

We will arrange to meet with you in your home. This is to find out more about how we might be able to help you. The person who visits you will be especially trained in communicating with people with sight and hearing loss.

If you have not had a recent community care assessment, a member of the Team for Visual Impairment or the County Deaf Team will also visit you to complete one.



Emergencies

Wherever you are in the County, in an emergency during evenings or weekends, contact the Nottinghamshire Emergency Duty Team on **0115 844 7333**.

Tell us what you think

If you have a comment, compliment or complaint, please tell us.

If things are not handled to your satisfaction you have a right to make a formal complaint. Contact:

Customer Relations Service,
Melrose House,
Waverley Street,
Nottingham, NG7 4HF.

Tel: **0115 979 1125**

Contact us if you would like further copies of this publication, or you need the information in a different language or format:



Communications Unit, Social Services
Department, County Hall, West
Bridgford, Nottingham NG2 7QP

phone **(0115) 977 4025**

email **communications.ssd@
nottsc.gov.uk**

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Nottinghamshire
County Council

Dual Sensory Impairment Services



Service for people with a
combined sight and
hearing loss

April 2003

Who are we?

We are the Nottinghamshire County Council, Social Services Dual Sensory Impairment (DSI) Service. We have specialist skills, knowledge and information and may be able to help and advise you.

Who can get help?

☐☐ People of all ages and cultures who are deaf and visually impaired and live in the County of Nottinghamshire.

It doesn't matter whether you are blind and profoundly deaf or whether you are hard of hearing and have difficulty in seeing faces. We may be able to help you.

For example

You may have developed sight and hearing difficulties as you have become older

or

you may have dual sensory impairment from birth.

- ☐☐ Carers. If you care for someone with dual sensory impairment then we may be able to help you in your caring role.
- ☐☐ Professionals who work with people with dual sensory impairment.

What do we do?

We offer

- ☐☐ **Advice and information**
This includes help with communication, mobility and information about local services.
- ☐☐ **Equipment**



Specialist equipment to help with sight and hearing loss.

☐☐ **Practical help**

This includes – communicators for official appointments, guides on shopping trips and leisure activities, support at day services, help with phone calls and correspondence.

How to get help

Ring the Co-ordinator, Dual Sensory Impairment Services
Tel: **01623 433433**

Minicom: **01623 433248**

Fax: **01623 433245**

When can you telephone?

In the mornings 9.30 to 12.30, Monday to Friday. If the Co-ordinator is not in, ask to speak to the Visual Impairment Team duty officer.

What happens next?