



**Winter 2022 - Spring 2023**

**Keeping you informed of local sight loss news**

# Welcome To Our Latest Issue

Visible magazine is the newsletter for both Sight Support West of England and Wiltshire Sight. We are separate charities, but we work closely together to ensure people get the best service wherever they are in the region. Writing one magazine for the whole region helps both our charities save time and money.

With the current economic situation causing all sorts of problems, we are aware that many people are worried about bills and spending. We've included some recommendations for advice and support in this edition, and we will keep our website updated with advice also. As always, if you are worried, please talk to your local Sight Loss Advisor for tailored information and guidance.

We've tried to include a variety of articles in the magazine so hopefully there's something for everyone in this issue. You can learn more about VI running, online food shopping and the emotional impact of sight loss.

We have also included an updated list of all the places you can find us in this issue. Please call the office or go to our website for our most up-to-date venues and times, or to make an appointment to see a Sight Loss Advisor. We have highlighted all our social groups where you can go along for a hot drink and a chance to catch up with others living with sight loss for those who are interested.

And of course, if you'd prefer to receive news by email or on a USB stick, please just ask.

Best wishes,  
Mike Silvey

A handwritten signature in black ink that reads "Mike". The signature is stylized with a long, sweeping underline that extends to the right.

## Meet The Team – Jane Ibbunson



Hello there! I'm Jane, I joined the team here in August as Community & Corporate Fundraiser. This is a new role for the charity designed to increase our financial support from the public and business sector.



I first came across Sight Support West of England as a person with sight loss looking for assistance with computer skills. I was so impressed with the level of support that I decided to apply for this role. It is a great place to work, with a great understanding of what it is like to be living with sight loss.

I have spent my first couple of months reviewing and planning how to build on the terrific level of backing we have from the community and our business partners. Our fundraising portfolio is quite broad; from bake sales to running the marathon, from community choirs to supermarket collections.

We cover a broad range of activity with our business partners too, sponsorship of events, corporate volunteering, and employee fundraising.

I am working with Beccs, our brilliant Volunteer Coordinator, to support and train volunteers who would like to give talks on the work of the charity and their own experiences. We have already had some interest from Rotary Groups, and I am also in the process of contacting other community groups including the University of the Third Age, Lions Clubs and other health groups.

I would really love to hear from you and your ideas to help us increase community support. Do you belong to a community choir that would collect money for us? Belong to a group that would be able to welcome one of our volunteer speakers? Know someone who works for a local company? Or any other ideas you may have, please let me know;

**[jane.ibbunson@sightsupportwest.org.uk](mailto:jane.ibbunson@sightsupportwest.org.uk)** or call me on 07749 497993.

*Bye for now, Jane*

# Making Exercise Accessible



A lack of accessibility in health and fitness can put off even the most determined amongst us from taking part in activities. But staying fit and well is vital to keep you mobile and healthy, and really important for your mental wellbeing. If it would help you get out and about, you can arrange a quick refresh with your local Community Sight Loss Advisor about safely navigating outside the home. Some activities may sound daunting at first, but there is support out there to help.



In our area there are visually impaired runners who participate in local park runs and clubs with fully trained guide runners. You can find running clubs via Facebook, by doing an internet search for ParkRun, or by contacting a local running club. ParkRuns are volunteer-led, but many of them have trained guide runners to help people take part. You can find a guide runner on RunTogether's website, or by contacting British Blind Sport.

We recently spoke to Jeff who took up running himself in May 2021 by joining the VI Runners Bristol group and asked what motivated him to start running.

**“At 61 I just felt it was time to change a few things in my life, lose some weight and feel more energised and alive. I knew a few people in the visually impaired community who had taken up running and were running every Wednesday evening with the VI Runners Bristol, and this is where my journey began. At first, I could only walk/run (45 seconds run, 2 minute walk). I started at 14 stone 8 pounds and by May 2022 I was down to 11 stone 6 pounds, and I have maintained that weight. I entered my first 5k race in August 2021 and it was quite a challenge. Since then, I have done many 5k Saturday morning park runs, a number of 10k races, and finally in September 2022 I took part in the Great North Run Half Marathon, and I’m still running. I’ve lost the weight, I am energised, and I am very much alive.”**

Of course, running isn’t for everyone. There are other options for getting fit. If you are thinking of joining a gym, we recommend you book yourself a trainer. This can really help you get familiar with the gym and equipment. If it would help, please do ask your gym to get in touch with us to discuss information or training about how to be accessible. We have been working with The Ramblers to ensure that some routes and groups are VI-friendly. We can also carry out the same training with your local walking group if that would help.

