

## Midlothian & East Lothian Consultation

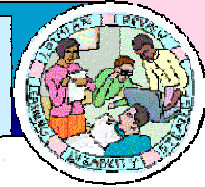
Dalkeith consultation event, Saturday 14th October 2006

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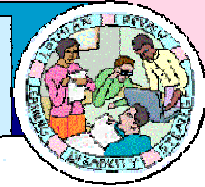
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### **TRANSPORT**

- No-one has a Thistle card. The drivers don't know either. Its important if you need help.
- 1 x person would tell driver it there was trouble. 2 x too scared to tell in case people attacked me. Wouldn't tell driver – no danger they might tell it was me.
- People still smoking in the bus stops.
- Mothers with fold away prams should give up space on bus for wheelchairs.
- Some people don't complain, don't know how. Can't phone or don't know where to write. No complaints forms on buses or know what bus no. is.
- Don't know if you can get both bus and taxi card. Not enough information.
- Taxis : need more Tx1 black cabs. Other specially designed taxis are better to get in and out.
- Drivers are rude when you might not look as if you need help. Some drivers are cheeky to me.
- Taxis have got better.
- Taxis are too expensive – drivers are sometimes cheeky and ask me to get my money ready before we even drive off. Sometimes driver smokes and cab smells of smoke & dogs (I have asthma). It would be better if they were cheaper & clean.
- Some people have to pay a lot for taxis. Don't or can't have bus and taxi card or if they can't get buses.
- Drivers go too quick. Pole in wheelchair space not easy to get in. Someone has to help.
- Bus driver using mobile phone so bus swerving and I lost my balance and hurt my arm.
- Not enough disabled access buses. Other able-bodied people using disabled / easy access seats.
- Bus drivers don't give people time to sit down before driving and that's scary!
- If you use a wheelchair & buggy in place. The drivers don't ask them to move or let you on. The space is for wheelchair users only.

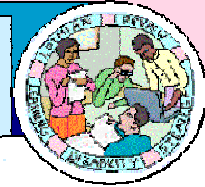


- What we would like – more access for people in wheelchairs to public transport.
- Bus drivers slamming down on brakes.
- Not enough time to put w/chair in place. They go too quick. Drivers are fine. Nice driver in Bonnyrigg.
- Not a lot in the countryside in Midlothian. East Lothian – changed the buses – confusing. Sometimes 2 buses.
- Not all buses are accessible on routes out of Edinburgh. Don't know which ones are – can wait for up to 2 hours.
- Bus seats are not very comfortable.
- Bus drivers should be supportive, especially when other people calling us names, etc.
- Some people find the bus stop timetables too hard. The new signs are too small. People who are blind cannot see them.
- Drivers – don't stop if you are running for the buses. 1 person would ask for help. 2 x don't have confidence.
- Don't always put the steps down. Move off too quick. Buses moving too fast when you try to get off or round corners.
- I use the buses a lot. Kneeling buses are good – not enough. Too many people on the buses. Not enough time to sit down.
- When they stop and start, the buses jerk the bus away as you try to sit down. Even if you are in a chair, when you complain they are very rude.
- Ramps don't always work. Not all have them. Don't get near enough the kerb. 22 alright. 44s or the newer buses, some have double.
- Buses are good to travel back and forth. Good to have a card that lets my staff on as well. Like the bus passes. Have heard its going to stop.
- Not enough buses on a Sunday. Bus stops / seats / shelters not good for people with disabilities - seats too small (thin and high), not very clean.
- Some people think its ok. Staff had to buy tickets for my train.
- Buses still hard to get on country routes. Buses are not accessible, have no ramps.
- Trains – have to go to supervisors office for ramps. They are not always there. If its busy, people get annoyed if they have to wait.
- Don't travel on the trains because we need to pay and it is very expensive
- Railways – stations shut, very difficult to find info and difficult to get into.
- Only one space for w/chair, can't sit with friends. Haymarket can't get on the train, only through car park.
- French trains are more comfortable than British trains. Locks on toilet doors on trains are tricky to use – can't use toilet when trains in station.
- Trains are better than buses – more space, more comfortable. Porter / conductor will call out and tell you where you are (different stations coming up). Food, drink and toilet facilities.
- Don't like bumps on planes, especially when it lands. Food horrible, toilet far too small.
- Planes – get more help. People helped me when I needed it. Some people are not helped when I came back with a broken leg.



