

Things To Do Today

DAY:

DATE:

DEALT WITH

PRIORITY

Keeping Going...

... by sharing ways in which to be
happily home-based

For readers of secondary school age to 99+ years old who

... set out to live as independently as possible

... adapt to increasing need or

... wish to prevent emergencies

Keeping Going...

Keeping Going enables people to share handy hints which have been independently gathered from across many sectors, communities and interests. By including details of activities, this booklet can also act as a 'resilience outreach toolkit' for individuals, agencies and charities. Keeping Going strengthens economies by enabling the generation of ideas and the spotting of career niches in the marketplace. The back page shows progress, as do the quotes below and on pages 4 and 16.

"Keeping Going's booklet and activities build confidence by extending networks of potential friends, suppliers, investors, partners, recruits and customers. The activities also stem underemployment and loss of employers and organisations, by forging links when many lack the capacity to find new contacts even to replace those lost naturally."

"Display of locally-gathered recommended services and other starting points is helping inpatients leave hospital sooner. Here's to general adoption of Keeping Going's outreach activity which produces such display, as delayed discharge only adds misery to the self-confidence lost when becoming an inpatient."

Contacting Keeping Going so to help increase resilience

Contact Ro on 07976-310463 or enquiry@scotsectorlink.org.uk for freely available copies as stocks allow, for help in locating online copies, to share tips on how to keep safely home-based or explore options forward for Keeping Going. This publication may be reproduced in part or whole, on the written permission of the copyright owner and with due acknowledgement.

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Welcome to Keeping Going

Keeping Going reduces the anxiety felt by people who struggle to remain home-based or who have set out to live as independently as possible. It shares hints and details of official access points. It encourages use of local media and relevant directories, but with the safeguards of asking around to check services and also find locally-recommended ones.

"I left a copy of Keeping Going out for my mother to see, and we then broached things previously impossible to discuss. Here's to the renewed willingness to face, tackle and sort things."

Recommendations and views can often vary widely as each depends upon the costs and quality of the service involved, as well as the age, finances, experience and preferences of the people being asked.

Two activities

Keeping Going is also for the people who choose to run activities which enable others. One activity uses the checklists found on pages 14-15 at a meeting of any group of local people to spark sharing of recommendations and ideas on services and sources of products. Group members can be set to seek details from friends and families.

A separate activity (pages 16-17) is to venture out with the checklists into a locality or parish to gather details of local recommendations. This activity then produces a leaflet or poster for public display of permitted details with note of relevant access points, local media and directories. This helps new residents and people called upon in crisis.

Both activities result in requests and offers (page 18), and may be instigated under direction of an organisation (page 19).

Success can depend on the capacity of people to adjust.

Everyone at some point has to adjust their arrangements whether by choice or by change forced by unforeseen circumstances. Coping comes with experience, with changes usually easier when chosen rather than forced. Success comes by using common sense or after discussing how to make changes easier for everyone involved.

People whose adjustments involve delegating tasks learn that success depends upon knowing and stating clearly what is expected, and upon recognising what is reasonable. For example, adjusting to a helper who lurches from one crisis to another could be ok, whereas adjusting to a person who bullies would be unreasonable.

Additional pressure comes from 'reasonable adjustment' being a legal duty of the Disability Discrimination Act and Equality law. But remember that there has always been need for people to show understanding and remain in good faith without having to resort to the law in order to pass judgement on incidents which may occur.

And remember that someone's slowness to adjusting to their surroundings can compromise that person's well-being as well as the well-being of his/her employer. It can also compromise the family and friends that are called upon for assistance in the event of crisis and also their employers if an accident happens at the workplace.

On the other hand, people who self-manage long-term conditions usually save everyone time and anxiety when given the opportunity to guide on what to do in an emergency or when they are in hospital.

In the end, adjustment succeeds as a result of people making progress together, without the loss of vital self-confidence or being forced to resort to calling on emergency or legal services.

