



Developing a physical and sensory disability strategy for Moray July 2014



Initial deliberative consultation stage

Moray Council and NHS Grampian are currently developing a strategy for people with physical and sensory disabilities. The plan will set out what the council, health service, third sector and community organisations will aim to do to improve services and facilities over the next 10 years.

The plan is being developed in partnership with all stakeholders including service users, families and those from the wider community with an interest. These same stakeholders will scrutinise, monitor and review the delivery of the strategy.

To inform the development of the draft plan, a deliberative consultation stage was used to gather comments on the priorities of people with physical and sensory disabilities and family members.

A range of methods were used to gather feedback. This included a questionnaire available in paper and electronic format. Provision was also made to make this available in other formats such as large print and Braille. A conversation café open discussion event was held in Moray Resource Centre, Elgin, on 25th June. Service users at Moray Resource Centre were invited to make any open comments. A telephone and email contact were also made available as an alternative means by which people could respond and share their views.

Emerging key themes

The questionnaire provided an opportunity for people to prioritise 11 issues which from previous consultation had been identified as areas of importance.

Many respondents found it difficult to rank some issues above others, placing equal importance to several on the list and giving them the same weighting. This has invalidated the ranking question but has shown that a wide range of issues have an impact on the efforts of people with physical and sensory disabilities to live as independently as possible.

The issues considered for ranking were:



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- Ready access to good information and advice on managing my own health and wellbeing
- Clubs and activities in the community that support my health and wellbeing and reduce isolation
- Equality of access to services
- Services which support me at times of change in my life
- Having choice and control over the care and support services I receive
- Equipment and adaptations which support me to live as independently as I can
- Care and support services which enable me to live at home as independently as I can
- Being able to get around by car, bus, walking or wheelchair etc
- Support with employment, skills and learning
- Having opportunities to play an active role in my community
- Support for families and unpaid carers

The majority of these issues are supported by the comments received in response to the survey and the discussion event. Taken together, these have initially been grouped together under six main themes to support further development of the initial draft plan at the strategy development day at The Gallery, Elgin Library, on 5th August 2014.

These themes are:

- **Health and social care issues** – including choice and control, managing long term conditions, improving independence



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- **Transport, mobility, access and activities** – including public and community transport, issues around pavements and parking, mobility aids and access to universal services/facilities
- **Housing**
- **Employment and training**
- **Information, advice, advocacy and awareness** – including accessibility of information and training of services in disability awareness
- **Family and friends (unpaid carers)**

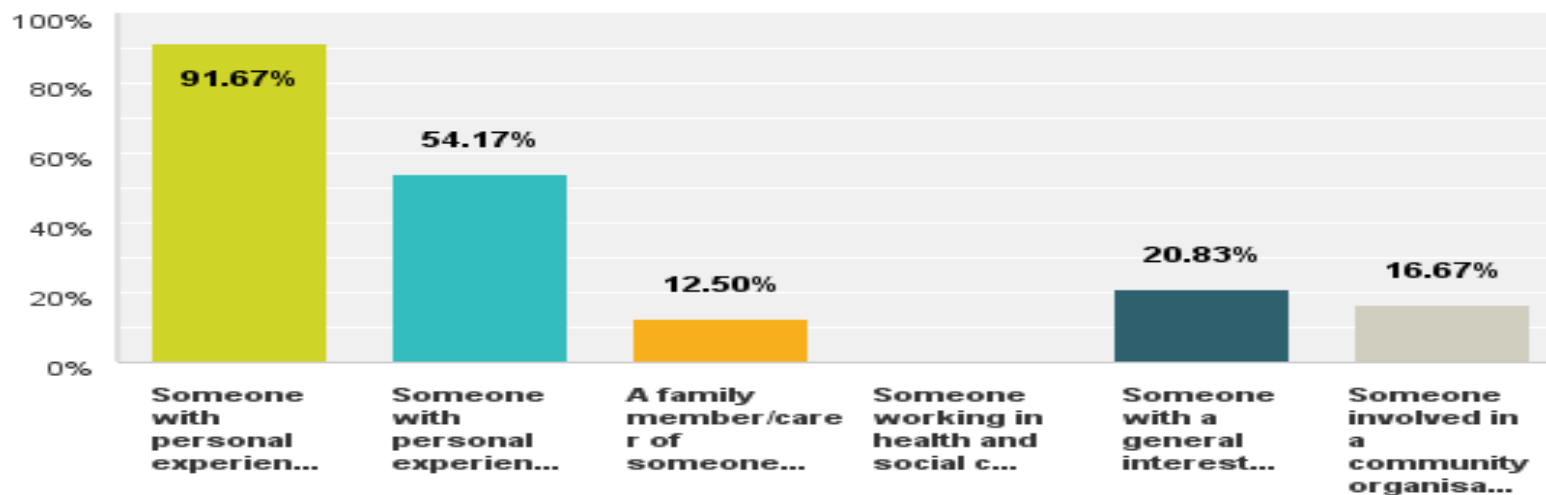
All survey respondents who provided their contact details were invited to be part of the strategy development day.

