



Welcome to our Easter edition! We aim to provide you with a summary of events and plans for the coming months. If you have anything you would like to add to future newsletters or if you know of anyone who would be interested in receiving this newsletter, please let us know.

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Enjoy Reading!

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A Newcastle Healthy
City Project
Charity No: 1060063

Deaflink interview with Tracey Sharp

Tell us a bit about yourself.

I'm 48 and originally come from a small mining village in Sunderland. After leaving school, I did my nurse training and then moved to Newcastle in 1998 with my partner. I first became aware of my hearing loss in my early thirties, and by my early forties, I began to wear one hearing aid, progressing to a second one two years ago which followed an acute ear infection and a bad bout of vertigo!

I guess you could say that I could see this coming, as deafness is in the family. I remember one of my grandmothers wearing a large whistling box that she used to carry on her chest!



At first, my hearing loss didn't cause me too many difficulties as I always had a 'good ear' I could rely on. Now, as my hearing has worsened, my hearing aids have become an important piece of equipment that I have to rely on during almost every waking hour. I'm quite a technophile and always looking for 'gadgets' that can help me to continue to communicate well both at work and at home.

Did you enjoy our new Hard-of-Hearing Support Group?

I've really enjoyed attending the group and meeting others with similar experiences to myself. I've no other friends with hearing problems and so have coped with my hearing loss on my own, in the main, with the support of my hearing friends and family. It's really good to listen to other people's stories and realise that you're not alone and that others with hearing loss face exactly the same problems as you do.

What would you say to encourage new members?

With a hearing problem it's very easy to isolate yourself. Social occasions such as parties, cafes, and restaurants are particularly difficult due to the background noise and the easy option is to avoid them altogether. Coming to the group can help you in so many ways, whether it's making new friends, finding ways of coping better in certain social situations, learning how to get the best out of your hearing aids or testing the latest pieces of equipment for work and at home; it's all done in a very friendly and supportive environment.

What was your best experience?

My best experience ever was being on safari in Tanzania. I suppose my best experience has been the gradual realisation that I have such supportive people around me at work. I went through a time with some embarrassing situations resulting from my increasing hearing loss. I'm not sure whether it was pride or shame that stopped me from saying to my boss that I wasn't coping well in certain situations, but once I did, I felt an enormous weight lifted from my shoulders. He was really supportive in suggesting changes to my work and getting me to be more open with the rest of the team so that they could help too.

What is your next exciting plan?

I've just begun to learn the basics of web design and have been involved in developing a webpage at www.toonhearing.org.uk that can hopefully help others with hearing loss by pulling together, in one place, lots of relevant information about services available to people in Newcastle with hearing problems.

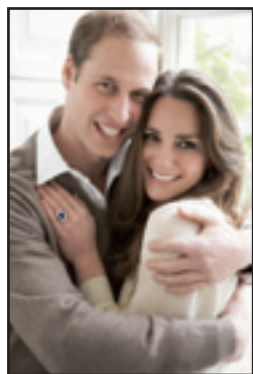
Have a nice Easter with your family and thanks for talking to us.



Deaflink Funding – GREAT NEWS!!

With news of funding cuts by the Local Authorities, this has been a worrying time for many organisations and charities like Deaflink. The good news is that despite some cuts we are pleased that we have received further funding to continue our valuable work!

We would like to say a big "Thank You" to Newcastle Healthy City staff, our funders, Advisory Team and all our members for the support given to the work of Deaflink.



The Royal Wedding of Prince William and Miss Catherine (Kate) Middleton!!

You will know Prince William and Kate are getting married on Friday 29th April 2011 at 11am in London Westminster Abbey and we have got the special day off work to celebrate with them! We wish them all the best and look forward to watching the event on television.

Join the celebrations by baking the 'Victoria Sandwich Sponge Cake' by one of our members Lorna Bailes on the back of this Easter newsletter!



Healthy Eating and Exercise – Great North Run again this year!

Kim Aghdami and Emma Ashie-Neequaye are running in BUPA Great North Run again this September 2011! They ran 13 miles from Newcastle to Gateshead in 2 hours and 52 minutes last September! Hope they run faster this year to beat their old time record!

We will attach a sponsoring form in the Summer newsletter if you would like to support them and Deaflink! Many thanks.



Exercise Classes for D/deaf, Deafblind and Hard-of-Hearing Women aged 16 and over – join us for fun, get fit and to lose weight!

Every Monday at 6-8pm at Centre for Sport, Westgate Community College, Westgate Road, Newcastle, NE4 9LG. Costs only £2 a week!