There are a range of aerobic, yoga or fitness classes accessible with audio description. They are at some community centres, gyms or online. We have produced a series of audio described exercises that you can do at home which can be found on our website in the Knowledge Hub.

We know of clients across the region taking part in cricket, bowls, tennis and more. To find out more or if you would like advice on what can make the activity you love more accessible to you, please get in touch.



# Our Client Advisory Group

by Joachim Stanley

On behalf of Sight Support West of England's Client Advisory Group, may I extend a very warm welcome to you. We'd like you to feel supported by us, and so in this article I have set out our aims, and also a bit about who we are.

We are a new group of volunteers, all living with a sight impairment, and wanting to ensure the voices of people with lived experience are represented in decision making by both the Sight Support Board of Trustees and the management team.

## The Advisory Group's role is to:

Review feedback collected from clients through Sight Support's client feedback mechanisms and formulate recommendations for service improvement.

Seek other feedback about the performance of Sight Support and Wiltshire Sight and constructively challenge areas for improvement.

Help to identify gaps in provision for people with sight loss in the region.

Act as a sounding board for Sight Support staff to discuss service development and new initiatives.

Advise Sight Support staff on other areas such as accessibility of communication; fundraising messaging; outreach to harder-to-reach groups and general awareness raising.

Having only started in September this year, we are very aware that our effectiveness relies upon good communication with service users, so please do get in touch if you have any feedback on services, ideas for new services, or would like to join the Group. If you wish to contact the Client Advisory Group please send emails to: **[ClientAdvisoryGroup@sightsupportwest.org.uk](mailto:ClientAdvisoryGroup@sightsupportwest.org.uk)**

Our group currently consists of men and women with a diverse range of backgrounds across a variety of paid and voluntary roles; a range of locations across the region, spanning Tisbury, Chippenham, Midsomer Norton and Bristol; and a range of visual impairments, including both congenital and degenerative conditions. Space doesn't permit me to present everyone in the group, but I would like to introduce myself, the Secretary, and our Chairman, Roger Bonner.

## **Roger Bonner**

Roger spent more than 40 years working in International Development, delivering education, and health-related physical infrastructure projects across Africa, Asia and the Pacific. In 2003, Roger lost the majority of his sight, but continued working for another 15 years before retiring. Since then, he's been a technology support volunteer for Sight Support.



## **Joachim Stanley**

I did a doctorate in English literature before retraining as a lawyer, and now work in Bath, specialising in clinical negligence. My sight started to become troublesome in 2006, and I have been very fortunate to have a supportive employer.



If you would like to get involved, please don't hesitate to contact us, we would especially like to welcome more young people and women to get involved with the group. We look forward to hearing from you!

# Not Another Cost Of Living Article!

You can't miss people talking about the cost of living at the moment. Some advice feels very repetitive – and some feels very alarmist. We know many people are worried, and so we wanted to mention a few resources that could help.

## Priority Services Register

Headlines about planned power-cuts can be even more alarming if you are sight impaired, as without clear lighting you might be more at risk of falls. Some people can make do with torches or candles, but if you have a visual impairment this may not be the case.

Make sure that you are registered with your power company as a vulnerable (or protected) customer. This will mean that in the event of a power-cut – whether planned or not – you will be prioritised.

Your power will be returned as soon as possible. Support can also include voice message alerts warning you of an outage, support such as hot meals or even more welfare support in extreme circumstances.

You do not have to be the bill payer to register, and it is free to do so. Contact whichever company supplies your electricity.





## Making sure gadgets are accessible

Advice columns are full of price comparisons – using a microwave, slow cooker or the very trendy air fryer to cook instead of your traditional oven can save a lot of power and money. Learning new gadgets can seem daunting but you can try using bump-ons or tacti-mark to indicate where on-off switches are, or to highlight time settings. Drop in to any of our hubs to learn about these aids.