Questionnaire responses

There were 25 responses to the questionnaire. 18 (81%) were from women, 4 from men with 3 skipping the question. The largest age group of responders was the 45-54 year olds (5) followed by 75 and over (4). 23 people had personal experience of a physical or sensory disability, 13 had used services, and 3 were a family member or carer.

Q11 Are you (tick all that apply):

Answered: 24 Skipped: 0



However, 19 people (95%) indicated a long term condition or illness and of those, 15 (79%) said this had a considerable impact on their ability to carry out day to day activities.



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The consultation café event held at Moray Resource Centre was attended by four service users/members of the public. It was facilitated three members of staff from Moray Council/Community Health and Social Care Partnership: Tracie Willis, senior commissioning officer; Alison Blair-Noble, physical disability development officer; Fiona McPherson, public involvement officer.

Health and social care issues	
<p>What does living well and as independently as possible mean to you?</p> <p>Choice and control</p>	<ul style="list-style-type: none"> • To stay in power – my life, my disabilities • Receiving the support of Crossroads, Elgin Resource Centre and now Quarriers as we have already lost two important lines of support from the health care services in the last 3-4 years • I am independent and take a pride in myself. I don't get depressed • It means everything to me • Getting out of hospital • Doing what I can do for myself and getting help with the things I can no longer do • It allows me to continue to do the things that I am still able to do for myself, maintaining my confidence and independence and it allows me to remain assertive and ask for help when I need it. I like to be involved in any decisions that are being made about myself and my care. • Hoping I can cope with my hearing loss which can be very hard at times when everyone is chattering • Being able to lead my own life, making my own decisions, keeping as much independence as I can • It means a lot to me. I don't like having to depend on others as I feel I may come across as being lazy • Being able to make my own choices
<p>What helps you to live well and independently in your community?</p> <p>Services and support</p>	<ul style="list-style-type: none"> • Aids from NESS. Hearing loop when we are at meetings makes it easier • NESS, my guide dog, the NHS • The Moray Resource Centre has helped grow my confidence due to the support of staff and other service users that attend • I attend the Moray Resource Centre with all my friends. Does not matter what disability, we



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Health and social care issues	
	<p>are all the same.</p> <ul style="list-style-type: none"> • Attending Moray Resource Centre keeps me independent. Go three times a week and help in the kitchen. This give me independence and family respite • We are lucky to have Moray Resource Centre here. More people could benefit if there was more promotion • Support from health professionals and family. Walking aids supplied by OT services • Helpful health and social care professionals • I have a brilliant care package from Hanover Housing • Self directed support gives me more control and sets out what I want my support to do. I felt there was a lack of flexibility and quality of care before • Being allowed to get out of hospital and live in the community • Attendance of a carer for half an hour each morning • Chemists are very helpful • My GP is good • Having the right equipment for my wife • I can always some get help from Handy Persons Service and W.V.S. Also attend Friends Forever • Attending Moray College • Peer support is important • Being able to eat properly and buy good cheap food. Able to shop for ourselves or with assistance when necessary
<p>What, if anything, stops you from playing as full a part in community life as possible?</p> <p>Own health; services which don't</p>	<ul style="list-style-type: none"> • Lack of flexible care to suit my needs. I can't spontaneously decide to do something. It all has to be planned and organised in advance • When we're ill or cannot get to places. Cannot walk too far • When I get in a muddle and have trouble with my aids and can't hear very well. When going out worry about toilet facilities and some shops could have a seat so you could rest while



