

# Things To Do Today

DAY

DATE

DEALT WITH

PRIORITY

Keeping  
Going...

... by sharing ways in which to be  
happily home-based

For readers who.....

... set out to live as independently as possible

... adapt to change

... wish to prevent emergencies

# Keeping Going...

Keeping Going helps people to see ways in which to live independently, when setting out, newly-moved, after the loss of a partner or key assistant, or when with little time for sorting things. The poster-creating activity (see page 14) identifies key locally-available products and services so that details may be displayed at home or in community spaces.

“ Keeping Going’s booklet and activity built confidence by helping to extend local networks of potential friends, suppliers, investors, partners, recruits and customers. ”

“ Having relevant details in a poster helped my friend get me out of hospital and home. She has visited me here over years, but had to search around for things to get me through this crisis. ”

Others whose joint-working also builds confidence include:

- The Co-operative College for individuals

[www.co-op.ac.uk/Pages/Category/co-operative-adventure](http://www.co-op.ac.uk/Pages/Category/co-operative-adventure)

- DEEP for community groups

[www.dementiavoices.org.uk/group/stand-kirkcaldy/](http://www.dementiavoices.org.uk/group/stand-kirkcaldy/)

## Contacting Keeping Going

Contact [enquiry@scotsectorlink.org.uk](mailto:enquiry@scotsectorlink.org.uk) to take Keeping Going forward as a basic module for students or Continuing Professional Development element for community developers, as this publication may be freely reproduced in part or whole, on the written permission of the copyright owner and with due acknowledgement. For revision, redesign and printing of this booklet, for example for distribution to libraries, [www.dunfermline.minutemanpress.co.uk](http://www.dunfermline.minutemanpress.co.uk) could further assist.

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**Progressing with Keeping Going ..... (back cover)**

This booklet helps people to use their energies to the best, by keeping a safe home-base from which to venture.

**“ I left a copy of *Keeping Going* out for my brother and his pals to see, and we then broached things previously impossible to discuss. Here’s to the renewed willingness to face, tackle and sort things. ”**

Choosing to follow a trend or take an opportunity can be energising, while adapting to unforeseen circumstances can sap energy. In fact, change is continual as friends move on, and new trends, services, niches, and careers replace known ones.

This means that adapting to changes can be eased by asking around to find helpful information sources and providers of help, services or goods. Recommendations may not always suit as they will vary on the tastes and experience of those asked. But asking around is a safeguard, so to check that sources have relevance to the locality, and providers of goods and services have good reputation, and cover the area.

Adapting can also be eased by those involved knowing what is expected of them, and feeling that all is reasonable. This can be difficult to gauge. For example, adjusting to a bully would be unacceptable, whereas adjusting to an unpaid helper who is crisis-prone could be reasonable.

Much depends upon how well people central to the change feel about taking control of things (page 11) and keeping their space in order (pages 12-13), while knowing who to contact (page 9 and 14-15). Much also depends on a will to avoid hazards (as exemplified on page 10), and to learn what to do when anxious (page 7) or in crisis (page 8). Knowing what to do is crucial, especially where a crisis could involve people who are very young, aged, work colleagues or who self-manage a long-term health-related condition.

## Doing things and sparking ideas

Many people are enthused by sharing experiences and interests. This may be by informal contact, or during events, perhaps while at work. Ideas and interests then may develop, perhaps aided by use of social media, phone or letters.

Ideas and interests may grow from events and activities which can be as simple as dropping in for a chat or meeting people when taking exercise.

Anxiety arising from any activity may be avoided by taking three steps:

- Plan the activity, letting people know what is expected, especially when advanced booking or vetting is needed;
- undertake the activity;
- and share details and memories, taking rest as required so to avoid overdoing things.

## Volunteering, and using and running communal spaces

Anxiety can also arise from pressure to 'volunteer' when it feels like unfair exploitation, or starts to involve too much carrying or out-of-pocket expense.

The key is in meeting people in safe communal spaces, whether online or in-person, so to develop networks and shared interests. A joint interest may be in sparking ideas on how to keep communal facilities and spaces attractive in bricks-and-mortar places. Anyone running or using such spaces knows that funds must cover essential protection and maintenance, while storage and access are also key to attracting people in.

Ideas may be on providing core facilities for local home-workers so to reduce under-employment.

Ideas may involve crowd-funding to cover transport or better facilities; or on providing support so visitors' unpaid carers are freed awhile.

Communal spaces enable people and any unpaid caring friends and family to venture, so perhaps feel more included and valued. Championing such spaces so that they remain safely open and attractive is a valuable service to any community.

