

# Sight and hearing loss services



This leaflet tells you about services to improve your quality of life and increase independence while living with both sight and hearing loss.

## **Who is the service for?**

The service is for anyone aged 18 or over, who lives in Hammersmith & Fulham and have both hearing and sight loss.

## **What help is available?**

There are different degrees of deaf blindness, so the type and amount of help needed varies. For this reason, we carry out an assessment before we arrange services. This is an opportunity to talk to you about your needs and to make sure we provide the right level of support for you.

The assessment can be carried out using 'hands on signing', manual alphabet, block and British Sign Language (BSL).

Examples of some of the services provided following your assessment are:

- **equipment** to help you manage in your own home

- **information** about the services and activities available locally
- **practical** help with interpreting letters and telephone calls
- **support** from a social worker with practical and social problems
- **referral** to other services such as the meals service or home help service.

## What equipment is available?

The team's assessment officer will talk to you about specialist equipment. There are a number of aids available on loan from social care services. These include:



**daylight lamp**



**flashing light doorbells**



tv magnifier



loop systems



big button  
telephones



telephone  
amplifier



walking cane



talking calendar  
clock

## Do I have to be registered?

Registration helps us know how many people with hearing loss live in the borough. This helps us plan our services. If you choose not to register, it will not affect your assessment for services.

How you can receive a service.

You can receive a service through or by:

- Appointments
- SMS/Email/Phone/Minicom/Fax
- Home visits
- Being signposted to other services

## How do I find out more?

Please search for 'sensory impairment', 'adult social care' 'deaf services', 'hearing loss', 'blindness' or 'sight' on **[www.lbhf.gov.uk](http://www.lbhf.gov.uk)**

If you would like to know more about the services in this leaflet, or would like to request an assessment, please refer yourself to:

**h&f advice**, Ground Floor, 145 King Street,  
London W6 9XY

**Telephone:** 0845 313 3935

**Fax:** 020 8753 5880

**Email:** [h&fadvice@lbhf.gov.uk](mailto:h&fadvice@lbhf.gov.uk)

**Nearest tube station:** Hammersmith

**Buses:** 27, 266, 267, H91, 190, 391

**You can contact h&f advice:**

**Monday to Friday 9.00am - 5.00pm**

– where they will take your details and can refer you to a deaf/hard of hearing/deaf blind officer.

## **Useful contacts**

### **Action for blind people**

**Telephone:** 020 7635 4800

**Email:** [southlondon@actionforblindpeople.org.uk](mailto:southlondon@actionforblindpeople.org.uk)

### **Charing Cross Hospital Audiology**

Audiology Services Manager Adults

**Telephone:** 020 3311 7645

**Fax:** 020 3311 1021

**Web:** [www.imperial.nhs.uk/charingcross/OurServices/entaudiology](http://www.imperial.nhs.uk/charingcross/OurServices/entaudiology)

### **DeafBlind UK**

**Telephone:** 01733 358 100 (Voice/Text)

**Fax:** 01733 358 356

**Email:** [info@deafblind.org.uk](mailto:info@deafblind.org.uk)

**Web:** [www.deafblind.org.uk](http://www.deafblind.org.uk)

## **Metropolitan trust for the blind**

**Telephone:** 020 7403 6184

**Fax:** 020 7234 0708

**Email:** [enquiries@msb.gb.com](mailto:enquiries@msb.gb.com)

## **RNIB**

**Telephone:** 020 7388 1266

**Fax:** 020 7388 2034

**Web:** [www.rnib.org.uk](http://www.rnib.org.uk)

## **Sense**

**Telephone:** 0845 127 0060

**Textphone** 0845 127 0062

**Fax:** 0845 127 0061

**Email:** [info@sense.org.uk](mailto:info@sense.org.uk)

**Web:** [www.sense.org.uk](http://www.sense.org.uk)

## **How you can help us**

We welcome feedback on how we might improve our service.

If you are not happy about the services you are receiving or the way you have been treated, please talk to a member of the team. We will

take your comments seriously and do our best to put things right.

If you are still not happy you can take your complaint further by contacting the:

## **Customer Care Unit**

Cambridge House  
100 Cambridge Grove  
Hammersmith  
London W6 0LE

**Telephone:** 020 8753 5101 / 020 8753 5101

**Email:** [csdcomps@lbhf.gov.uk](mailto:csdcomps@lbhf.gov.uk)

The complaints team can provide communications assistance.

If you would like any part of this document interpreted into your own language, or produced in large print or braille, please telephone **0845 313 3935**.

**[www.lbhf.gov.uk](http://www.lbhf.gov.uk)**

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