## Keep safe and warm and ask for help

Everyone is trying to make do in these hard times. New gadgets and old favourites like blankets and hot water bottles are flying off the shelves.

But remember to keep yourself safe. Don't create trip hazards around your home – whether that's a blanket twisted around your feet or the power cord for a small heater. Be extra careful when using hot water – use a liquid level indicator when making hot drinks, and consider using microwaveable heat pads instead of traditional hot water bottles. Make sure you have access to the right ambient and task lighting that you need to move around your home.

Help is available, and it's much better to ask for help than to wait until the worst happens. There are links to resources on our website

**[www.sightsupportwest.org.uk/news/cost-of-living](http://www.sightsupportwest.org.uk/news/cost-of-living)**

With the help of Thomas Pocklington Trust, we have up-to-date information about where to find help with household bills, benefits and food costs.

Or as always, if you are worried about something then speak to your local Sight Loss Advisor – if we can't help directly then we can certainly point you in the right direction.



# Writing A Will



Lots of people worry about what will happen to their loved ones when they die. You might worry about funeral costs, making sure that treasured possessions reach the person you intend them for, or leaving things organised if you're caring for someone else.

Leaving a will can relieve a lot of pressure on your loved ones. It will make your wishes clear – on everything from possessions to favourite charities and funeral arrangements. It will also make it clear who is to be your appointed person who will access your finances to cover costs and make notifications – important for all the bills and suppliers you might have.

Our Community Sight Loss Advisor Alison (South Wiltshire) recently lost both her mother-in-law and father-in-law. It's a difficult and sad time for the family. Alison told us it was adding another headache and complication that her parents-in-law didn't leave any instructions about their wishes. The family felt like they had to make things up as they went along, and just hope that they were doing the right thing.

There can be lots of reasons why people put off writing a will. It might seem morbid or tempting fate. Or your concerns might be practical – finding a solicitor, or the cost of making a will.

You can find a solicitor through [www.lawsociety.org.uk](http://www.lawsociety.org.uk) or by calling them on 020 7242 1222. If you would like us to recommend a local solicitor, please get in touch with our fundraising team by calling the Devizes office.

Or we have partnered with Kwil to offer a free wills service – you can create a legal will either online or over the telephone 0800 061 4934. This service is free for our clients by using the code SSWFREE

There is no obligation to leave a gift to us or any other charity when you use this service. Although of course, if you choose to, we would be very grateful.

# Our Hubs and Social Groups

We believe that sight loss shouldn't stop people being independent and enjoying life. We want to ensure that people with sight loss are aware of and can use the many different helpful resources and technological aids that are available.

We run local Hubs in many different locations across the region. At one of our Hubs, you will find a Sight Loss Advisor who will be able to assess what resources would be of most use to you. They will have a range of equipment on hand to demonstrate, including talking clocks & watches, talking book players, magnification aids, and lighting. They can also suggest other gadgets or ways of helping.

Our trained advisors have information on a wide range of topics and can offer guidance on all things sight loss related. They are always friendly and willing to help no matter what the issue, so please do come along if you have something you are struggling with.



We understand how sight loss can lead to isolation, which is why many of our hubs have a social group running alongside them. These friendly, volunteer-run groups provide an opportunity for those living with sight loss to get together, share experiences, swap tips, and relax.

So, if you feel you would benefit from any of the above, don't hesitate to either pop in to one of our social groups, or see a Sight Loss Advisor by making an appointment.