## Growing through offers and requests

Offers and requests are a spin-off of sharing ideas when in contact, even when passing through a communal space.

People often offer to provide paid-for services on a fair, legal basis. This is welcome when regular help would sort small essential tasks or provide respite cover so that an unpaid carer is freed to address a backlog of outstanding things which need to be done. Mirroring this, requests may be for service-related information. These may inform career aims by highlighting niches where no one seems to supply services.

Offers may be to a local grassroots group, perhaps of time, or so to donate kit or provide free storage and meeting spaces.

Offers may be to help harness local energies and interests by helping to increase sales of locally-produced goods at events and online. Such unique goods can include ones made by trainees and people in rehab. They can also be attractive 'legacy products' created by people in a late flash of creativity. Offers may be to assist in crowd-funding to finance the production of some stock for an event.

Lastly, many requests centre on the disposal of possessions. Help may be sought to sell items through online auction, or to move items to new owners or to recycling or reuse points. Items for disposal may spark ideas in paid work to make, repair or grow things, for sale or as visitor attractions.

Building from pooled interests is rewarding, but can take time in places with few independent community assets and traders. Caring and Sharing Highland ([www.caringandsharing.co.uk](http://www.caringandsharing.co.uk)) examples where local interests are served by running attractive shops selling good surplus belongings so to fund grassroot groups.

## Finding locally-relevant information sources

Communities and economies struggle because citizens' offers and requests are often ignored, and as the search for locally-relevant sources is hard. This is the case for people moving into an area or setting out in life, and also for long-established local people who adapt to changed circumstances. Local newspapers, community magazines or noticeboards, can be relevant, along with websites and brochures promoting the place and its wider area to visitors. Such sources may highlight local events and eateries, and places to stay for visiting friends.

National and area agencies and charities also provide printed pamphlets and online information sources. These may be called 'hubs' or 'wells'. Lists from NHS sources include ones of health centres, hospitals and pharmacies, while lists from local Councils include ones of libraries, and perhaps of events and groups. Councils provide contacts including those for trading standards in case of scams; for adult and child protection in case of abuse; and for reporting floods.

## Seeing primary care more widely than just a GP

Few agencies and charities other than hospices detail respite care options, while given advocacy helplines usually relate to specific laws.

This means that 'befriending' options may best help when struggling to sort things so to stay home-based. Pharmacies can allay confusion arising due to loss of energy or medication. Friends and family may also give unpaid support when in crisis. This can happen when options close, perhaps when driving has become potentially hazardous to others. Unpaid support also usefully offers to attend consultations as an observer, so aiding recall of what should be said, and what was said. Crucial to overcoming crisis is to appoint someone to act as 'next of kin' and, with clear provisos, have power of attorney. Their action may then be triggered by a 'local morning call' service failing to get an answer, or by a buzzer alarm sounding.



## Noting what to do in emergency

Sometimes severe weather causes floods, road closure or power cuts which may last some days.

Online sources maintained by Councils and power suppliers may detail an official emergency contingency plan. Such sources will detail how to register beforehand for official support. This applies to vulnerable people, for example who depend upon powered equipment. Such sources may also give radio bandwidths for announcements.

What is your own preparation for such emergencies? How will you act if the power failure turns out to be limited to your home? What plans have you worked out with friends, family or staff so that no one becomes cold or hungry?

### Preparation needs to cover, for example:

- What batteries are to be kept charged so that essential medical equipment, phones and torches remain useable?
- Which personal things and identity papers, and what medication needs to be kept readily to hand?
- What clothing and basic food will be to hand to keep warm and fed until the emergency is over?
- Which valued items would you choose for prompt removal to above likely flood levels, given chance?

Check your 'what to do in case of emergency' notes yearly as contact details and arrangements may alter.



## Meeting to share experiences and useful gen

Drop-in times/sessions may be hosted by groups and individuals in community and public spaces, or by families or friends. In-person and online spaces may be safe, though still be exclusive to people with difficulty perhaps in hearing, seeing colours, or in accessing required kit, selected communication option or transport. It is best to promote regular, perhaps fortnightly, sessions as people may not decide to drop-in initially or every time. Successful sessions include those which enable people to:

