



Information for people with a hearing impairment

Who is eligible for help?

We have a duty to assess anyone who is eligible for community care services but we have to work within resources available to us each year. This means we are not able to offer services to everyone who contacts us. To make sure that services are provided fairly and used to support the people in the greatest need, we use guidelines which we call 'eligibility criteria'. We assess people's needs individually to find out if their level of need qualifies for a service and if so, at what level of priority.

Dorset County Council has decided that it will meet those needs which are critical or substantial. To see how 'critical' or 'substantial' are defined please see our factsheet 'Fair Access to Care Services'.

We understand that individuals have different needs and the impact of disability or range of disabilities will vary.

Carers may also be entitled to services in their own right, please see our factsheet 'Information for Carers'.

Following the referral a meeting will take place with you at a suitably agreed location.

Assessment and planning

Your specialist worker will be there to listen to your needs and offer support. They can talk to you about your hearing condition, how it might affect your future, give advice on registration and tell you of other services from which you



may benefit. Assessments conducted by us will always take into account any needs which derive from your ethnic background. There will be ample opportunity to talk about all your circumstances and needs in the course of the assessment. Where needs are identified that we will be helping to meet, a support plan will be drawn up to show how this will take place. You will always be provided with a copy of this plan.

Practical help/specialist services

We can also offer a range of other help, which may include advice about monetary benefits, housing, leisure and educational opportunities, personal care, meal provision and suitable equipment. All services aim to help meet your needs.

Specialist workers can offer advice to enhance your use of existing skills, or enable you to learn new skills to maintain your independence.

Combined sight and hearing impairment/Deafblind

Many people experience a combined sight and hearing loss at varying levels and may be registered as deafblind. The Sight and Hearing Services Team will offer appropriate support and advice. There are many other organisations which are able to offer counselling, guidance, support and advice. (Contact details can be found at the end of this factsheet under the heading 'Voluntary services and other agencies').

How can we help?

Anyone can contact Adult and Community Services to request an assessment.



If you are a new customer or have no current involvement with us, please contact the Adult Access Team, Dorset Direct, PO Box 7184, Dorchester, Dorset DT1 9ER. Telephone: 01305 221016. Minicom: 01305 267933. Email: adultaccess@dorsetcc.gov.uk

If you currently receive a service from us, please contact your social care local office. Contact details can be found at the end of this factsheet.

Sight and Sound Centres

Sight and Sound Centres are drop-in information centres for people with a visual or hearing impairment, staffed by the Sight and Hearing Team. The centres are located in Bridport, Christchurch, Dorchester and Wimborne.

For hearing aid repairs and batteries you should contact your local hospital Audiology Department. We can offer information and advice about hearing aid use.

Services available at the Sight and Sound Centres:

- **Advice** - We can offer you advice about the help and services available to anyone with a hearing or visual impairment.
- **Equipment** - We have a range of specialised equipment for you to try.
- **One-to-one** - You can talk to a Team worker about any problems you may have and how to overcome them.
- **Information** - We can give you information about our services and other support services, as well as equipment available to you, where to find it and how much it costs. **Please note we do not sell any products at the centres.**
- **Contacts** - We can put you in touch with other sources of professional help and voluntary organisations such as



the Royal National Institute for Deaf People (RNID), Hearing Concern, the Royal National Institute for the Blind (RNIB) and local support groups.

- **Facilities** – There is full wheelchair access into and outside the centres. We have toilets with full wheelchair access. Unfortunately, there is no parking available at most of the centres, however, Blue Badge holders can park at Dorchester and Wimborne. Parking for Blue Badge holders is available at Bridport if booked in advance with the Sight and Hearing Team.

Locations and Opening Times

- **Bridport Sight and Sound Centre** is located in Allington Court, St Swithins Road, Bridport DT6 3JL and is open on Wednesdays between 10am and 1pm.
- **Christchurch Sight and Sound Centre** is located inside Christchurch Day Centre, 250 Lymington Road, Highcliffe, Christchurch BH23 5ET and is open on Wednesdays between 9.30am and 12.00.
- **Dorchester Sight and Sound Centre** is located inside Dorchester Day Centre, Acland Road, Dorchester DT1 1SH and is open on Wednesdays between 10am and 4pm (closed for lunch from 1pm – 2pm).
- **Wimborne Sight and Sound Centre** is located in the Hanham Centre, Hanham Road, Wimborne BH21 1AS and is open on Wednesdays between 10am and 12.30pm.

Hearing aids

Adult and Community Services do not provide hearing aids.