## **WHERE I LIVE**

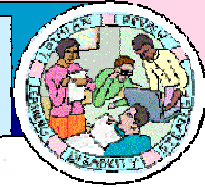
- Other people should have the chance to have a house. They could have freedom too. It would make them the same.
- I want to make my home my own home, with Fraser of course! In my new home I would like to have dinner parties and guests.
- People don't always get the same services. There are no houses for some people especially in the country areas. We should all have the same chances. I like where I stay. I have no friends where I stay, it might make it better sometimes.
- I share a flat with one other person who I met when we both lived in a shared house with 5 other people. My flatmate and I chose to live together because we get on well. Before I moved into the shared house things were not that great, I didn't have so much say in my life.
- I have a really nice house. I have a cat. I share with one other person. We take turns feeding the cat.
- I live with my wife, she has learning difficulties too, she helps me and I help her.
- Where I live is very quiet and friendly. This is lucky because it was the first place I was offered.
- I have a house on my own. I really like it. I have good neighbours. It took me 1 ½ years – I moved in 1985.
- I live by myself. I have staff who pop in and out to help. I think that I could have less staff. It makes me proud, happy and I have freedom at last.
- Share with brother, its good. Been there a long time. Staff come a couple of evenings a week. Getting a new house, sharing with a friend – looking forward to it.
- I lived in a nice wee cul-de-sac but Port of Leith sold the land opposite and the people who moved in made it a horrible place to live.
- I would like to decide when I do my housework. After all, it will get done!
- House – getting help to move. I've been waiting for over 2 years for a house. I'm collecting things – couch, table & chairs, stuff for staff, I've got a TV. Three of us are moving in together. Good to keep the same staff. Bad thing – Edinvar & ? arguing over money.
- I would like staff to be on time, or at least call me to let me know.
- I have messy neighbours upstairs. There is a lot of banging about. I don't feel I can say anything. My bins can be smelly because its only every 2 weeks. Upstairs don't put theirs up. They are nice to talk to.
- I waited 5 years to get offered a house.
- I live in a housing association. I have neighbours upstairs, they play lots of music late at night. The police came. They stopped but started again. I felt mad. Happens a lot – every night.
- We waited a long time on word of moving. We didn't think it was going to happen.



- I did not have any say when I lived in a group home. Was told who was moving in, not asked. I was swept under the carpet. But I was capable of doing things.
- Sometime staff don't show up, that's not right. It's not truthful.
- By my house, people call me names and throw things. The police don't help. They don't understand me.

## **CHANGES IN MY LIFE**

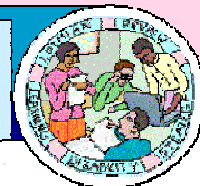
- Humbie – we were reporting bad things – staff abusing people and the bosses wouldn't listen !
- It is important for the council to include people in meetings and discussions and it is important to be involved in making decisions.
- I sit on the ELCAP Board. It is important to be involved in making decisions.
- Bad: our friend has been put in old people's home in Lasswade. She hates it. Now they want to move her to a hospital – they can't do that. We want to help her to get a house near us.
- Me and my brother and everybody were very happy to leave Humbie and get our freedom. More money for work. Give single mothers more money.
- The police should patrol the streets. We only see police in cars.
- Good change – we want to feel safe when we walk the streets.
- Want to go on holiday to Amsterdam.
- Want to think about changing jobs (check out what other opportunities there are).
- Not always included in things at work or in the family.
- I have requested for support to clean your room and I now get help.
- Much happier since you left the hospital. Everyone I meet is good to me. I enjoy my life.
- When I was living in Humbie the bosses of where I stayed stopped my family from visiting me. Now I have lost touch with some of them and I would like to see them again.
- I would like to see my family more. More socialising with my neighbours. To go on holiday every year!
- East Lothian Council have stopped giving discounts for venues for group. Cancelling a lot of events. Music/ Ceilidh events.
- Events got cancelled by East Lothian Council – it's not right. I never had a holiday this year, I would like one.
- I am happy that I am moving in with David. I will cook him nice dinners. I would like to decorate the living room and kitchen. With David I can have a conversation.
- I like my home but I feel lonely without my wee pal Brian. I am always thinking about him and I pray for him every night.
- I would like to go to Spain on holiday – sometimes I go to Blackpool but I would like to go to Spain too – I would like to go to Disneyland Paris.
- I would like to get a job with the Government.
- I would like Rangers to win Europe.



- I want to go on a harder course (Enterprise Skills) mine is too easy.
- I would like a wage rise! More shopping for clothes and food!
- I would like to get paid more in my job but I don't want to lose my benefits.
- I would like to go and see Hibs play in Edinburgh.
- There should be events like Ceilidhs during Xmas and New Year at Brunton Hall.

