

Deaf and hard of hearing services



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

Who is the service for?

The service is for anyone aged 18 or over, who lives in Hammersmith & Fulham and is deaf or hard of hearing. We also provide services for people who have both hearing and sight loss.

What help is available?

There are different degrees of hearing loss, 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 BSL, SSE lip speaker or note taker.

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

- door chimes
- flashing light doorbells
- loop systems
- Minicomms
- vibrating alarm clocks
- vibrating pager systems

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.



**telephone
amplifier**



**loop
systems**



**flashing doorbells
or chimes**



**bed shaking
alarm clock**



**minicomps
(textphones)**



**vibrating pager
systems**

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

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.care@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

Charing Cross Hospital Audiology

Audiology Services Manager Adults

Telephone: 020 3311 7645

Fax: 020 3311 1021

www.imperial.nhs.uk/charingcross/ourservices/entaudiology

deaf PLUS

National Office

Telephone: 020 7790 6147

Fax: 020 7790 9269 (fax)

Web: www.deafplus.org

RAD

Telephone: 0845 688 2525

Fax: 0845 688 2526

Minicom: 0845 688 2527

Text SMS: 07851 423866

Action on Hearing

Information Line (Freephone)

Telephone: 0808 808 0123

Textphone: 0808 808 9000

Email: informationline@rnid.org.uk

Web: www.rnid.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 Feedback Manager

4th Floor, 77 Glenthorne Road
Hammersmith
London W6 0LJ

Telephone

020 8753 5101
0800 587 0072

Email

ASCcustomerfeedback@lbhf.gov.uk

The complaints team can provide communications assistance.

We welcome callers from deaf and hard of hearing clients and our text phone number is **020 8753 5502**

If you would like any part of this document produced in large print or braille, please telephone **0845 313 3935**

www.lbhf.gov.uk

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