Noting handy numbers

Local and national directories often list handy numbers, but these will not usually include your chosen suppliers or reflect your own plans (page 12). So, make a note of your own handy numbers which may include those for:

- **Key personal contacts**
- **Police, fire, ambulance and coastguard service in emergency: 999**
- **Police non-emergency: 101**

- **Health**

www.nhs.uk which gives NHS 24 helpline: 111 and sources for England, Northern Ireland, Scotland and Wales (so to NHS Inform, Scotland's information service: 0800 224488)
GPs, health centres, dentists, pharmacies, hospitals
Care homes, day care centres and social work duty officers

- **Gas leaks**
- **Water emergencies**
- **Power cuts**
- **Telephone, broadband and internet connection faults**
- **Environmental incidents**

- **Transport**

National Rail and train operators

Buses

Taxis

Airports Ferries Dial-a-Bus or community transport

Noting handy numbers (con'd)

The number of your local Citizens Advice Bureau (www.citizensadvice.org.uk) can be handy to note, as its confidential service is wide-ranging.

Your local authority's number gives access to details on, for example:

- **local taxes and other regulations, local emergency plans, and latest scams as known to Trading Standards.**

Your local authority may also direct you to any local morning call or emergency alarm services. Where used, add details of such services to your list of handy numbers.

Lastly, numbers relevant to your specific support needs are also good to note. These can include charities with examples being:

- **The British Red Cross, which offers services including loan and sale of products which can help maintain independence.**
- **DisabledGo, with its access guide and list of support bodies.**

Keeping your list up-to-date...

...so that a neighbour, friend or support assistant could easily help you

Check your list perhaps twice a year. This is wise, as contact details can change, as can arrangements in case of fault or emergency.

Checks may also find options where you may register for additional support, for example during a lengthy power cut.

Seeing primary care widely

Practical advice and support is available from many sources other than a GP. For example, pharmacies, opticians, dentists, chiropractors, nutritionists, complementary therapists and health food shops, can all help to build confidence in responding to lingering loss of energy perhaps after changed medication or medical treatments. Pharmacies are invaluable particularly when sorting confusion over medication.

Kindly tradespeople, family, neighbours, friends, and local groups can also dispense 'primary care services'. One kindness can be in encouraging friends, perhaps to stop driving because they are becoming hazardous to others. Another kindness is in offering to accompany a friend or family member to a medical or other consultation. This can very usefully improve recall of what had to be reported and the responses.

Welcome, young people

Representative associations for young people are welcomed as relevant contacts are central to securing paid work and to skirting depression arising from economic exclusion and lowpaid sole-trading. Here's to the harnessing of energies and interests, but without exploitation since at least national minimum wages are applicable where people agree to be productive and available at given times. An example students' association in Scotland is www.hisa.uhi.ac.uk (SCo46142).

Thanks to the individual sponsor with interest in St Leonard's Church (SCo05094) in Forres, and to Nairn United Reformed Church (SCo09963) for its youth grant which enabled inclusion.

Doing things

A key form of 'primary care' is that of staying active without overdoing things or causing an emergency. Example activities are to run a business, keep a home going, stroll for pleasure, meet people or attend an event. Activities commonly comprise three steps undertaken on different days. The steps are to:

- **plan the activity and let people know what is expected;**
- **undertake the activity itself;**
- **recover while sharing details and memories. Sharing may be by phone, social media, a letter or formal report.**

For well-being each step needs some level of planning, budgeting and assigning of tasks, particularly where helpers have to be booked, employed or legally permitted in advance.

Successful activities leave participants without disappointment, whilst reducing any earlier feeling of isolation or helplessness.