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Health and social care issues	
<p>meet needs; having to rely on others</p>	<p>doing shopping</p> <ul style="list-style-type: none"> • I can't always get dressed due to my severe pain. On the days I can't get out I get tired easily • My disability at times can prevent me from being able to go out of the house and be part of the community. I have foot drops and wear splints on my legs and can cause pain. My deafness can cause pain. My deafness can also make me anxious when I can't hear what someone is saying. • Need my activities to be arranged and organised around my needs and to manage my anxieties. I need to rely on family to take me to unfamiliar places and to accompany me to appointments etc • I have M.S. My walking and stability hold me up. I never have two days the same • Having to deal with pain, relying on medication, stiffness of limbs/joints and hands. There are times when hands and feet don't always co-ordinate. Living life for today and not "what ifs". • I am becoming a recluse because of my vertigo. My visits outside are limited to when I feel safe. My friends have their own lives and families to deal with • Not being allowed to get out of hospital in two years • Registered blind • My head injury made me dependent on care • Poor eyesight and limited mobility • Having no one to assist me in case of falling • Because of my disability I am rarely out of the house • Shutting the public toilets was a real mistake • Not being able to get out and about without depending on others. Loss of confidence, feeling I no longer have much to contribute and that I am not of value
<p>What would help to change</p>	<ul style="list-style-type: none"> • Being allowed to live in the community and not in hospital • Having regular checks on health and taking on board advice given by medical professionals



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Health and social care issues	
<p>this?</p> <p>Health and social care services, low level support, increased skills</p>	<p>and also try to be as mobile as I possibly can be within limitations of movement</p> <ul style="list-style-type: none"> • If medication could reduce my epilepsy and control my falls from vertigo I would feel more confident about going out with company if I had more help • Currently there is a question mark about the Moray Resource Centre closing. Although it cannot help with my pain it helps my confidence. I feel that if it were to close I would not have anywhere to go and I would be alone with no support • A choice of day services in Moray. Having someone (paid carer) to take me out to increase the number of social interactions that I have and to help me experience new things • Nothing but to maintain present level of independence helps to be part of community. • I only have basic computer skills, which is something that is becoming almost a necessity, so something to help me with that would be helpful • Someone keeping an eye out for us. Friendship, caring people • Having someone to assist me to and from groups. Even having someone to take you out for a coffee can be worthwhile, at least you won't be isolated • Having a buddy would help reduce isolation
<p>What services do you use or have you used to meet any care and support needs you have?</p> <p>North East Sensory Service, Moray Resource Centre, Occupational Therapy, Shopmobility etc</p>	<ul style="list-style-type: none"> • None - stuck in hospital for two years, can't use any resources • NESS is an excellent place where all sorts of information can be found for both of us. You can get all different aids that you may need. Quarriers very good. • NESS, NHS (Dr Strachan and David Fraser), transport for ARI • Moray Resource Centre - Monday and Tuesday Greyfriars Club on Thursdays with other people that have disabilities and pay £15 a year and take me out at Christmas/New Year. • OT, NESS, Moray Resource Centre, respite facilities • Attend MRC on Monday, Thursday and Friday • Moray Resource Centre • Moray Resource Centre is a great facility as a one-stop-shop – need to have the same thing in other places or maybe some outreach