**Find details overleaf of our current hub and social group locations.**

# Our Hubs and Social Groups

## Sight Support West of England

### Resource Centre

1. Bristol, Fishponds

### Hub

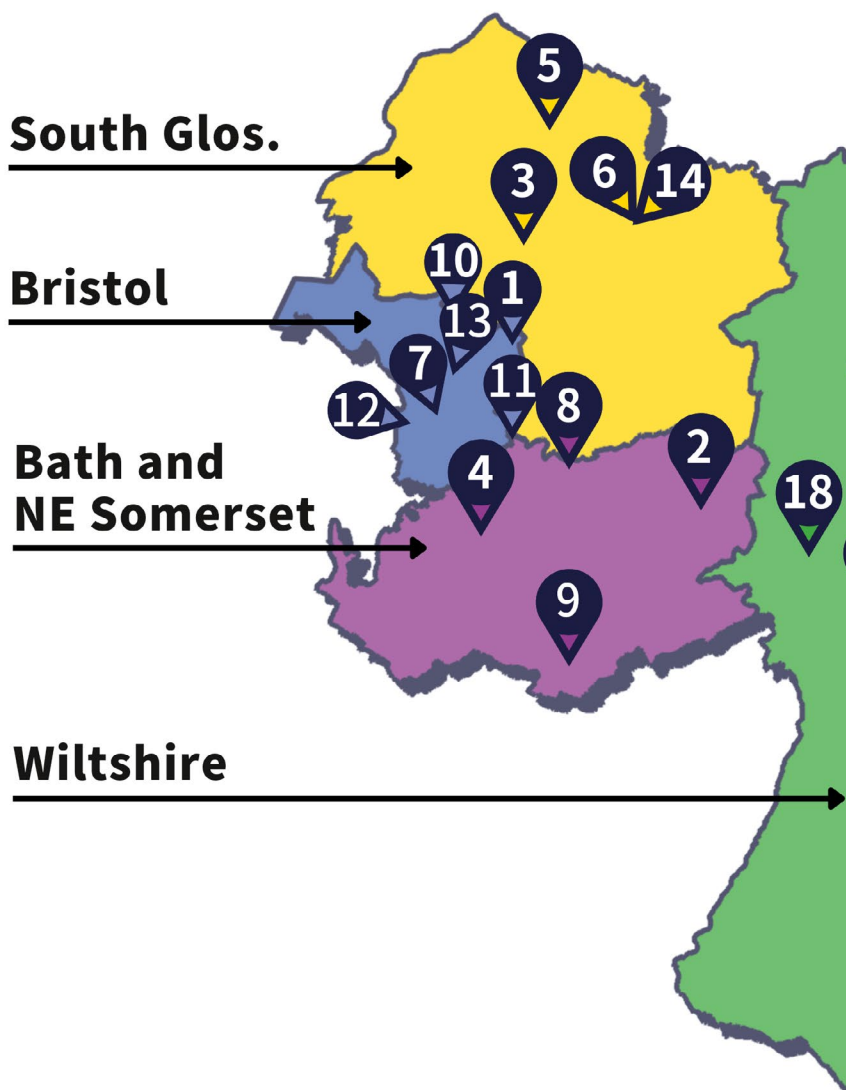
2. Bath
3. Bradley Stoke
4. Chew Valley
5. Thornbury
6. Yate