Enabling people

Highland is fortunate in having Caring and Sharing Highland (SCo43781) as all profits from sales of attractive donated items in its shops in Inverness and Invergordon are distributed as grants for local activities (see Facebook or phone: 01463 226404). Thanks to Izzie MacDonald for supporting Keeping Going. Other community self-help/advocacy groups are:

- **Highland Senior Citizens Network (SCo34260 www.hscn.co.uk)**
- **Friendship Services (www.friendship-services.com) and**
- **Connecting Carers who offer unpaid carers help, (SCo20501 www.highlandcommunitycareforum.org.uk and phone: 01463 723560)**

Skirting pressured volunteering

Feeling of helplessness can arise from pressure to 'volunteer' when felt as compulsion to be an unpaid worker. Another pressure can be that of deciding when years of volunteering have come to a conclusion and other options should be explored. For example, offering to make cakes for a fundraising event has to stop before the carrying of ingredients home becomes too heavy, the cooking involved becomes too onerous or tighter finances makes donating ingredients too difficult.

An invaluable part of volunteering is the pleasure in sharing experiences, as this may help others to decide how to harness their energies and interests. It can spark interests while also helping others to avoid pitfalls and heartache.

Learning about...

...the working countryside and sources of food

The Royal Northern Countryside Initiative (SC033448) is an educational charity to help children and their teachers from schools within Moray, Aberdeen City and Aberdeenshire develop a greater understanding of farming, the working countryside and sources of their food. RNCI visits schools for bespoke classroom sessions and with the Countryside Classroom on Wheels. Its other services include organising Farmers' Markets in schools and providing farm, estate and countryside visits for schools. For further information: www.rnci.co.uk

...seeing next steps toward independence

Thanks to **Amy Robertson**, two individuals and a grassroots charity for sponsoring Keeping Going, so enabling young people including **John Robertson** to stage focus events for autism groups, schools and interested parties.

Avoiding scammers...

..and reporting them to regulators

Selecting items or services from sales leaflets through the door or from unknown traders can be expensive, so ask around for second opinions or personal recommendations. Avoid hasty agreements which result in purchase of poor or unnecessary work or goods.

Where problems occur a scammer may be reported to Trading Standards at your local authority, the police, the HM Revenues and Customs Tax Evasion Hotline: **0800 788 887**

(www.gov.uk/report-an-unregistered-trader-or-business); and benefit fraud investigators (www.gov.uk/report-benefit-fraud).

Avoiding fire hazards

More fires start in the kitchen than in any other room in the house, so to help stay safe:

- never dry clothing or towels on or near the cooker
- never leave your cooker or any other electrical item on when you go out
- never leave electrical wires or cords near the cooker
- never keep anything on top of an eye-level grill
- never put anything metal in your microwave – even tin foil

For further information, see firescotland.gov.uk or call 0800 0731999 to get a **FREE home fire safety visit and FREE smoke alarm now.**

Sometimes severe weather causes floods, road closure or power cuts which may last some days, even with the best organised emergency services.

What is your preparation for such emergencies? What plans have you worked out with friends, family or staff so that no one becomes cold or hungry?

Preparation needs to cover, for example:

- **What batteries are to be kept charged so that essential medical equipment, phones and torches remain useable?**
- **What clothing and basic food will be to hand to keep warm and fed until the emergency is over?**
- **Which medication, identity papers and other key records will be easily found for removal to above likely flood levels?**
- **Have you checked for any specific plans for your locality, perhaps on radio bandwidths for announcements?**
- **What is the local emergency plan, for instance, for people who depend upon powered equipment, like ventilator or oxygen machines?**
- **What personal things may be kept easily to hand (see page 13)?**

Much useful guidance is available online (for example on www.ssepd.co.uk) including wise prompt to check whether a power failure is widespread or limited to your home.

Starting out independently for the first time can be scary at any age, especially for people who have depended upon others to organise practical things like paying bills and preparing meals.

Asking for help is wise as ways forward can seem daunting until broken into steps. It is also useful to realise that people asked may not anticipate the feelings of insecurity, perhaps through fear of not being within easy travelling distance of friends, a seat or a toilet.

Steps leading forward can range widely. Example steps are to sort how to make payments and get to a cash machine, to plan some affordable treats, to arrange for someone to phone in regularly each day, to ensure a bag is packed and ready in case of emergency, to clear clutter, or to decide how to store valued items.

