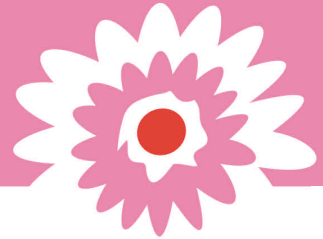


Newsletter



RedAssure™
Independent living

PART OF WORTHING HOMES

Welcome

July, 2011

Welcome to our July issue. We are now fully settled into our new offices and what a very busy few months it's been! We have almost completed the transfer over to our call centre, Careline UK and have also passed the annual TSA audit with flying colours. A big "thank you" to all of you who took time to respond to our customer satisfaction survey. This year we had a record number of completed questionnaires - your feedback is invaluable and continues to help us improve our service to you. The customer satisfaction survey is now closed but for more information on the results, please take a look at page 3.

RedAssure has an exciting new project and is delighted to announce the "Full of Life Festival 2011" at the Assembly Halls, Worthing on 15th September. We have taken over the baton from Worthing Neighbourhood Alliance Network who previously organised this fantastic event and are currently seeking involvement and sponsorship from local businesses to help make this community event a truly brilliant day. "Full of Life" is aimed at the over 50's but is fully inclusive to all. Entry is free so please come along and enjoy taking part. Find out what's happening in your area and meet representatives from local businesses and charity groups at information points around the exhibition hall. There will be workshops, prizes, demonstrations, and many, other fun activities. Guests can relax in a specially designed pamper zone organised by Debbie Stevens from Wellbeing Events and Guild Care are helping us with our "health zone".



RedAssure Customer Forum

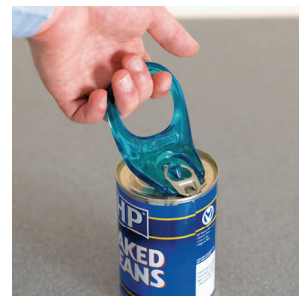
We had two great speakers at our first 2011 Customer Forum, Sue Brown from The Community House, 25 Dominion Road, Worthing who confirmed that from Wednesday 15th June 2011 The Community House will be hosting a weekly seniors social group (every Wednesday 10.30am until noon) – it's completely free so phone to book your place (01903 215799) and pop along for coffee and chats. We also sampled some delicious home made cakes from Angela Williems who runs her own bespoke hot meal delivery service in and around Worthing. "Good Home Cooking by Angela" is a wonderful service for those of you who fancy a home-made treat. Call Angela direct on 01903 207400 for further information.

We very much hope to see familiar and new faces at our next Customer Forum on *Thursday 27 October*, so we can show you a range of new products now available and for us to hear more from you as to how we can improve our services. Invitations will be sent out later on this year.

New RedAssure Products Brochure

We are very excited to announce the launch of our new daily living aids brochure. We have enclosed a free copy of the brochure with this newsletter. We are now stocking these items as a direct result of your feedback, so please do let us know if there are additional products that you would like us to provide.

If you require any further information about any of the products or would like a demonstration from one of our officers please call the office on 01903 703103 and we can arrange that for you.



South East Coast Ambulance Service

NHS Foundation Trust

Have your say about your local ambulance service

Anyone may need an ambulance at any time, and if you live in the Worthing area your local NHS ambulance service is provided by South East Coast Ambulance Service NHS Foundation Trust – or SECAMB for short.

Your ambulance service wants to stay in touch with patients and the public, so they can understand your needs. A good way to stay in touch is to become a 'member' of SECAMB. Membership is free, and simply means that you will receive a newsletter a few times a year to tell you about any changes to services, invite you to events, and provide you with health care information. If you wish, you can participate in surveys or meetings to give your views about SECAMB's services. In addition, you will be able to vote for – or even stand for election as – a governor of SECAMB.

The Council of Governors includes 14 members of the public who represent the different areas where SECAMB work. At present, there are two governors representing the interests of members in West Sussex (Ted Coleman, who lives in Billingshurst, and Alison Arnold, who lives in Pulborough).

To become a member, please fill in the simple online form (www.nhs-membership.co.uk/seas) or contact the Membership Office (01273 897840) or fmembership@secamb.nhs.uk to request a printed form, or for more information about membership.

Please do become a member today and help your ambulance service provide the best possible service for you.

Don't forget, **Easyfund-raising when shopping online— it is completely FREE** to register and you won't pay a penny more for your shopping. In fact you can even **SAVE MONEY** as many retailers offer discounts and special offers. Visit www.easyfundraising.org.uk and when you register click **RedAssure** as the organisation that you wish to support.