Usually we have Gym at 6-7pm then different activities at 7-8pm – including taekwondo, boxercise, circuits, bootcamps, dance mats, zumba, trampoline, badminton, ice skating, bell-boating and climbing etc!

We use a new in-body test machine every 12 weeks, which work out your weight, body fat, how much water and vitamins, and fitness!



Our New Healthy Eating Cooking School!

Deaflink is hoping to start healthy eating cooking school this year, we are looking for a bigger kitchen to let more of you learn how to cook and eat healthy food – Please contact Katie (front cover) if you would like to join us! Well done to the ladies in the last cooking class as they did the recipe without Alex's help!

Patient Advice and Liaison Service (PALS) and Independent Complaints Advocacy Service (ICAS)

In our 'How to make a complaint or ask for advice about hospitals, doctors, dentists and ambulances?' January Health Forum, both PALS and ICAS explained their services and how they can help us.



PALS is a free and confidential NHS service for patients, their families and carers to provide information and advice (on services, appointments, interpreters, treatments, where to get information or help, etc.), answer your questions, help you to sort out problems and issues, guide you how to make a complaint and make sure your views are heard.

When you contact PALS, they will try to answer your questions straight away. If can't, they will take your details and a PALS officer will contact you as soon as possible. They will always keep you informed.

They can also:

Speak to staff on your behalf (with your permission)

Arrange a meeting between you and members of staff.

Text/SMS: 01670 511 098, Freephone: 0800 032 0202, Fax: 01670 511 260, Email: northoftynepals@nhct.nhs.uk, Freepost: RLTC-SGHH-EGXJ, The Old Stables, Grey's Yard, Morpeth, NE61 1QD.



ICAS provides free, confidential and independent advocacy support to people wishing to raise their concerns or complaints about NHS funded treatment or care.

Helpline: 0300 456 8348

Fax: 0191 350 6195

Email: newcastleicas@carersfederation.co.uk

Newcastle ICAS, City Executive Offices, Cuthbert House, City Road, Newcastle NE1 2ET.

We would like to say many thanks to them for their presentation to the forum.

How we help our clients



Deaflink can support you if you have any complaints or concerns about services in Newcastle including hospitals, GPs, dentists. We can give you support for example; by sending letters or using our video camera to record your complaint in BSL. We can pass your questions/complaints to PALS.

BENEFITS CHANGE NEWSFLASH!!

This is a very brief description of the many changes to benefits that have been announced. Many are coming in this April. Our advice is that you get advice and information as soon as you can. See below.

- **People on Incapacity Benefit are beginning to be tested under the stricter Employment and Support Allowance. 50% are expected to fail the new test and will either have to sign on and claim Jobseekers Allowance, or they may be entitled to another benefit, or they can appeal the decision.**
- **The help that many private tenants get with their rent is being cut. It means that people will either have to make up the shortfall or find somewhere cheaper to live. Most of these cuts to Local Housing Allowance are being introduced this April.**
- **Tax Credits have two parts. Working Tax Credit for those working and on a low or medium income. Child Tax Credit is for people with children. The amount of Tax Credits is being reduced for most people although some extra is being allowed for children. The major changes start this April.**
- **Disability Living Allowance (DLA) is for people who have care or guidance or mobility problems - who claim before they reach 65.**
 - **It is being replaced by the Personal Independence Payment (PIP) in 2013, which will be a stricter test. Over 3,000 people in Newcastle may lose out. Like DLA now, it will not be means tested (it will not take into account your income or savings) and you will be able to work and still get it if you qualify. It will still have care and mobility parts.**
 - **From April this year, the higher rate of the mobility component of DLA will be extended to those who have a 'severe' visual impairment.**
- **There have been no announced changes to Attendance Allowance which is for those who claim from age 65.**
- **The Government are considering changes to Carers Allowance but there are not details as yet.**
- **Universal Credit is planned to be introduced from 2013. It will gradually replace means tested benefits (like Income Support and Housing Benefit) for people of working age. 19 million people will be affected.**

Get more detail about these changes on our website:

www.newcastle.gov.uk/welfarerights or get independent benefit advice about your situation from Newcastle Welfare Rights Service. Phone 0191 277 2627

Advise everyone to keep a diary of what happening every day for evidence which can be included with the new claim forms.

Our next Deaflink Health Forum!

On Saturday 21st May 2011 at 10am - 12.30pm

Topic: 'Latest Benefit Changes' your questions answered.