Friends or family whose help is sought may see unusual distress, change or injury, and their kindness is in finding time to explore options. These may bring only temporary ease, as the real options hinge on taking time to get used to changed needs. For example, time is needed to accept that formally-contracted and/or purchased services must replace what has become unfair ad-hoc reliance on well-intentioned but unpaid volunteers, family, friends and neighbours.

The kindness of others can also be in alerting officials when distress seems to arise, for example, from financial or sexual harassment (actagainstharm.org) or a medical cause, perhaps due to memory loss or simply dehydration.

Keeping premises in order, whether living or work space, saps energies and money for people of all ages, young or old. This is because of the multiple tasks involved, for example in:

- **controlling fair use of space (hobbies should not take over space which is also needed for cooking and eating)**
- **organising hygienic catering facilities and storage of first aid boxes**
- **avoiding fire hazards and planning evacuation routines**
- **making things secure, with good locks and spare keys held in a trusted place**
- **moving things, whether clearing out or getting goods in**
- **arranging transport for people as needed to and from the premises**
- **ensuring regular cleaning and tidying, including of towels, bedding and clothing**
- **keeping on top of maintenance, from replacing rotting window frames to deep-cleaning mats**

Asking for required help can be crucial, remembering that seeking informal help from an unpaid volunteer, friend or family member, must be at the convenience of the helper, without over-reliance on good nature and ready willingness.

The independent option, if possible, is under formal arrangement with a supplier, perhaps an employee.

Independent home-based living succeeds by juggling many tasks. Delegation (to suppliers, friends, family, neighbours or employees) is an option, but involves fairly specifying and then managing things. Tasks to be juggled are illustrated on page 14, along with:

- **changing a duvet**
- **replacing a lamp bulb or fuse**
- **keeping home clean**
- **tidying the garden**
- **buying food, whether ingredients or ready meals**
- **keeping medication in order**
- **having massage or reflexology sessions**
- **organising mobility aids and stair lifts**
- **travelling to an appointment**
- **sorting personal alarm systems**
- **arranging respite care**
- **keeping feet sorted, perhaps with chiropody/podiatry service**
- **barber/hairdressing**
- **undertaking bereavement counselling**
- **getting clutter sorted and removed**
- **revising wills and related instructions; and specifying any contracted work with employees**
- **checking an appointments diary, and keeping it in order**
- **sorting money, getting cash and paying bills**
- **checking and reading e-mail, post etc.**

The trick at any age is to recognise where choice or fairness should trigger change in delegation. To live as independently as possible may well need a range of support for these essential tasks.

Knowing useful local starting points

We search for a kindly service for ourselves, or for someone in crisis at home or who is a hospital inpatient struggling to get home. We may search as a local person or visiting friend or family member, but all are helped by knowing about local access points, and existing local press, social media, and directories. Details of some locally-recommended relevant services are also valuable starting points whether these are by character, pricing or competence to do work.

Outreach is in gathering recommendations (as per the activities as introduced on page 4) using a checklist of services which help independence (pages 14-15). Such outreach extends networks and sparks ideas (page 18), especially when preparing a poster or leaflet for display in public places.

Preparing a leaflet or poster...

...for public display

Before a leaflet or poster is circulated to public places, each recommended organisation should be asked to grant permission for free display of its details. The planned display should also reference local access points and existing local media and directories, along with contact details of its producers and a disclaimer on liability (see example, page 17).

An annual task to check and refresh displays is valuable because they become scruffy and faded over time, and because services and referenced details naturally change, with new ones replacing old.

“Doing this activity to gather and display recommendations was cool as it helps Elderly and Youth to avoid being scammed as a result of fraud. Meeting people when gathering built my confidence and made me see that I’m foremost a person and my autism is secondary.”

Display of details can be in any design, as now exemplified.

An example poster/leaflet (actual details would replace X--X) SOME LOCALLY-RECOMMENDED SERVICES

This selection of services was gathered by recent school leaver XauthorX. The services are locally-recommended as having helped people in XplaceX to remain safely home-based and to cut delay in getting back home after a stay in hospital.