## **WHAT I DO WITH MY TIME**

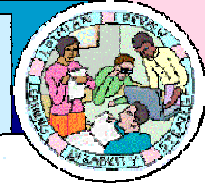
- I meet with my friends.
- Go to my nephew's for tea. Go to Dalkeith with my friend Donald. I go to a pensioners club one night per week. We have speakers and bingo.
- Bingo Nights.
- Go to the PHAB club. Go to church – I also go to church dances.
- At the weekend I go for coffee in the Golden Grain with my friends. On a Sunday I go bowling and I do sewing.
- I go to tea dances in the afternoons. I like swimming and I help at Elcap.
- I like making jigsaws.
- I support Rangers – I go to see matches sometimes.
- Circle of Support meetings (every 6-8 weeks).
- Go to a club for senior people. We do knitting, puzzles. Go on holidays with group.
- Housework and cooking, Socialising, going out for dinner, getting my hair done!
- I go to Tai-Chi every Tuesday.
- Bowling, badminton, bingo.
- Thursday club
- Reading and writing on a Thursday evening.
- I like the meetings I attend, going to new places / swimming and eating healthily.
- Go out for coffee or a drink (once a week).
- I work for the church. I am a volunteer helper.
- Work (4 days per week).
- At the weekend I go to Dalkeith to visit my friend. I go to People 1<sup>st</sup> meetings every Tuesday. I go to Advocacy meetings in Haddington.
- I like football –Rangers, I like skiing, Irish music, Tina Turner and Cliff Richard.
- Go on holiday with your friends and support worker. Meet my friend at the market every Thursday and sometimes go to her home for tea.
- College Monday & Wednesday.
- I've got 2 jobs – I work with children. One is voluntary, I get paid £20 for 3 mornings, the other
- I work at (volunteer) William Fraser Centre Mon, Thurs, Fri – on a Tues I go to Tynebank day centre, Wed too I made a peg bag, I do knitting.
- I work with older people in a home. I get some money. I like to go shopping. The staff take us shopping.



- I work in a café – I get £20 for 4 days / week 9 am - 3 pm.
- Walk neighbours dog (nearly every night).
- I go to college 3 days & I day volunteer.
- I help in the kitchen in Tynebank. I stay at home quite a lot but I enjoy it. Sometimes we go dancing.

## HEALTH

- It can be difficult to see doctor / dentist / foot clinic / diabetic clinic when you want. Sometimes you have to wait a while for an appointment (sometimes you are better by the time you see them).
- I had to wait too long to get an appointment at the hospital. This was a difficult time as I had 'urine problems' and this was embarrassing.
- I prefer one doctor – it can be really difficult to see her, this can take 2-3 weeks. I want to see her because she speaks and listens to me.
- The doctor speaks to staff rather than me, 'it makes me feel awful'.
- You get enough time at the nurse, but only 5 minutes with the doctor.
- Sometimes doctors take you late and support time has to finish later than usual.
- Getting support from staff uses a lot of my support hours up.
- My doctor explains everything to me.
- Prefer support when going to doctors (sometimes I get nervous and don't ask doctor the right questions).
- If you are late for your appointment, you have to make another appointment (bus can make you late).
- Quite easy to see doctor one or two days wait.
- My doctor helps me understand.
- It's a hurry
- It would be better to see doctor on the day you contacted them.
- I need transport to see the doctor so I have to pay for petrol.
- I need to use bus to get to doctors so when I'm feeling unwell I have to sometimes stand for ages waiting for a bus and its really annoying and upsetting.
- I need staff support when visiting / going to hospital. This uses up a lot of my personal support time.
- I prefer to have support when I go to the doctors / dentist.
- Sometimes I get more nervous when I'm going to the doctor.
- Doctors should give more time. Sometimes I feel the doctors rushing me.
- Feel nervous when I see my doctor.
- Doctors only listen for 5 minutes.
- I feel that doctors are chasing me out of the doctors room.
- Good doctors could train other doctors about how to treat people properly.
- Doctors don't always tell / explain to me about how the medication works and how it helps me.
- Support staff should inform the doctor that they should speak to me not the staff.
- Doctor at A&E was rude and didn't listen to me – he gave me wrong diagnosis even though I kept trying to tell – he just would not listen. Later at outpatient the doctor did listen and agreed that I dislocated my knee.
- Phoning for prescriptions – you have to phone at certain times – sometimes it is engaged.
- I can phone for repeat prescriptions, but sometimes it takes 2 or 3 days.



- I don't like hospitals because I find it upsetting.
- Waiting rooms can be hot.
- Dentist really good.
- Sometimes I have to use private foot clinic (this costs money - £18 – OAP). It should be free foot care, especially for OAPs.
- Optician – getting glasses / frames you want can be expensive.
- More support for people with babies and children.
- People getting more birth control information.