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Health and social care issues	
	<ul style="list-style-type: none"> • I use resource centre, mental health group on a Saturday morning, Horizons in Bishopmill. But again I need taxis to get to and from • Home carers via Hanover. I live in very sheltered accommodation. I get my meals provided there. I used to see a physio every week but not at the moment. I used hydrotherapy pool in Nairn and hyperbaric unit in Aberdeen. I go to Riding for the Disabled when I am fit enough and can organise transport to Cranloch. I have seen OTs who have provided equipment in the past. I have a Blue Badge parking badge. I attend diabetic clinic twice monthly, neurologist in Aberdeen and go to Moray Resource Centre once a week. • I have a really good OT who came to our house to see what needed to be changed in the layout of our house. And the support of care workers and staff for help with forms to fill in because they are scary sometimes. • Having handrails on outside of doors for balance, a grab handle to aid in and out of bath, set for bed if too high, helping hands (grabbers). • doctor, moray resource centre, Studio 8 • Occupational therapy • Home care, OT, respite (Taigh Farris), physio, wheelchair services, community alarm, GP, Moray Resource Centre, consultant • I attend a day service twice weekly. I attend a chiropodist. I have a community alarm. • Shopmobility • Crossroads four hours a week (providing not fall on holidays or off sick). Elgin Resource Centre one day a week providing my wife isn't too fatigued to go. Also just contacted Quarriers in the last month. Also use OT from time to time • Handy Persons Service and RVS
<p>What's good about them?</p> <p>Quality of service and staff, ease</p>	<p>NESS –</p> <ul style="list-style-type: none"> • They are very informative and will help with any issues possible. If they are not sure they will find out for us. Friendly and reliable and cannot do enough to help. Gentle and caring • Everything. They have time for you and are never rushed and they're caring and



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Health and social care issues	
of use, peer support	<p>understanding</p> <ul style="list-style-type: none">• NESS rehabilitated me with using a long walking cane before I got my dog. I feel at home there with people with the same experience as me <p>Shopmobility -</p> <ul style="list-style-type: none">• If I have appointments at the GP I only need to ring Shopmobility and ask if I could get someone to take scooter to me and they do. I get the key to my scooter from Shopmobility and the scooter is left outside for easy access for me.• Staff very good. They open longer on special times e.g. Christmas lights. Will take bike to you or collect it from where you are <p>Moray Resource Centre</p> <ul style="list-style-type: none">• MRC - I get to meet people and have support from my friends that are there• The staff at Moray Resource Centre are always on the end of the phone• I enjoy meeting people at MRC. Socialising instead of staying at home alone. I can be myself at MRC• Able to help in kitchen. Offers family respite from the caring role• You talk to other people that have the same disability as you and gain confidence again• My wife gets out to meet different people and I get time to do things• Hanover Housing• My life has improved greatly since moving into very sheltered housing. They make sure I eat properly and not the rubbish I was eating. I feel much safer there. The staff are approachable, helpful and very good. I feel safe with the security entry system being in place. I have found all the services I have used helpful• Has been so helpful for me. I feel part of the community now, not so isolated and stronger and have more confidence and therefore able to speak up for myself. At MRC you have access to information e.g. how to buy an adapted car/driving assessments (I never thought I



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Health and social care issues

would drive again), on everything you need to know. Being with other people and learning from them is very helpful, too

OT

- Gives independence which otherwise may not help with mobility
- They help to get the aids required to get about around the home and referrals to wheelchair services
- Home care
- Help in attending to personal hygiene. By attending it does mean having to get out of bed and facing another day

Taigh Farrais – is like a home from home for me. It is a small unit, very friendly, and my partner gets a break

Community alarm - is essential and gives me peace of mind in case of incidents.

Chiropodist - keeps my feet in good order.

Day service - keeps me from being socially isolated

Studio 8 - keep in good contact with me regularly

Handy Persons - Can always trust people they recommend or send

RVS - Drivers always help one to get into and alight from care as well as carrying any shopping into house



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Health and social care issues	
	<p>Crossroads - We both get a break from each other</p> <p>Quarriers - Have good impressions from Quarriers</p> <p>Not specified - The opportunity to meet other people. It's provided a safety net. I have confidence in those who support me. I know that they have my best interests at heart. It enables me to live independently</p>
<p>What could be better?</p> <p>Communication/information, staffing levels and training, access to services</p>	<ul style="list-style-type: none"> • As far as we are concerned maybe employ another person to help in the office (NESS) as Diane and John are always busy but always have time for clients. They do a good job with compassion and listen to what we have to say • The Moray Resource Centre could do a different range of activities. On Mondays we do card making and Tuesday we do art. I do like these • Due to proposed changes to a user led service there (MRC) are some concerns on the future • There should be more volunteering opportunities at Moray Resource Centre • When called for NHS appointments, they shout your name and then the staff walk away and leave you (visually impaired man) • I have had to use hospital transport to get to Aberdeen appointments however this has been a very bad experience. I am exhausted and sore afterwards. The transport leaves very early, picks up people all over the place and I don't get home till very late and often miss meals therefore it affects my diabetes. Now I ask friends to take me or miss my neurology appointments. Improve hospital transport or clinics in Elgin. Improve the waiting times at the diabetic clinic in Elgin (2 hours average wait). Bring back an assisted transport scheme to help with the cost and accessibility of wheelchair transport. Sometimes it's a lack of communication and disabled people get stressed out • Staff shortages and cut backs at day services alarm me. I like routine and structures and knowing that I can approach my support worker at any time. I've benefited from the one-to-



