSHIRE
COUNCIL**

0300 123 0900
www.south-ayrshire.gov.uk

**SOUTH AYRSHIRE
LIFELINE**

0800 432 0510
www.southayrshirelifeline.org

Action on Depression Scotland

0808 802 2020
(free from landlines and mobiles)
2-4pm on Wednesdays
Admin: 0131 243 2786
www.actionondepression.org

Age Scotland

0333 32 32 400
www.ageuk.org.uk/scotland

Alzheimer Scotland

www.alzscot.org
24 hour Dementia helpline
Freephone 0808 808 3000

Blue Badge Scheme

0300 123 0900
www.mygov.scot/apply-blue-badge

Breathing Space

0800 838587
www.breathingspace.co.uk

Care Inspectorate

0345 600 9527
www.careinspectorate.com

Carers UK Scotland

Advice Line
0808 808 7777
www.carersuk.org/scotland

Citizens Advice Consumer Service

03454 04 05 06
www.adviceguide.org.uk/scotland

Contact the Elderly

0800 716 543
www.contact-the-elderly.org.uk

Energy Agency

01292 521 896
www.energyagency.org.uk

**Health Information and
Resources Service**

01292 885927
www.healthinfoshop.scot.nhs.uk

Home Care

0300 123 0900

Invigor8

01292 269 793

National Debtline

0808 808 4000

Pension Service

0800 731 7898
Textphone 0800 731 7339
www.gov.uk/state-pension

Home Fire Safety Visit

0800 0731 999
www.firescotland.gov.uk

Police Scotland

101 – non emergencies
and general enquiries
999 – emergencies
www.scotland.police.uk

Samaritans

116 123
www.samaritans.org

Silverline

0800 4708090
www.silverline.org.uk

Stonewall

08000 50 20 20
www.stonewall.org.uk

Three Sixty

01292 619 600
www.threesixty.org.uk

Trading Standards

01292 616 060

Veterans First Point Ayrshire

07527 845 122

Victim Support Scotland

0345 603 9213
www.victimsupportsco.org.uk

Voluntary Action South Ayrshire

01292 432 661
www.vasa.scot

Welfare Rights

0300 123 0900