### Hub & Social Group

7. Bedminster
8. Keynsham
9. Midsomer Norton
10. Southmead
11. Whitchurch

### Social Group

12. Ashton Coffee & Convo
13. Broadmead Coffee & Convo
14. Yate Sight Loss Friendship Group



# Wiltshire Sight

## Resource Centre

- 15. Devizes
- 16. Salisbury

## Hub

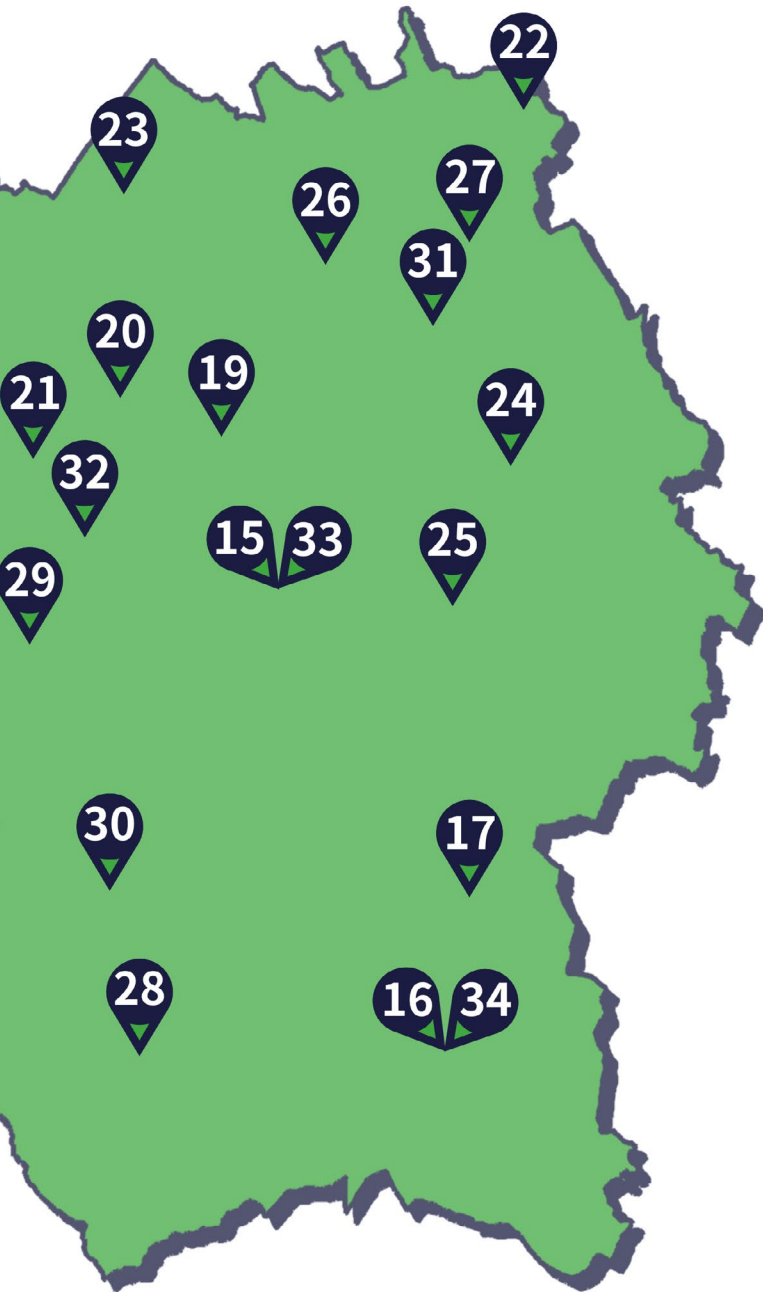
- 17. Amesbury
- 18. Bradford on Avon
- 19. Calne
- 20. Chippenham
- 21. Corsham
- 22. Highworth
- 23. Malmesbury
- 24. Marlborough
- 25. Pewsey
- 26. Royal Wootton Bassett
- 27. Swindon – 3 locations
- 28. Tisbury
- 29. Trowbridge
- 30. Warminster
- 31. Wroughton

## Hub & Social Group

- 32. Melksham

## Social Group

- 33. Devizes Coffee & Chat
- 34. Salisbury



# Sharing Your Stories



Anita lives in Wiltshire and has been supported by Alison our Sight Loss Advisor for around a year. Alison referred her for cane training and here Anita describes how this has helped her regain independence.

I was first diagnosed with Retinitis Pigmentosa 37 years ago. Initially, I carried on living normally, I scuba-dived and skied throughout the world with little problem. However, in 2020 I experienced considerable sight loss. I now had no peripheral vision and just a small area of central vision. I found I could no longer walk the dog or go out on my own due to bumping into unseen objects and falls. It became easier to stay indoors.

During this time, I found out about Wiltshire Sight and visited Alison at the hub in Tisbury. She gave me information about support and suggested I apply for cane training. After some time, I met Martin, the rehabilitation officer who was going to train me to walk with a cane.

I didn't know it at the time, but this was life changing. I had become a recluse and was so scared of falling that I had no confidence to go out alone. Martin was wonderful and after around 10 weeks I gained confidence in walking with the cane – looking ahead instead of constantly at the ground. Walking with my cane made an amazing difference and I felt I had some of my independence back.

I own a studio apartment in a hotel in Spain. In May 2022 I had noticed there was to be an AGM. Having not been out to Spain for the last 7 years due to my eyesight, I felt I couldn't possibly attend. However, now that I had the cane training, I started wondering, 'could I do this?'. I thought if I checked a few things out it would probably become obvious that there would be too many obstacles and thereby make the decision for me.



After checking on the assisted facilities available at the airports I was surprised to see how easy it seemed. This, combined with the timings of the flights and knowing that some of the other owners would be available to have meals with me in the evenings, meant there were no more hurdles – all I needed was courage!