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Health and social care issues

one approach

- Waiting times to see health specialist, communication from health and social care services
- A neurology clinic in Elgin – Aberdeen is too far away and I am more likely to miss appointments
- A wheelchair clinic in Elgin
- Easier access to health and social care professionals and seeing the same person so that someone knows me well and I don't have to go over the same ground
- More nurses and doctors, physios, OTs, available beds - the complete health package. Less waiting times for waiting in A&E and home visits if necessary. More training for care workers and back up
- Aberdeen is a long way to travel for hospital appointments to see a specialist or attend wheelchair clinics
- Suitable care in the community. Communication between health and social care
- More care from social work to give as much help for persons living in community independently. More trained nursing staff to help out with the normal 9-5 working hours and more doctors on call. Not having to wait for medical help to arrive much too late in some cases and more hospital beds if needed for wellbeing
- Get more appointments locally as going to Aberdeen/Inverness can be quite difficult
- Change how Self Directed Support is handled, run and channelled.
- Shopmobility open seven days a week
- Everything can always be better. Content with Crossroads. Resource Centre is not as good as when my wife first started going but is still useful and Quarriers looks promising. Health service is going downhill in a hurry through financial constraints
- Making it easier to access services
- Regular health checks are needed
- More local health clinics
- Home carers need more training – I had to talk carers through putting me to bed



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Health and social care issues	
	<ul style="list-style-type: none"> • Unable to comment as don't use any. Can't use any in hospital as under 65 years • Audio books are usually good. • Nothing. Shopmobility staff are very helpful and on my down days I always feel happier after talking to the staff there • Nothing could be improved upon. The services always deliver and help me to achieve my personal goals. It's only my own personal health that could be improved upon. • Quite content with services meantime • Nothing. Happy with the services I use
<p>What's missing? What are the gaps? Are there things in other areas you would like to see in Moray</p>	<ul style="list-style-type: none"> • The mental health issues of people with disabilities are not dealt with • You have the therapy pool in Forres why not have one as part of the leisure centre in Elgin? At least we could have use of all the facilities in one place • Should be more activities like wheelchair dances and where you can just talk to people • Volunteering should be started at a younger age • Maybe look into buddy system a bit more to see who is being alone. There will always be someone who has slipped the net. Can we be aware of this? • I'm happy with what I do just now. I have not seen or heard of anything in other areas • I feel lucky to live in Moray. It has a lot to offer people like me • Moray Resource Centre works for my daughter • I know there are other services available in Moray but I do not use them
<p>Is there anything else you want to say about living with a physical or a sensory disability?</p> <p>Impact on mental health and wellbeing; concerns over</p>	<ul style="list-style-type: none"> • People are all different and cope in different ways. Some days are better than others, good and bad. Time spent with people who are caring and not patronising as people want to be proud of themselves (feel good factor) even though we can be grumpy at times • We have to try and help ourselves as much as possible but it's nice to know services are in place • I'm struggling to do every day tasks due to severe pain. I need to get help around my flat from agencies but I don't know who to ask to get items for my every day life.