At Main Hall, Brunswick Methodist Church
(behind Fenwicks), Brunswick Place,
Newcastle Upon Tyne, NE1 7BJ

BSL interpreters, Loop System and Speech-to-Text Reporter
provided

Contact us for more information

Come along and bring your friends to the forum!



Access to Work (AtW) NEWSFLASH!!

DWP also announced there will be cuts only to funding for equipment like mobile phones, telephones, analogue hearing aids, computers, laptops, printers, scanners, voice activated software, voice recorders, Internet connections and rentals for home working, fax machines and copiers. This means NO cuts to the funding for other types of support, including communication support – British Sign Language/English interpreters, lip speakers and note-takers.

New Hard-of-Hearing Support Group – share issues and experiences!

'We are a group of hard of hearing people who want to spread the word to other hard of hearing people who, because deafness is invisible, are struggling alone with the difficulties they face in a hearing world. Newcastle Deaflink are working with us to establish a new self help group which will meet bi-monthly to share experience and give support, to listen to speakers and to campaign for better access to venues in the city of Newcastle.'



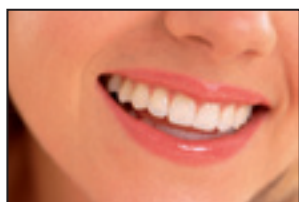
Anyone who is Hard-of-Hearing is welcome to our next meeting on **Wednesday 4th May at 1.30-3.30pm** in Room 1 in Deaflink, Newcastle Healthy City (address and contact details on the front cover - Edwardian building next to Newcastle Civic Centre and over the road from Great North / Hancock Museum).

Next Speaker: Teresa Crawford from Hearing Loss Support to show us how to look after our hearing aids, ear moulds and tubing's etc.



IMPORTANT AND USEFUL INFORMATION

Deaf Awareness Week take places on 2-8 May – get involved!



New Lip-reading Classes!!

There will be new lip-reading classes in Newcastle soon, please let us know if you would like to put your name and contact details down on the list!

Also please sign online petition to show your support to have lip reading classes on <http://bit.ly/lipread>! To show that lip reading is an 'essential' (important) skill, for people with a hearing loss to learn lip reading through qualified tutor.



RNID reported in their recent survey that 86% of 500 shops in the UK do not have a hearing loop system! 132 shops displayed a loop system sign but in 32 of them their loop system is not working or the staff do not know how to use them. Money needs to be spent on training the staff on how to use the loop system.

'It is not only essential that people can use their local shops and services, but is also a legal right. According to the Equality Act 2010, shops should ensure that customers with a hearing loss don't receive a worse service and induction loops could be a 'reasonable adjustment' because they help hearing aid users by amplifying speech over background noise.' (RNID, 2011)

More information can be found on www.rnid.org.uk/howyoucanhelp/campaignwithus/ourcampaigns/inductionloops/visit-us-on-tour.htm Please let us know if you found any more inaccessible shops and we will support you!



Contact Newcastle Sensory Support Team if you live in Newcastle and would like help with technical and practical aids to help daily living e.g. text phones, speaking clocks, flashing doorbells. Phone: 0191 278 8100, Fax: 0191 278 8178, Text phone: 0191 278 8266, SMS: 07816 841 183, E-mail: sensory.support@newcastle.gov.uk

Sensory Support Team Duty Officers available on: For Deaf BSL users Monday and Thursday 9.30am -12pm. Hard-of-Hearing people Tuesday 9.30am-12pm. Partially sighted and blind people on Monday, Wednesday and Friday at 9.30am – 12pm

Be aware if you upgrading to Sky+HD, most of HD channels do NOT have subtitles – better save your £10 a month!



A Deafblind member, Joyce Illingworth would like to say Well Done and Thanks to Waitrose in Newcastle for their excellent service helping people with a visual loss.



The 2011 Census day was on 27th March 2011 and you need to fill it in by 6th April 2011 as it is the LAW – otherwise you will pay a fine! A census collector will call after that date to offer any help you need.

‘A census is a count of the population. We have had one in the UK every ten years to find out more about who we are as a nation.

We ask everyone to tell us a bit about themselves to help census users decide how best to plan and deliver the everyday services we all need – like housing, education, healthcare and transport.’ (Census, 2011)

More information about Census and online questionnaire can be found on

<http://2011.census.gov.uk/My-census/What-is-the-census>

FIRST TIME EVER! Question 18 is ‘what is your main language?’ This is the first census where BSL users can respond ‘British Sign Language’ in the UK!