- Talk and share experiences/activities, amongst one age group or across generations
- Gather and note handy details for personal day-to-day use including contact details for friends and also trusted suppliers, perhaps for food deliveries, transport options, and subscriptions, phones and internet connections
- Gather and note handy details for less frequent personal use, by asking around then probably drawing on locally-relevant sources (see page 7). Details noted may be: for relevant health and care services, so including 111 for health, and 999 in emergency and for the coastguard; for when needing to borrow kit (for example a Red Cross wheelchair); and for use in case of scam, abuse or flooding, with 101 for the police, 105 in case of a power cut, and 0800-111-999 in case of a gas leak
- Gather ideas on how a locality may be more attractive to residents and visitors, and then display so to stimulate more ideas
- Share ideas with local community groups so that new members are welcomed, and fresh interests and energies attracted
- Produce a useful community resource (as guided on page 14)

## Avoiding scammers...

### ..and reporting them to regulators

Selecting items or services from sales leaflets through the door or from unknown traders can be expensive, so ask around for second opinions or personal recommendations. Avoid hasty agreements which result in purchase of poor or unnecessary work or goods.

Where problems occur a scammer may be reported to Trading Standards at your local authority, the police, the HM Revenues and Customs Tax Evasion Hotline: **0800 788 887** ([www.gov.uk/report-an-unregistered-trader-or-business](http://www.gov.uk/report-an-unregistered-trader-or-business)); and benefit fraud investigators ([www.gov.uk/report-benefit-fraud](http://www.gov.uk/report-benefit-fraud)).

## Avoiding fire hazards

More fires start in the kitchen than in any other room in the house, so to help stay safe:

- **never dry clothing or towels on or near the cooker**
- **never leave your cooker or any other electrical item on when you go out**
- **never leave electrical wires or cords near the cooker**
- **never keep anything on top of an eye-level grill**
- **never put anything metal in your microwave – even tin foil**

For further information, see [www.fireservice.co.uk/safety/](http://www.fireservice.co.uk/safety/) or, in Scotland, call **0800 0731999** to get a **FREE home fire safety visit and FREE smoke alarm now.**

Starting out independently for the first time can be scary at any age, especially for people who have depended upon others to organise practical things like paying bills and preparing meals.

Asking for help is wise as ways forward can seem daunting until broken into steps. It is also useful to realise that people asked may not anticipate the feelings of insecurity, perhaps through fear of not being within easy travelling distance of friends, a seat or a toilet.

Steps leading forward can range widely. Example steps are to sort how to make payments, to plan some affordable treats, to arrange for someone to phone in regularly each day, to ensure a bag is packed and ready in case of emergency, to clear clutter, or to decide how to store valued items.

Friends or family whose help is sought may see unusual distress, change or injury, and their kindness is in finding time to explore options. These may bring only temporary ease, as the real options hinge on taking time to get used to changed needs. For example, time is needed to accept that formally-contracted and/or purchased services must replace what has become unfair ad-hoc reliance on well-intentioned but unpaid volunteers, family, friends and neighbours.

The kindness of others can also be in alerting officials when distress seems to arise, for example, from financial or sexual harassment ([www.actagainstharm.org](http://www.actagainstharm.org)) or a medical cause, perhaps due to memory loss or simply dehydration.

Keeping premises in order, whether living or work space, saps energies and money for people of all ages, young or old. This is because of the multiple tasks involved, for example in:

- **controlling fair use of space (hobbies should not take over space which is also needed for cooking and eating)**
- **organising hygienic catering facilities and storage of first aid boxes**
- **avoiding fire hazards and planning evacuation routines**
- **making things secure, with good locks and spare keys held in a trusted place**
- **moving things, whether clearing out or getting goods in**
- **arranging transport for people as needed to and from the premises**
- **ensuring regular cleaning and tidying, including of towels, bedding and clothing**
- **keeping on top of maintenance, from replacing rotting window frames to deep-cleaning mats**

The home needs to be kept safe, whether or not rented (see [www.gov.uk/government/publications/how-to-rent-a-safe-home](http://www.gov.uk/government/publications/how-to-rent-a-safe-home)).

Asking for required help can be crucial, remembering that seeking informal help from an unpaid volunteer, friend or family member, must be at the convenience of the helper, without over-reliance on good nature and ready willingness.

The independent option, if possible, is under formal arrangement with a supplier, perhaps an employee.

