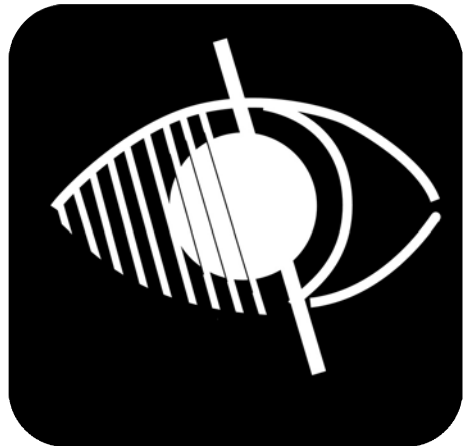


Sensory impairment services



How do I contact Adult Social Care?

You may be able to get services if you are:

- **Deaf, deafened, hard of hearing,**
- **Visually impaired or**
- **Deafblind or have a dual sensory impairment**

and are aged 18 or over.

For people with hearing impairments and those with dual sensory impairments, Cumbria County Council's Adult Social Care directorate work in partnership with Cumbria Deaf Association to assess and provide services.

Our services are provided as part of community care, a group of services designed to help people to live in the community as independently as possible.

What services are available for people who are deaf or hard of hearing?

Do you have difficulty hearing your doorbell, telephone, television, alarm, clock or smoke alarm?

If so, Cumbria Deaf Association's Technical Equipment Officers may be able to provide:

- an assessment of your needs;
- advice and support in managing your hearing loss/ deafness;
- appropriate equipment to meet your needs;
- training in the use of your equipment; and
- liaison and referral to other agencies, both locally and nationally.

Cumbria Deaf Association employ specialist social workers who work with people who are deaf and also their families and carers. They assess their needs, develop a care plan and where appropriate ensure that services aimed at ensuring maximum independence are provided.

If you think we can help, contact your nearest Cumbria Deaf Association office (see address details at the back of this leaflet) and ask for an assessment of need.

What services are available for people who are visually impaired or blind?

Do you have any difficulties:

- moving around your home safely;
- getting out and about safely and independently;
- preparing and cooking meals for yourself;
- using your kitchen appliances safely;
- maintaining your home; or
- reading or writing the printed word?

If so, Cumbria County Council Adult Social Care directorate has rehabilitation officers (for visual impairment) who may be able to provide:

- an assessment of your needs;
- equipment, advice, training and support to help you maintain your independence;
- care services such as meals on wheels, home care and day care;
- one to one training in all aspects of daily living;
- training to help you travel safely indoors or out;
- training in typing skills, handwriting and Braille;

- advice and support in the use of magnifiers and lighting; and
- advice regarding registration as 'sight impaired' or 'severely sight impaired'.

Cumbria County Council Adult Social Care directorate also has social workers who can assess your needs for care services such as meals on wheels, home care and day care.

If you think we can help, contact your nearest Cumbria County Council Adult Social Care office (see address details at the back of this leaflet) and ask for an assessment of need.

Alternatively, if you have had an appointment with a consultant ophthalmologist, they may write to us on your behalf asking for a rehabilitation officer to visit you.

What happens next?

We will carry out an assessment of your needs. At your assessment, we will discuss and agree with you, what your needs are and how these affect your ability to live a full and independent life. This will include discussing areas such as:

- what can you do by yourself?
- what can you do if someone helps you?
- what are you unable to do at all?
- who helps and supports you at present?
- what is the best way of meeting your needs?
- how much help is your carer, if you have one, able to offer you?

It is vital that you are fully involved in your assessment and are able to tell us what you think you need.

With your permission, we will also involve any carers in your assessment. These may be members of your family, friends and anyone else who helps look after you.

Once we have identified your needs, we will use **eligibility criteria** to help us decide if you are eligible (that is, if you qualify) for help. These criteria are laid down by the Government and are quite complicated. Please ask us if you would like to know more about these.

We have to use these criteria because it isn't possible for us to help everyone who comes to us. The criteria help us to decide whose need is the greatest. Even if we can't help you directly, we will tell you about other organisations or people who might be able to help.

If we have agreed that you are eligible for services from us, we will then discuss with you different ways in which your needs could be met. This could involve us providing services directly to you or arranging these from others. You may also be able to receive **direct payments** where we give you money to arrange your own services. Please ask us if you would like to know more.

Will services cost me anything?

Our information and advice is provided free of charge and most equipment we can arrange for you is provided on a free loan basis. Some services, such as home care or day care may be charged for. We will tell you about any charges for services before you start to receive them.

Will you keep records about me?

To help our work, we have to keep some information about you on record. We keep this information to enable us to arrange services for you and to carry out our legal duties. The Data Protection Act 1998 gives you the right to see information we keep about you whether this is kept on computer or in writing. Please ask us if you would like to know more.