**“Thank you to Wiltshire Sight and Martin.  
I couldn’t have done it without you.”**

I would like to say that it was not a problem at all, and I was just a gung-ho type of person with no trepidation, but that wouldn’t be true. This was a BIG adventure for me. But I booked my flights!

At Gatwick, true to their word, I was greeted by an assistant. When she arrived with a wheelchair I laughed and said I was able to walk as the problem was with my eyes not my legs. However, they prefer you in a chair for safety and to ensure transport is quicker. I was taken all the way through security, customs, onto the plane, and onto the shuttlebus on arrival – it was so easy.

What a wonderful time I had in Spain, I managed perfectly on my own with my cane. I also wore the lanyard that Wiltshire Sight gave me, identifying I was visually impaired, this proved most helpful. I stayed for ten days and had a relaxing time, my confidence growing more each day. Everyone was so helpful and, as I learned in my training, if you are unsure or need it - ‘Ask for help’.

Walking with the cane has become second nature to me. My initial embarrassment of being identified as ‘disabled’ has gone. The cane is my best friend. I can’t say that I will be out hiking or taking on any new challenges immediately, but it has given me pleasure in knowing if I want to do something – I can.

# The Emotional Impact of Sight Loss



**Our Admin and Communications Officer Karen, who is herself visually impaired, gives some thoughts on the emotional challenges of experiencing sight loss.**

Living with sight loss, whether this has happened suddenly, gradually or from birth, poses practical challenges in how to live independently. Meeting these challenges can involve rehabilitation, the use of aids and equipment, or finding new ways of doing things. But how does sight loss affect a person's emotional life, identity, and mental wellbeing? A major life event such as sight loss involves many emotions and can take time to process and adapt to.

One model that can help people understand the process of coming to terms with sight loss is the 'Five Stages of Grief'. The stages are denial, anger, bargaining, depression, and finally acceptance. Many people coping with losing their sight have told us that their journey has followed a path similar to this model. However, it is important to note that coming to terms with sight loss is not a straight line. The stages are not always experienced in precise order and going back and forth between stages or jumping a stage is not uncommon.

## Denial

In this stage a person might feel overwhelmed by their situation and may be in shock. Processing a sight loss diagnosis is difficult, and as a protective mechanism some people may deny the reality of the new situation. Some may disbelieve their diagnosis or attempt to carry on as if nothing has changed.

**“It took me a really long time to accept that my sight loss was permanent. For several years, I did not use a cane or ever ask for support – I guess I was in denial. Eighteen years on I am in a much more positive state of mind and although there are times when I feel frustrated about having to use public transport or inaccessible services, mostly I feel good about life.”**



## Anger

Anger can be a way to create emotional distance from the discomfort of facing a new reality. It is a way to express emotions without feeling vulnerable or admitting feeling afraid. Some may be angry that their sight loss is the result of injury or inadequate medical care and seeking apologies or recompense can help regain a sense of control. But sometimes there is no obvious target for anger and people may be left asking 'why me?'

## Bargaining

During this stage it is common to feel very hopeless, and bargaining is a way of having some perceived control. It's common to feel regret and look back and wish things had been different: 'If only I had looked after my health more, or seen someone sooner, or...'. It can also be a time when people bargain with a higher power and promise to do anything to have their eyesight restored.

## Depression

During this stage the initial shock has passed and people are faced with a reality that feels difficult to cope with. There may be worries about the practical details of the future such as finances, remaining independent, or giving up work or driving. There may be guilt about having to rely on other people, with partners becoming carers or children taking on more responsibility. If people are not able to do the things that others can do, they can feel embarrassment, a sense of shame, and anxiety. Gaining new skills and confidence can help these feelings. This stage can also be an isolating phase where people pull back and are less likely to reach out to others. Talking to a GP, or to your local Sight Loss Advisor is useful during this stage.

**“I found it very difficult to accept my degenerative eye condition and worsening sight until I was in my 40s, it was something I never wanted to discuss and felt quite sad and even embarrassed about. I have since come to accept that this is my reality and being around other blind and VI people has been so important as it has shown me that I can live a great life despite having a severe sight impairment. I no longer fear my future.”**

## Acceptance

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Acceptance brings a sense of calm. People at this stage no longer need to fight their new reality and can move beyond depression and the survival tactics of denial, anger and bargaining. Feelings of pain and sadness about sight loss sometimes remain, but it is possible to move forward and be at peace about having sight loss.