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Health and social care issues	
reductions in services	<ul style="list-style-type: none"> • To get out of hospital to live my life as I want to, not how someone else thinks I should • Due to the nature of disability things can change • It is very hard • I do not wish to become over dependent on services which I know can be provided in order that I can keep my independence for as long as possible • I can't get out every day and I've always been active but I struggle to do everyday tasks even getting washed and brush my teeth. I don't get help from anybody, I struggle • Living with a disability can be extremely demoralising and can lead to feelings of isolation or you are too much of a bother. Patience on all concerned. • Taking the resource centre away won't be the same as a user led organisation • So far I manage quite well. I know if I need help I can access help and a care officer through day service or by ringing direct • Used to get all the support and information on other help through two health support workers but those posts don't exist anymore • People talk a lot of nothing gets done • To ensure all disabled people have a voice which is heard

Transport, mobility, access and activities	
What does living well and as independently as possible mean to you?	<ul style="list-style-type: none"> • Being able to get out and about • No problems with access to buildings • Getting around, not being isolated, being in groups that support my disability. Doing things I enjoy within the groups • Getting out and about, living independently, living in the community



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Transport, mobility, access and activities	
	<ul style="list-style-type: none"> • Gives freedom of movement to go where I want when I want and not always having to rely on others • Being able to get out and see my friends • Having full access to the things I enjoy in life
<p>What helps you to live well and independently in your community?</p> <p>Public transport, mobility aids</p>	<ul style="list-style-type: none"> • Good public planning re: access, transport and services • My adapted car, Blue Badge • Easy travel by bus • Transport that is disabled friendly • When I am able to go downstairs from the first floor flat that I live in I need to use taxis but while I go down the town I use the mobility shops scooters. I get to meet family and friends when I go out • Bus services in Elgin - this enables me to get my shopping, visit family, able to attend the Moray Resource Centre in Elgin on a Monday and Tuesday • Transport provided by Moray Council • Getting to groups that support me and being able to get out and about • Freedom of movement • Shopmobility. Bikes (scooters) in Asda and Tesco • Being able to get out and about and to meet people, to be involved
<p>What, if anything, stops you from playing as full a part in community life as possible?</p> <p>Lack of transport, cost of transport, access</p>	<ul style="list-style-type: none"> • Bad transport - buses that are not disabled friendly. Inaccessible shops. Parking problems - North Street etc • Transport to certain things is impossible. A lot of outdoor stuff is not rigged for disabled people. • Not enough dropped kerbs so that I can go out in the areas in my wheelchair • No bus routes, have to rely on taxis which are very expensive to go to and from groups. • Unable to walk very far. Lack of bikes (scooters) in areas near Asda. Cannot use many shops. No bikes in Lossie.



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Transport, mobility, access and activities	
	<ul style="list-style-type: none"> • Being not able to get out, better transport facilities, easier access to buildings • General lack of facilities for disabled people • No public transport on the A95 • At some places you have to ring a bell and they take a bit of wood out for a ramp • I have a powered chair but don't always have the confidence to take it out • Some areas have very narrow pavements • The High Street in Forres is terrible. Elgin is not too bad with a lot of dropped kerbs • Access to public transport is a big issue • Not being able to access buildings – some shops, banks and cafes • There is no café in Forres where you can go • Better access to cinema in Elgin. I have to go in via the fire exit
What would help to change this?	<ul style="list-style-type: none"> • Dropping kerbs all the way to Buckie • More bikes (scooters) • Decent disabled parking facilities - which are not on a slope - which means that I will go into town more often • Depending on where I'm going I take my electric chair or use the manual. You have to know your route
What services do you use or have you used to meet any care and support needs you have?	<ul style="list-style-type: none"> • Services are not so easily accessible. Parking restrictions are a big problem - lack of decent disabled parking. Less taxi spaces • I use taxis as I can't always get to the public buses. • I use Shopmobility for scooter • Bus pass • I use car share scheme
What's good about them?	<ul style="list-style-type: none"> • Car share scheme is good and easy to use



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Transport, mobility, access and activities	
<p>What could be better?</p> <p>Disabled parking, awareness, access</p>	<ul style="list-style-type: none"> • More disabled parking places in town. Not on a slope and with a disabled passenger having to get out of a vehicle stepping in front of flowing traffic • Pavements. Edge ramps on pavement. Road surfaces • Taxi drivers could be more helpful • Buses haven't stopped for me because I'm in a chair. We are just asking drivers to give people time • Accessibility is not just about wheelchair access but microphone at meetings so people hear what is being discussed • It's about time they invented something better to advertise businesses than sandwich boards in the streets • Would be good to have places where you can just drop in to which is designed for wheelchairs to go in to without creating a scene • Dropped kerbs throughout Moray
<p>What's missing? What are the gaps? Are there things in other areas you would like to see in Moray</p>	<ul style="list-style-type: none"> • When I travelled to Canada they had fully accessible buses and I was able to get into all shops and visitor attractions as disability access was fantastic • More access to sports for people with disabilities as I used to be very active in several sports • More buses for disabled, better access to them • Accessible transport that is affordable • More bikes (scooters) in local towns. Bikes in New Elgin where there are many shops I cannot visit. • Better access to buildings, dropped kerbs, less taxi ranks, more disabled parking facilities that are accessible, accessible buildings, no bins on pavements, no tables and chairs on pavements • There seems to be plenty on but when one doesn't drive there is no means of getting there and not everyone can afford taxis