Hearing aids can be supplied by the National Health Service (NHS) or purchased privately. We cannot



recommend private hearing aid dispensers. However, it is prudent to seek recommendations from others before using one. There are many types of hearing aids and your audiologist will assess and advise what is best for you. If you are not already an NHS hearing aid user, you will need to contact your GP for a referral to your local audiology department.

N.B. We do not repair or provide batteries for hearing aids. You will need to contact your local hearing aid clinic, who will direct you to your nearest repair centre. (Contact details for local hearing aid clinics can be found at the end of this factsheet).

Direct Payments

The Direct Payments scheme has been set up by Dorset County Council Adult and Community Services to give people control over the services they receive, and when and how these services are delivered. (For further information see our factsheet 'Direct Payments – General Information').

Disability Discrimination Act 1995

In October 2004 the final stages of the Disability Discrimination Act came into force. Businesses and public sector services now have to take reasonable action to ensure disabled people can access them. Anyone providing a service to the public has to consider barriers such as stairs, heavy doors, the way information is provided, lack of a hearing loop for example. Adaptations have to be made to buildings as far as this is reasonable, such as the installation of ramps for wheelchair users. Older buildings may present difficulties, which cannot be overcome without great expense, but information in large print or the installation of a hearing loop, are manageable



changes, which will make it easier for people to use the service.

It is now also unlawful for any employer to discriminate against a disabled person when choosing someone for a job.

Personalisation

Adult and Community Services are introducing a host of changes in the way we support people. We aim to put the customer first and maximise the choice and control people have over the services they receive. We will be working closely with the people who use our care services, their carers and our partners to make sure we get things right and make a real difference to people's lives.

Compliments and complaints

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 224322.

Diversity statement

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.



As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at www.dorsetforyou.com

Social care local offices:

Bridport

St Andrews Road, Bridport, Dorset DT6 3BJ

Tel: 01308 422234

Fax: 01308 426044

Email: bridportsocialcare@dorsetcc.gov.uk

Christchurch

Loring Road (off Jumpers Road), Christchurch, Dorset BH23 2GZ

Tel: 01202 474106

Fax: 01202 478081

Email: christchurchsocialcare@dorsetcc.gov.uk



Dorchester

Acland Road, Dorchester, Dorset DT1 1SH
Tel: 01305 251414
Fax: 01305 251034
Email: dorchestersocialcare@dorsetcc.gov.uk

Ferndown

Penny's Walk, Ferndown, Dorset BH22 9JY
Tel: 01202 877445
Fax: 01202 876604
Email: ferndownsocialcare@dorsetcc.gov.uk

North Dorset

Bath Road, Sturminster Newton, Dorset DT10 1DR
Tel: 01258 472652
Fax: 01258 473161
Email: northdorsetsocialcare@dorsetcc.gov.uk

Purbeck

19 Bonnets Lane, Wareham, Dorset BH20 4HB
Tel: 01929 553456
Fax: 01929 556319
Email: purbecksocialcare@dorsetcc.gov.uk

Sherborne

Non-visiting office
Tel: 01935 814104
Fax: 01935 817207
Email: sherbornesocialcare@dorsetcc.gov.uk

Weymouth & Portland

Jubilee Retail Park, Jubilee Close, Weymouth, Dorset DT4 7BG
Tel: 01305 760139
Fax: 01305 774622
Email: weymouthsocialcare@dorsetcc.gov.uk



Voluntary organisations and other agencies:

Local voluntary organisations:

Bridport Hard of Hearing Group

Tel: 01308 862608

Bournemouth Deaf Centre

Tel: 01202 428717

Concern with Hearing – East Dorset

Tel: 01202 885182

Ferndown Hard of Hearing Club

Tel: 01202 874847

Help and Care (Carerslink helpline)

Tel: 0845 4500 418

Email: info@helpandcare.org.uk



National voluntary organisations:

British Deaf Association (BDA) (*BDA are the main support body for people whose first or preferred language is British Sign Language (BSL)*)

69 Wilson Street, London EC2A 2BB

Tel: 020 7588 3520

Text: 020 7588 3529

Fax: 020 7588 3527

Email: info@signcommunity.org.uk

Web: www.britishdeafassociation.org.uk

British Tinnitus Association (*help and advice for people with tinnitus, with a national helpline*)

Ground Floor, Unit 5, Acorn Business Park,

Woodseats Close, Sheffield S8 0TB

Tel: 0114 250 9922

Helpline: 0800 018 0527

Fax: 0114 258 2279

Minicom: 0114 258 5694

Email: info@tinnitus.org.uk

Web: www.tinnitus.org.uk

Centre for Deaf Studies (CDS) (*CDS run short courses in British Sign Language, as well as D/deaf and Deaf-blind awareness*)