**“I am in a much better place than I was before and fundamentally this is because I have accepted my sight loss and no longer focus purely on what it holds me back from doing, instead I now focus on what I can achieve.”**

**“The critical change for me was when I began to reach out and look for other people going through similar experiences as myself.”**

## Identity

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In addition to the five stages of grief, sight loss can affect a person's sense of self. Needing to ask for help or struggling to be independent can challenge feelings of being a capable person and may lead to feelings of embarrassment or shame. These are normal feelings and experienced by many. A way through this is both finding ways to adapt and become as independent as possible whilst accepting that it is ok to ask for help if needed, and that this doesn't affect who you are as a person. Often asking for help is a way of being independent.

Some people feel that they have lost some of their roles in life. But many of these roles (e.g. doting grandparent, keen sportsperson) are still possible with the right adjustments. It might be that new interests and careers are identified that would not have been pursued previously.

One other thing to bear in mind is that society will often have inaccurate portrayals and ideas of what it means to have a disability, and many people experiencing sight loss may be unaware of what is possible. For these people, finding others living with sight loss helps with gaining an understanding of how an independent, enjoyable and meaningful life is achievable.

All of this emotional processing can take time, and the five stages do not necessarily occur one after the other, or at the same intensity for each person. Some things which help with navigating the intense feelings that can arise during the process include:

Sharing your thoughts and feelings with your family or friends.

Looking for a support group.

Looking after yourself physically, getting plenty of rest and making sure you take some time for yourself.

Giving yourself time and permission to feel those difficult feelings.

Telling people about the support you need.

If you feel you need further support, our Sight Loss Advisors are here to talk, and can help with resources and advice.

If your feelings are causing you distress and you are struggling to cope, please consult your GP who will be able to help you. Or the Samaritans are available if you need to talk day or night on 116 123.

There are specialist counselling services available for those with sight loss, please contact us to discuss the different options and other ways we might be able to help.

# Our Second Charity Shop!

OPEN

On October 13th we proudly opened our second charity shop in the centre of Devizes, at 36 Market Place. We received a fantastic immediate response from the local community and some of our wonderful new customers have since labelled our shop the “boutique charity shop” of Devizes. We would like to thank everyone who has supported us so far since we opened.



Following the same layout as our first shop in Salisbury, our shop floor is streamlined, brightly lit and in colour blocks. We are currently selling women’s clothing, shoes and accessories, homewares, soft furnishings, puzzles and games in store, and are hoping to try some children’s and men’s clothing in future.

We are still seeking high quality donations from our loyal supporters to help keep our shops fully stocked with goodies! If you would like to donate any items or have any questions on what we can accept, please do give us a call. We can accept donations in 3 locations:

- Devizes office – St Lucys Sight Centre, Devizes, SN10 2AT**
- Devizes shop – 36 Market Place, Devizes, SN10 1JG**
- Salisbury shop – 23 Catherine Street, Salisbury, SP1 2DQ**

We are seeking and welcoming volunteers to support both our charity shops with their daily activities, especially the shop in Salisbury. If you are interested in volunteering with us, would like to know what roles we have, or have any questions, feel free to pop in, or contact Becs, our Volunteer Coordinator at [becs.thurgur@sightsupportwest.org.uk](mailto:becs.thurgur@sightsupportwest.org.uk) for more information.



# Meet The Volunteer



Name: Daniel Chopra

Volunteer Role: Charity Shop Assistant

Date Started: March 2022

Hi, my name is Daniel and I'm a 33-year-old actor with a disability. I have always lived in the Salisbury area and like to be as helpful and productive as I can, giving something back to the community by volunteering.

I have a lot of experience of working in the charity sector, having worked in several charity shops previously, doing steaming, working on the till and sorting donations. I enjoy meeting new people and helping to brighten up their day.



I love working in the Wiltshire Sight Shop and think it is a really worthwhile charity to support. I enjoy interacting with the customers, getting to know the regulars and chatting with them. And I really like working with the staff too; they give me all the support I need to fulfil my role and I feel my contribution is valued.