We continue to raise valuable funds with this website and the best bit is that it is the retailers that are making the donations not you. **So next time your shopping on-line why not give it a go.**



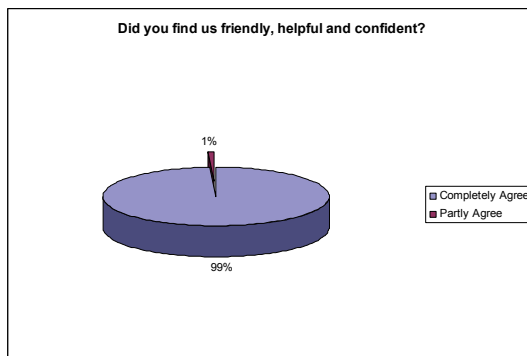
Some of SECAMB's public and staff governors with our Chair and Chief Executive on 1 March 2011, the day SECAMB became a Foundation Trust

Welcome

It is with great pleasure that we announce the arrival of two new staff to our department. Jennie Brown is our new RedAssure Assistant, you might already know Jennie as she also works as a mobile responder for those of you that have our personal response service. Debby Holden also joins us as the new RedAssure Manager. Debby brings with her a wealth of experience and replaces Lucy Balmer who moved onto pastures new in May.

Customer Satisfaction Survey Results

We sent out our customer satisfaction survey at the beginning of April and received an exceptional response. We had a 38% return which is an astonishingly high percentage for the client demographic.



Our Commitments for 2011-2012

- To complete the transfer to the new call centre CarelineUK for all our customers
- Customer involvement – continue to strengthen and develop the role our customers play in shaping our service
- Host an 'Older Person's event'

Winner of the prize draw

Congratulations to Mrs D Munro who won our prize draw of £30 John Lewis shopping vouchers. We entered all of you that completed and returned our questionnaire into the draw.

Summer Events

This month we will focus on the events that RedAssure will be attending

Broadwater Festival

Saturday 23 July
Broadwater Green, Worthing

Worthing Lions Seafront Fayre

Sunday 31 July
Worthing Seafront

Full of Life Festival

Thursday 15 September
Assembly Halls, Worthing

Worthing Birdman

13 & 14 August
Worthing Seafront

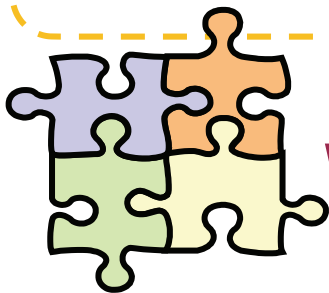
Worthing Carnival

Saturday 27 August
Worthing Seafront

Please see local press for further information

A very big "Thank you" to the Masonic Ladies group who have very kindly given us a donation towards our charitable fund.

If you would like RedAssure to add in information about a group that you belong to, please call our office number on 01903 703103



Wise Wizard

An evil king has locked a wizard in a dungeon with nothing but a chair and a shovel. There is a window in the dungeon, but it's too high to reach using the chair. The dungeon is surrounded by a cement parking lot that stretches 100 feet in every direction. The wizard uses the shovel to dig a 50-foot-long tunnel and still manages to escape. How does he do it?

Guild Care

Things to do, people to meet...

Many older people sometimes feel isolated.

Some want to join a social club, an exercise group or just want to make new friends after moving into the area.

Making new friends?

During the last 2 years, Guild Care has organised various 'Tea and Chat' meetings which are ideal opportunities for people to meet other like minded people and extend their circle of friends. We gather the names of people living in a specific area, find a friendly location and get together a few times to get things started. After that, we leave people to keep meeting in the same place regularly or just ring the new friends they might have made during the sessions. There is no pressure and as everybody is there for the same reason, the atmosphere is friendly and welcoming.

We are planning to start a new group in the next few weeks and would love to hear from you and help you to make new friends. If you are interested, just call us for more information.

Do you enjoy singing?

A great way to make new friends and to have some fun is to sing. Every second Monday of the month, Guild Care facilitates a 'Singing for Pleasure' session at the River of Life church, Broadwater Road in Worthing. If you like singing to old songs, this is the group for you! You don't even need to sing in tune or be able to read music as it is all for fun. It will only cost you £2.50 (including a drink and a biscuit).

Gentle exercise?

If you like to keep supple and enjoy a little exercise, why not try our Tai-Chi sessions at the Broadwater Parish Room every Friday at 2pm. (£3 a session)

Something else?

We also organise other activities, like discussion groups, quizzes and exercise in sheltered housing across Worthing. There is too much to list here but we would be very happy to tell you more about it on the phone. We might even start something new where you live!

And of course, the Lovett Centre and Methold House are still offering lunches and tons of various activities.

Needing help?

If you need help to access clubs or if you are struggling at home, you can also get in touch. One of our **Prevention Link Workers** can help you to organize Meals on Wheels, equipment, benefit checks and many other little things that could make a big difference in your life...

All these services are part of Guild Care Healthy Living Programme.

For any information just ring us at 01903 528 627, e-mail us at outreach@guildcare.org or come and visit us at Methold House, North Street.