University of Bristol, Centre for Deaf Studies,

8 Woodland Road, Clifton, Bristol BS8 1TN

Tel: 0117 954 6900

Minicom: 0117 954 6920

Fax: 0117 954 6921

Videofone: 150@87.117.205.34(SIP)



Hearing dogs for deaf people (*hearing dogs alert deaf people to sounds in the home*)

The Grange, Wycombe Road, Saunderton,
Bucks HP27 9NS

Tel: 01844 348 100

Fax: 01844 348 101

Email: info@hearing-dogs.org.uk

Web: www.hearing-dogs.org.uk

Hearing Concern LINK

19 Hartfield Road, Eastbourne, Sussex BN21 2AR

Tel: 01323 638230

Fax: 01323 642968

Minicom: 01323 739998

Text: 07526 123255

Email: info@hearingconcernlink.org

Web: www.hearingconcernlink.org

Neurofibromatosis Association

Quayside House, 38 High Street,
Kingston on Thames, Surrey KT1 1HL

Tel: 020 8439 1234

Helpline: 0845 602 4173

Fax: 020 8439 1200

Web: www.nfauk.org

RNID (*national body supporting all deaf people and campaigning for improved awareness. Also supplier of equipment and information*)

19–23 Featherstone Street, London EC1Y 8SL

Tel: 0808 808 0123 (freephone)

Text: 0808 808 9000 (freephone)

Email: informationline@rnid.org.uk

Web: www.rnid.org.uk



Sense (*national body offering support and advice to people who have both a sight and hearing loss*)

101 Pentonville Road, London N1 9LG

Tel: 0845 127 0060

Text: 0845 127 0062

Email: info@sense.org.uk

Web: www.sense.org.uk

Text Relay (*national relay service to enable people who cannot use a voice phone to use the telephone service via a textphone (Minicom)*)

PO Box 284, Liverpool L69 3UZ

Text: 18001 0800 7311 888

Voice: 0800 7311 888

Fax: 0151 709 8119

Email: helpline@textrelay.org.uk

Web: www.textrelay.org.uk

RNID – Communications Services Unit (*agency who supply British Sign Language/English interpreters*)

The Plaza, 100 Old Hall Street, Liverpool L3 9QJ

Tel: 0845 685 8000

Text: 0845 685 8001

SMS: 07624 818 778

Statutory organisations:

Department for Transport (*for travel information*)

Enquiry Service, Department for Transport, Great Minster House, 76 Marsham Street, London SW1P 4DR

Tel: 0300 300 3000

Email: Fax9643@dft.qsi.gov.uk

Web: www.dft.gov.uk



Hearing aid servicing – East Dorset

Audiology Department, 11 Shelley Road, Boscombe,
Bournemouth BH1 4JQ

Tel: 01202 443844

Text: 01202 304020

Sub-Centre (Red Clinic)

Poole Hospital, Longfleet Road, Poole BH15 2JB

Tel: 01202 665511

Hearing aid servicing – West Dorset

Blandford Hospital, Milldown Road, Blandford DT11 7DD

Tel: 01258 456541

Fax: 01258 450786

Bridport Community Hospital, Hospital Lane,
North Allington, Bridport DT6 5DR

Tel: 01308 422371

Fax: 01308 426239

Dorset County Hospital, Williams Avenue,
Dorchester DT1 2JY

Tel: 01305 251150

Fax: 01305 254155

Weymouth Community Hospital,
3 Melcombe Avenue, Weymouth DT4 7TB

Tel: 01305 255563

NHS Direct

Tel: 0845 46 47

Web: www.nhsdirect.nhs.uk



Department for Work and Pensions:

Benefit Claims

Tel: 0800 055 6688

Text: 0800 0234 888

Web: www.dwp.gov.uk

www.directgov.uk

Bournemouth

20–28 Cotlands Road, Bournemouth BH1 3RS

Tel: 01202 446000

Poole

Old Town Market, Dear Hay Lane, Poole BH15 1NZ

Tel: 01202 333000

Weymouth

Westwey House, Westwey Road, Weymouth DT4 8TG

Tel: 01305 328000

Veterans Directorate

Norcross, Blackpool

Tel: 0800 1692 277

Email: veterans.help@spva.gsi.gov.uk

Dorset County Council Adult and Community Services

Adult Education Centre

Peveril House, 384 Ringwood Road, Ferndown,

Dorset BH22 9AU

Tel: 01202 893900 (3 lines)

Fax: 01202 893186

Email: adult.ed@dorsetcc.gov.uk

Web: www.adult-ed.co.uk