Independent home-based living succeeds by juggling many tasks. Delegation (to suppliers, friends, family, neighbours or employees) is an option, but involves fairly specifying and then managing things. Tasks to be juggled can include:

- **changing a duvet**
- **replacing a lamp bulb or fuse**
- **keeping home clean**
- **tidying the garden**
- **buying food, whether ingredients or ready meals**
- **keeping medication in order**
- **having massage or reflexology sessions**
- **organising mobility aids and stair lifts**
- **travelling to an appointment**
- **sorting personal alarm systems**
- **arranging respite care**
- **keeping feet sorted, perhaps with chiropody/podiatry service**
- **barber/hairdressing**
- **undertaking bereavement counselling**
- **getting clutter sorted and removed**
- **revising wills and related instructions; and specifying any contracted work with employees**
- **checking an appointments diary, and keeping it in order**
- **sorting money, getting cash and paying bills**
- **checking and reading e-mail, post etc.**

The trick at any age is to recognise where choice or fairness should trigger change in delegation. To live as independently as possible may well need a range of support for these essential tasks.

### Searching

We search for locally-available products and services, when moving into an area or trying to get sorted. It may be that helpful friends undertake the search.

Highlight what needs to be sorted, perhaps prompted by the lists on pages 12-13. Where products or services may help, decide on any preferred level of quality, pricing or competence to do work, with any preference for purchase online.

For online purchases, searchers are best to check for any special delivery arrangements for the locality. But for all else, searchers may check locally-relevant information sources (see page 7) and then ask around for recommended providers of sought products and services. Recommendations may not always suit, as they will vary on the tastes and experience of those asked. However, seeking recommendations extends networks, builds confidence, safeguards against choice of poor options, and may well spark offers and requests (see page 6).

### Displaying

Details found can be given as notes, but display in a poster or leaflet for the wall may stop them getting lost. A display design is exemplified opposite.

Posters and leaflets can usefully inform others by being shared in community spaces and public libraries, health centres, hospital lobbies or shops. Posters and leaflets can be distributed for public display once each recommended provider has been asked to grant permission for public display of its details. This is usually free display, but could be an acknowledged sponsorship to cover out of pocket cost. Contact details of the display's producers and a disclaimer on liability should also be given, as exemplified opposite. Posters for public display are best when laminated.

A valuable annual task is to check and refresh displays as the natural churn is for new providers and sources to replace established ones.

**“ Doing this activity to gather and display recommendations was cool as it helps Elderly and Youth to avoid being scammed as a result of fraud. Meeting people when gathering built my confidence and made me see that I'm foremost a person and my autism is secondary. ”**

# An example poster/leaflet (actual details would replace X--X)

## SOME LOCALLY-RECOMMENDED SERVICES

This selection of services was gathered by recent school leaver XauthorX. The services are locally-recommended as having helped people in XplaceX to remain safely home-based and to cut delay in getting back home after a stay in hospital.

See also local XdirectoriesX.

This leaflet is free from local libraries, shops and hospital.

Contact XauthorX on XphoneX.

For cleaners, ask around, check weekly paper XnameX or try franchise XnameX on XphoneX

*Local people speak well of the franchise even though it is over 30 miles away.*

**XplaceX**

**LIBRARY**

**XaddressX on XphoneX**

*Welcoming, happy to answer queries, and with computers available for further info.*

**XnameX**

**FOOD STORES**

**XaddressX on XphoneX**

*The free home delivery is great, as are the fresh, ready-made meals.*

**XnameX**

**ELECTRICAL SERVICES**

**XaddressX on XphoneX**

*So helpful, even when stuck sorting small-scale things like rundown smoke alarm batteries.*

**XnameX**

**LAUNDRY**

**XaddressX on XphoneX**

*Great service, with a collection and delivery service.*

**XnameX**

**MAINTENANCE SERVICES**

**XaddressX on XphoneX**

*No job seems too small – from clearing guttering to painting*

**XnameX**

**LOCKSMITH**

**XaddressX on XphoneX**

*He unlocked the door for me! So grateful.*

**XnameX**

**UNISEX HAIR SALON**

**XaddressX on XphoneX**

*Great service, hard-working, and cares about the locality.*

Recommended services are collected and displayed for education purposes only, and are freely included on permission of the organisation concerned. No liability is accepted for products and services here promoted. XdateX.

# Keeping Going...

## Progressing with Keeping Going...

The independent proven Keeping Going initiative was launched in 2014. Its out-of-pocket costs are earned by local advertising and sponsorship, by individuals and community charities.

Emergency bodies, colleges and citizens encourage stocks of this booklet to be held in public spaces so that Keeping Going may continue to help:

Young students and others entering independence

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Adults with changing needs

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People who support others, as friends or paid assistants

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Autism groups, schools and others who enable people with special needs

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Local economies, community groups and clubs

## ... Contact Keeping Going (details on page 2)

to promote your interests by sponsoring a print run and distribution of the booklet

FREE