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Transport, mobility, access and activities	
Is there anything else you want to say about living with a physical or a sensory disability?	<ul style="list-style-type: none"> • Pavements cluttered with bins. Signs outside shops. Cobbles. Narrow pavements. Unsuitable crossings • I think decision makers should spend time in a wheelchair to discover what it's like and the barriers that people who need to use wheelchairs face every day. • Shops really do need to have bigger spaces for wheelchair users as most shops have their goods packed in so tightly this is an impossible task for the user of a wheelchair or person pushing the wheelchair. • Being stuck in house unless there is transport available
Housing	
What does living well and as independently as possible mean to you?	<ul style="list-style-type: none"> • I want to live in my home until the time of my death. After all I read and see I have no wish to end my days in a care home • I want to have a home which is disabled friendly • I would like to be as independent as possible for as long as possible • To live in a safe environment in the knowledge that I won't hurt myself if I fall again • Being able to do things for myself - shop, cook, go out, buy clothes, go out for coffee and cake • Being able to live independently helps me to be confident in my abilities
What helps you to live well and independently in your community?	<ul style="list-style-type: none"> • Living in a bungalow which is on flat ground helps me. I am living closer to family and my doctor so that if I need assistance then it is close at hand • Living in a suitable home for my wife's needs, although we now pay approx £50 a month bedroom tax for the privilege
What, if anything, stops you from playing as full a part in community life as possible?	<ul style="list-style-type: none"> • If I was in a bungalow I would get out all the time I wanted to • Very little. Both myself and my wife keep as much to ourselves as possible. The new estate we have been living on for the past almost four years has deservedly earned itself a terrible reputation. Sticking disabled bungalows between four bedroom homes does not lead to



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Transport, mobility, access and activities	
	<p>good neighbours.</p> <ul style="list-style-type: none"> • Not have a downstairs toilet which means I have to remain upstairs in the house, needing to house adjusted to be needs
What would help to change this?	<ul style="list-style-type: none"> • Get council to re-house us and that way I wouldn't need to rely on family and friends to help me with everything • Stop building these stupid estates. Keep disabled properties together along with large households. Also not moving evicted scum into these new estates as over spill from all over Moray
What services do you use or have you used to meet any care and support needs you have?	<ul style="list-style-type: none"> • Moray Council housing
What's good about them?	<ul style="list-style-type: none"> • Margaret Blackwood Housing is OK. It's purpose built and designed for wheelchairs • The OTs link well with housing
What could be better?	<ul style="list-style-type: none"> • The house I used to have I could only get out the back door • Everybody seems to be jumping ahead of me to get to the top of the housing waiting list and I can't get to the top. People who are newly diagnosed seem to be at the top of the list. They put me in a flat and with me powered chair I can't get in the house. I've been there for two years • There are not enough (suitable) houses. They should be building more bungalows • They don't seem to plan for getting into the bathroom

Employment and training	
What, if anything, stops you from playing as full a part in	<ul style="list-style-type: none"> • Lack of funds as no longer work and now depend on benefits



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community life as possible?	
Is there anything else you want to say	<ul style="list-style-type: none"> • My goal is to be in full time employment next year. NESS is one of the biggest employers of people with sensory needs. For other employers there is a lot to take into consideration. They would have to put in special adjustments such as space for guide dogs or audio programmes on computers • People have had to give up their work and it's discrimination • People want to go back to work but they don't know what they can do • Need to have meaningful activities that don't make me feel I am disabled • If you are producing something and can sell it, it gives you self worth and a bit of your life back