GREAT NEWS, you can watch BSL and Audio video clips on how to fill in your Census Form, go to **<http://2011.census.gov.uk/Making-the-census-accessible>**

A BSL DVD is also available on request and other accessibility tools like Large Print, Easy to Read leaflet and Braille can be found on www.census.gov.uk/2011accessibility

BSL Culture Café at the Destiny Centre, 395 Norton Road, Stockton on Tees, TS20 2QQ – Every Wednesday at 10am – 2pm (term time only). Everyone is welcome who can sign BSL or want to learn BSL. Serves fresh quality meals, snacks and drinks.



FREE Museum Open Days

Great North Museum: Hancock, Newcastle

Wednesday 13 April 10am – 5pm

Arbeia Roman Fort, South Shields

Wednesday 13 April 10am – 5pm

Monkwearmouth Station Museum, Sunderland

Wednesday 4 May 10am – 5pm

Stephenson Railway Museum, North Shields

Sunday 15 May 11am – 4pm

The museum can provide the following support if you tell them **ASAP**:

- BSL interpreters for Deaf visitors
- Sighted guide assistance for blind and partially sighted visitors
- General support for disabled visitors with specific requirements
- Free transport for disabled people who do not have access to a car and find using public transport difficult



How do I book a place or arrange transport?

Contact: Robert Latham – Renaissance Access Officer

Discovery Museum, Blandford Square, Newcastle upon Tyne, NE1 4JA.

Tel: (0191) 277 2313 Textphone: 18001 0191 277 2313

Email: robert.latham@twmuseums.org.uk



EASTER WORDSEARCH



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

EASTER
DAFFODILS
PALM BRANCHES
RESURRECTION

HOT CROSS BUNS
BUNNY
GOOD

PRETZELS
LAMB
CHOCOLATE

EGGS
JESUS
CANDLES

LILIES
CHICKS
FRIDAY

Cinema

Want to know your favourite cinema but not sure if it subtitled?

Log on to www.yourlocalcinema.com for updates and you will find the film you would like to watch from your local area.



Theatre

Northern Stage, Barras Bridge, Newcastle upon Tyne, NE1 7RH. Tel: 0191 230 5151 Fax: 0191 261 8093 E-mail: info@northernstage.co.uk
Website: www.northernstage.co.uk

Captioned

Who's Afraid of Virginia Woolf
Thursday 28th April 2011 at 7pm

Audio described

Who's Afraid of Virginia Woolf Saturday
30th April 2011 at 2pm and Touch Tour
at 12.30pm

British Sign Language (BSL)

Who's Afraid of Virginia Woolf on Wednesday 27th April 2011 at 7pm

Theatre Royal, Grey Street, Newcastle Upon Tyne, NE1 6BR.

Tel: 08448 11 21 21 Fax: 0191 244 2512 Email: boxoffice@theatreroyal.co.uk

Website: www.theatreroyal.co.uk

Captioned

The Madness of George III Thursday
15th September 2011 at 7.30pm

The Sound of Music Thursday 29th
September 2011 at 7.30pm

Sleeping Beauty Thursday 8th
December 2011 at 7pm

Audio described

The Madness of George III Saturday
17th September 2011 at 2.30pm

The Sound of Music Saturday 1st
October 2011 at 2.30pm

Sleeping Beauty Saturday 7th January
2012 at 2pm

British Sign Language (BSL)

Sleeping Beauty on Wednesday 14th December 2011 at 7pm

Customers are entitled to £2 off if they are attending an assisted performance and a free companion ticket if you require assistance. Guide, hearing and other working dogs are welcome in all parts of the theatre. For more information and Access Form to fill in for free companion ticket – see on www.theatreroyal.co.uk/your-visit/access

Please say which communication support you need when booking.

LORNA BAILES' EASY EASTER 'VICTORIA SANDWICH SPONGE CAKE' RECIPE



Basic Recipe Ingredients:

100g (4oz) Margarine
100g (4oz) Caster Sugar
100g (4oz) Self Raising Flour
2 Medium sized eggs (size 3)



1. Heat oven to 180c degrees, 350F or Gas Mark 4.
2. Grease margarine on one big 18cm (7inches) cake tin or 2 x 18cm (7inches) sandwich tins.
3. Mix margarine and sugar until light and fluffy.
4. Beat in eggs, one at a time and adding a little flour with each egg.
5. Gently fold in with rest of the flour.
6. Pour into the tins and cook for 20-25 minutes in 2 sandwich tins or 40-45 minutes in 1 big cake tin.
7. When cool down, fill with jam and/or cream (see photograph below).
8. Sprinkle with sugar on top or cover with icing sugar.



Enjoy! Lorna Bailes, Co- founder and member of Deaflink.