See also local XdirectoriesX.

This leaflet is free from local libraries, shops and hospital.

Contact XauthorX on XphoneX.

For cleaners, ask around, check weekly paper XnameX or try franchise XnameX on XphoneX

Local people speak well of the franchise even though it is over 30 miles away.

XplaceX
LIBRARY

XaddressX on XphoneX

Welcoming, happy to answer queries, and with computers available for further info.

XnameX
FOOD STORES
XaddressX on XphoneX

The free home delivery is great, as are the fresh, ready-made meals.

XnameX
ELECTRICAL SERVICES
XaddressX on XphoneX

So helpful, even when stuck sorting small-scale things like rundown smoke alarm batteries.

XnameX
LAUNDRY
XaddressX on XphoneX

Great service, with a collection and delivery service.

XnameX
MAINTENANCE SERVICES
XaddressX on XphoneX

No job seems too small – from clearing guttering to painting

XnameX
LOCKSMITH
XaddressX on XphoneX
*He unlocked the door for me!
So grateful.*

XnameX
UNISEX HAIR SALON
XaddressX on XphoneX
Great service, hard-working, and cares about the locality.

Recommended services are collected and displayed for education purposes only, and are freely included on permission of the organisation concerned. No liability is accepted for products and services here promoted. February 2016.

The outreach to gather and display local knowledge succeeds by being a short process, with the gatherer knowing why details are sought and being supervised if initially diffident. It succeeds because display of details in public places is generally welcomed.

Such outreach has the bonus of triggering offers and requests.

Offers arise from people with the wish and spare capacity to help by donating, perhaps free storage or meeting space or some kit to a local grassroots group.

Offers can arise from people with time or resource to invest in sparking ideas so that energies may be harnessed.

Offers also arise from people who can be available to provide paid-for services, which can be invaluable low-scale options for when help is required to sort small essential tasks on a regular basis.

Requests are often for service-related information, which can highlight niches where no one seems to supply services. These inform career options.

Requests may also relate to the disposal of possessions, to gain space or raise money. Help may be sought to sell items perhaps through an online auction, or to get things moved to new owners, landfill, recycling points or charity shops.

Items for disposal which are considered to be stylish, valuable or practical can also positively focus career aims, by sparking ideas in making, repairing or growing things, whether for sale or to augment visitor attractions.

The best possible independence, self-help and resilience come from face-to-face contact and sparked interests.

Organisations and individuals can help, for example by nurturing peer groups, perhaps also by running a few initial events to break the ice and encourage self-help.

Organisations and individuals can also help by running activities which bring people together from across different sectors, disciplines and interests (as exemplified by Keeping Going's activities, as introduced on page 4).

Localities can help by well-promoting the welfare services of the Citizens Advice Bureau, and also the frontline role of community pharmacies. Such promotion is essential to individuals whether for themselves or for their friends, family, employers or colleagues.

Actions such as the above succeed by focusing 'information, advice and guidance' on current trends, knowing that wellbeing is not just a health issue. Wellbeing can be undermined by debt, housing or legal difficulties, as well as by poor transport or other local infrastructure.

Such focus reduces isolation and fruitless CVs, by enabling people to respond better to the continual changes in local businesses, needs and welfare payments. These naturally result in new services, niches, jobs and careers replacing established ones.

Keeping Going...

When worried for yourself, work colleagues or others remember that two local frontline services are:

Community Pharmacy and Citizens Advice Bureau

Keeping Going's activities and booklet were established in 2014 with advertising and endorsements covering costs other than for time.

Individuals, employers and health, emergency and protection officials encourage adoption of **Keeping Going's** ethos to curb scamming and exclusion of interests and energies.

Contact **Keeping Going** (details on page 2) to promote your interests by buying print runs of the booklet in exchange for acknowledgement of your support. Print runs make the booklet available as a handout at events or in stocks kept in your stated area's public spaces, whether libraries, health centres, hospital lobbies, shops or faith or community centres.

FREE