Information, advice, advocacy and awareness	
What does living well and as independently as possible mean to you?	<ul style="list-style-type: none"> • Being seen as equal and valid by others, not treated with pity. Being heard.
What would help to change this?	<ul style="list-style-type: none"> • Leaflets to tell what's going on in the village. Information always welcome • New technology is happening all the time. NESS are brilliant and always make you welcome • Not every blind person can read braille. More email communication would help as I use audio conversion programmes • You need to know in advance what is accessible • Moray is good for services if you know where to look for them



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	<ul style="list-style-type: none"> • Needs better promotion of services • There are a lot of helpful computer apps • Possibly buddy to keep us informed what's on in community by leaflets etc.
<p>What's missing? What are the gaps? Are there things in other areas you would like to see in Moray?</p>	<ul style="list-style-type: none"> • Need for more awareness raising about sensory needs and training for people on how to support others • There needs to be better signposting post-diagnosis and specialist nurses/people we can go to • You get some information on long term conditions but you're not talk enough about day to day living • There was no support after my diagnosis. I had to look on the Internet for information • An access guide would be good, showing routes and what is accessible • There needs to be more disability awareness training for services like housing and planning but also for others like bus drivers. • People are not trained and are worried about moving you or hurting themselves • There should be a law that everyone has to go on a (disability awareness) course • At the beginning of every building project there should be a disabled person in a wheelchair
<p>Is there anything else you want to say about living with a physical or sensory disability?</p> <p>Equality; recognition and representation; improved awareness</p>	<ul style="list-style-type: none"> • I am not being listened to or heard - we are human beings, not here to be put out to grass or into a home • People have kept quiet and made do before. There was no one fighting for them • There is still discrimination – my legs don't work but my brain does • It would be better is people looked and talked to me when I'm in my wheelchair rather than my carer • Listen more to what disabled means. Let disabled have a voice • Change the way people see "disabled" • I would like to see more disabled people on committees for certain events. I know it is hard. Disabled people can't promise how they are going to be more day to day



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Information, advice, advocacy and awareness

- Being given a voice which is listened to, heard and then acted upon
- I have had a stranger come up and ask what was wrong with me
- Don't feel any of us are ever consulted at planning stage of anything. How can the able bodied possibly know what it is like to be disabled?
- People in Moray don't understand. They look at you as an alien. We need to widen the information of all physical/sensory disabilities.
- Any disability requires others to be aware of what this can mean to the disabled person.
- I feel people are scared to assist when I have an epileptic fit. They don't understand what to do
- There is a lack of understanding in the general population and possibly some fear about disability. People often don't know how to approach you or talk to you without patronising you
- If you don't own and know how to use a computer it can be very difficult to get help when and from who you need it
- Moray Resource Centre is brilliant and you can contact every body from here
- School kids are used to seeing people in wheelchairs and that has brought disability forward

Family and friends (unpaid carers)

What does living well and as independently as possible mean to you?

- My family are my carers and I wouldn't like someone from out with my family to care for me
- Good friends and family
- I try to do things to the best of my ability, if not my wife helps out. Sometimes I get annoyed when I can't but just move on
- I like to travel and I used to be able to go abroad twice a year but I will only be able to do this if my family can take me. This is a reduction in my quality of life as I miss this
- I use Facebook and contact family all over the world. I find typing difficult because my



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Family and friends (unpaid carers)	
	hands/arms shake. However I am awaiting a soft wear package that uses voice recognition technology which hopefully will make this easier. I also use Skype
What helps you to live well and independently in your community?	<ul style="list-style-type: none">• By having support from family, friends etc• I feel that God helps me. I do have a good community support system through the church• Support from my family and carers• My family and friends are important. They provide transport for me to local places• I have good family around me, good neighbours• Being able to rely on family and friends when help is needed• Parents
What would help to change this?	<ul style="list-style-type: none">• Support for mum and dad
What services do you use or have you used to meet any care and support needs you have?	<ul style="list-style-type: none">• My neighbours are very kind and look out for me• Most importantly the help received from my husband
What's good about them?	<ul style="list-style-type: none">• I feel at ease Greyfriars Club - meet lots of people, variety of activities, socialising