How do I make a compliment, comment or complaint?

Through our compliments, comments and complaints procedure, you have the right to:

- compliment us on the way we have done things;
- make a comment or suggestion about how we can improve our services; or
- make a complaint about the service you have received if you are not satisfied.

Please ask us if you would like to know more.

Useful contacts

Cumbria Deaf Association

Registered Office

3 Compton Street, Carlisle CA1 1HT
 Tel/Textphone: 01228 606434 Fax: 01228 606433
 Email: office@cumbriadeaf.co.uk

Barrow Centre

217 Duke Street, Barrow-in-Furness LA14 1XT
 Tel/Textphone/Fax: 01229 894646
 Email: office@cumbriadeaf.co.uk

Kendal Centre

5 Castle Street, Kendal LA9 7AD
 Tel/Textphone/Fax: 01539 773131
 Email: office@cumbriadeaf.co.uk

Whitehaven Centre

41 Monkway Court, Kells, Whitehaven CA28 9HD
 Tel/Textphone: 01946 852888 Fax: 01946 852887
 Email: office@cumbriadeaf.co.uk

Cumbria Deaf Association website: www.cumbriadeaf.co.uk
 (includes 'Deafness in Cumbria' information website)

Cumbria County Council Adult Social Care Directorate

Carlisle

Civic Centre
 Rickergate
 Carlisle CA3 8QG
 Telephone 01228 607000
carlissd@cumbriacc.gov.uk

Allerdale

New Oxford Street
 Workington
 CA14 2LW
 Telephone 01900 325325
workingtonsd@cumbriacc.gov.uk

South Lakeland

County Offices
 Kendal LA9 4RQ
 Telephone 01539 773377
kendalsd@cumbriacc.gov.uk

Eden

Friargate
 Penrith
 CA11 7NX
 Telephone 01768 242242
penrithsd@cumbriacc.gov.uk

Copeland

Somerset House
 Duke Street
 Whitehaven CA28 7SQ
 Telephone 01946 852852
whitehavenssd@cumbriacc.gov.uk

Barrow-in-Furness

Market Street
 Barrow-in-Furness LA14 2LH
 Telephone 01229 894894
barrowssd@cumbriacc.gov.uk



Useful contacts continued

All offices are **open**: 9.00am to 5.00pm Monday to Thursday; 9.00am to 4.30pm on Friday.

Please note: do not email us with emergency and urgent matters, these should be telephoned through to your local office.

For emergencies outside office hours, at the weekend or during bank holidays, contact the **Out of Hours Service** on **(01228) 526690**.

Textphone users can contact us using Typetalk by dialling **18001** followed by the number you wish to speak to.

Cumbria County Council Adult Social Care website:
www.cumbria.gov.uk/adultsocialcare

For information on other agencies see the **Directory of Services** published by Adult Social Care. You can get a copy from local Adult Social Care offices or download it at:
www.cumbria.gov.uk/adultsocialcare/information/directory.asp

Cumbria Deaf Association is **the** local voluntary organisation meeting the needs of some of the 60,000 people in Cumbria who are Deaf, deaf-blind, deafened or hard of hearing.

We promote the place of deaf people in the community, supporting families and raising awareness of issues.

We ensure equal access to support, advice, information and effective communication through training, technical equipment and needs-led services.

We work with partner organisations, staff and volunteers across Cumbria, developing skills and responding to needs.

'Cumbria Deaf Association provide a wide range of other services including social work and domiciliary care services. For more information see:
www.cumbriadeaf.co.uk

Cumbria Deaf Association is a company limited by guarantee in England & Wales

Company number 3920466 Charity number 1088406



Adult Social Care is the directorate which deals with Cumbria County Council's social services responsibilities for adults and their carers.

Our **vision** is: 'Citizens of Cumbria will enjoy fulfilling lives in diverse ways with dignity and respect'.

Our **mission** is: 'We will work on behalf of people in Cumbria and in partnership with others to ensure people:

- are able to make a positive contribution to life in Cumbria;
- can exercise informed choice and control over their lives; and
- live free from discrimination and harassment.

Through this people in Cumbria will feel healthier and enjoy a good quality of life with dignity.'

If you need this booklet in another format (for example CD, audio cassette or Braille) or in another language, please call your local Adult Social Care office.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01229 894401 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 01229 894401

**Jeigu norétumėte gauti šią informaciją savo kalba,
skambinkite telefonu 01229 894401**

**W celu uzyskania informacji w Państwie języku proszę
zatelefonować pod numer 01229 894401**

**Se quiser aceder a esta informação na sua língua,
telefone para o 01229 894401**

**Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01229 894401 numaralı telefonu arayınız.**