

Hearing Impairment

1. Introduction

This factsheet provides information for people who are D/deaf or who have a hearing loss. It provides a guide as to what services are available and how you can apply for help from Torfaen Social Care and Housing and other organisations. It also explains more about registering your hearing loss.

A note on terminology: You may see the term "deaf" spelt with or without a capital "D". Capitalisation is used to distinguish between medical and cultural models of people with hearing impairments. The British deaf Association define the differences: "Deaf" (with capital D) - Someone with a strong cultural affinity with other Deaf people, whose first or preferred language is British Sign Language (BSL).

2. Registration

Torfaen Social Care and Housing holds a register of people with hearing loss. Registration as D/deaf or hard of hearing is completely voluntary. If you chose not to register you will still be able to access the same services (if eligible).

Registration makes it more straightforward for you to access certain services and benefits. It also allows your name to be included on the register which assists us in planning future services for yourself and other D/deaf people or hard of hearing.

3. What help is available

Help, support and information with regard to:

- Welfare Benefits
- Communication formats
- Housing issues
- Education/Employment Services

- Bus Pass
- Rail and other travel concessions.
- Personal support in times of need.
- Information on sign language classes
- Telecare
- Carer's Assessment
- Information on BSL Interpreters, lip Speakers and Deaf/Blind

Certain services are only available if you meet the eligibility criteria. A social work professional would assess needs. If you are eligible for services, we can offer *Direct Payments* which enable you to arrange your own services to meet your assessed needs. These may give you more control over the care you receive.

4. Dedicated Hearing Impairment Worker

Torfaen has a specialist support worker who is qualified in sign language. They can help you maintain your independence and live safely at home and in your community. They can advise on practical, everyday living and services that may be available to you. We may suggest ways of improving your skills or using devices designed to deal with the difficulties you may be facing as a result of your hearing loss.

5. Useful contacts

There are a number of organisations that provide both advice and practical support to people who are Deaf or have a hearing impairment.

Action on Hearing Loss Information Line:
 Telephone **0808 808 0123** | Textphone **0808 808 9000** |
 SMS **0780 0000 360**
informationline@hearingloss.org.uk

Action on Hearing Loss Tinnitus Information
Line: Telephone **0808 808 6666** | Textphone
0808 808 9000 |
SMS **0780 0000 360**

tinnitushelpline@hearingloss.org.uk

Action on Hearing Loss Shop: Telephone
03330 144525 | Textphone **03330 144530**
solutions@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk

BDA Wales (British Deaf Association)
Representing the Sign Language community
BDA Wales
GAVO Offices
Ty Derwen
Church Road
Newport
NP19 7EJ

Email: bda@bda.org.uk
Telephone: 0207 697 4140
SMS/FaceTime: 07795 410 724
ooVoo: bda.britdeafassoc
Skype: bda.britdeafassoc

Website: www.bda.org.uk

6. Our Charter

We want to deliver a high quality service to everyone. This is our pledge to you:

- Everyone will be treated equally and with dignity and respect
- We will inform you about the choices available to you at every stage of the process
- We will provide user-friendly information throughout the process, including information about our eligibility criteria and how decisions have been made
- We will adopt a flexible approach to the needs of individuals
- We will consider and respond to your predicted future needs as well as your immediate needs

- We will ensure our service is easy to contact and our processes easy to understand
- We will ensure that all professionals work together to ensure that all applications for adaptations are processed efficiently
- We will strive to meet clear deadlines and will let you know when we are unable to meet these deadlines
- When we look at your housing adaptation needs, we will also take into consideration any other needs you may have.

7. Our contact details

Torfaen County Borough Council:

Customer Care

Tel: 01495 762200

Minicom: 01633 873203

Text phone 07980 682 807

E-mail:

socialcareCallTorfaen@torfaen.gov.uk

Our Address:

Torfaen Social Care and Housing Services
Civic Centre
Pontypool
Torfaen
NP4 6YB

This factsheet can be made available in other languages and formats upon request. Please contact us in order to arrange this.

Supportive, fair, effective...

TORFAEN
COUNTY
BOROUGH



BWRDEISTREF
SIROL
TORFAEN