Outside of work, I enjoy travelling and am going to South Africa for my next adventure. I am also a member of the Masked Theatre Company. If I could have a superpower, it would be to read people's minds!

My advice to anyone thinking about volunteering is: What are you waiting for? It's fun, rewarding and really builds your confidence and gives you new skills.



**By Marc Gulwell, Community Sight Loss Advisor Team Manager**

As someone registered blind, one of the most difficult things I have found to do is food shopping, an everyday task that most people take for granted.

My experience in supermarkets is of aimlessly walking around trying to figure out what aisle I am in or where on the shelf an item is. It doesn't help that everything seems to look the same with colourful packaging.

When I have asked a member of staff for help they have not always been that helpful. Often, they do not understand my needs, or point and say 'it is over there'. That magical place that no blind person has ever been able to find! Or they turn and shoot off expecting me to follow them – usually within seconds I have lost them.

The advent of online grocery shopping however has made this task far more pain-free for me. If you have sight loss and use a computer or a smart device, food shopping has never been easier.

## **Here is my step-by-step guide to food shopping online.**

Firstly, choose your supermarket. Different supermarkets have different collection and delivery options depending on area. If you don't know which ones deliver in your area, then ask in your local store, or ask your Community Sight Loss Advisor for help finding the right one. With online shopping you can access all the usual offers and reward schemes that are available in-store.

Next you will need to create an account. Once registered, you can start browsing the virtual shelves.

The best place to start is to book a time slot for delivery (or collection in store if you prefer). You will be able to choose a day and time that suits you. This is normally within a two-hour window. There is usually a minimum order amount and delivery fees vary between supermarkets.

Now start shopping. Just as if you were walking the aisles in-store, each area of the shop is organised in departments. So, if you are looking for frozen food, you can go direct to the frozen food section. From there, items are broken down into sub-categories, making it easier to find what you are looking for.

Alternatively, you can use the website's search bar to find items. The search function even lets you write a whole shopping list out at once. Next choose the amount of the item you want and add to your basket.

Once you are happy you have everything, you are all set for the virtual checkout. No need to empty a trolley onto a belt or to worry about the self-service till which I find impossible as a blind person. You will need to enter your credit or debit card details, or some supermarkets allow you to pay with other methods such as Google Pay, Apple Pay or PayPal.

If you have chosen the delivery option, you can now sit back and relax, in the knowledge your groceries will be with you soon. When they arrive, there are sometimes substitutions if an item you ordered was out of stock. You will be told what they have sent instead, and you can reject it if it isn't suitable.

The driver is also able to bring the shopping into your house for you or, if you prefer, you can take things from your doorstep. Supermarkets are phasing out the use of plastic bags so shopping might arrive in trays.

If you have decided to collect your groceries, there will be a dedicated area of the store to do this. If someone is collecting on your behalf, they may need a copy of your order number, so forward them the email confirmation you received.

So, you are now done and can put your feet up! Food shopping has never been easier for those with little or no sight!



# If you or someone you know is losing their sight or living with sight loss, we can help.

**Our Sight Loss Advisor team are here to help you adjust to living with sight loss, and to give you the tools you need to live your life the way you want to. Our support includes:**

- Information, advice and guidance on living with sight loss, remaining independent and getting the most from life
- Demonstration and training on a range of useful resources to help with daily living, including making the best use of magnification and lighting aids to support reading and writing
- Advice and training in how to use smartphones, tablets and other devices to minimise the impact of your sight loss
- Social activities, sports clubs and opportunities to meet others living with sight loss

## **Bristol, Bath and South Gloucestershire**

**Call us: on 0117 3224885**

Email us: [info@sightsupportwest.org.uk](mailto:info@sightsupportwest.org.uk)

The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ

[www.sightsupportwest.org.uk](http://www.sightsupportwest.org.uk)

Sight Support West of England is registered in England and Wales under charity number 1178384

## **Wiltshire and Swindon**

**Call us: 01380 723682**

Email us: [info@wiltshiresight.org](mailto:info@wiltshiresight.org)

St. Lucy's Sight Centre, Browfort, Bath Road, Devizes, SN10 2AT

[www.wiltshiresight.org](http://www.wiltshiresight.org)

Wiltshire Sight is registered in England and Wales under charity number 1119462