



Nottinghamshire
County Council

Hard of hearing?



Information for hard of
hearing people living in
Nottinghamshire

**Adult Deaf
and Visual
Impairment
Service**

September 2009

Who are we?

We are the **Nottinghamshire County Council Deaf Team** which is part of the Adult Deaf and Visual Impairment Service.

Who can get help?

We can help if you:

- are Deaf or hard of hearing
- are aged 18 years and over
- live in Nottinghamshire (except Nottingham City).

We also provide support to the families and carers of Deaf or hard of hearing people.

How do we help people who are hard of hearing?

- We loan equipment to people who are hard of hearing following an assessment.
- We are able to provide advice about equipment to help with your hearing loss.
- We give advice and information about hearing loss.

What to do if you think you are losing your hearing

One in seven people have hearing loss. Many people over the age of 50 begin to lose some of their hearing and may experience difficulty with the television, telephone and general everyday conversation.

If you think this is happening to you, make an appointment to see your GP. Usually they will arrange for you to see an ENT (ear/nose/throat) consultant, who will arrange to have your hearing tested. Depending on the outcome of the test, you may be issued with a hearing aid.

There is a separate leaflet and video available about the services we offer to Deaf/deafened people. Contact us for a copy (see page 9).

Environmental equipment from the Deaf Team

Once you have had your hearing tested and your hearing loss is confirmed, then the Deaf Team will be able to arrange the loan of some equipment free of charge.

You can obtain equipment from several places:

Nottingham Audiology Services

Ropewalk House
113 The Ropewalk
Nottingham
NG1 6HA

Telephone: **0115 948 5525**

Fax: **0115 948 5515**

The Environmental Aids Room has equipment on display between the hours of 8.30am and 5.30pm.

To make an appointment for an equipment assessment please contact the Deaf team (contact details on page 9).

Eastgate Resource Centre

Albion Close
Worksop
Nottinghamshire
S80 1RA

The Deaf Team hold an equipment surgery once a month at the Eastgate Centre. For further information please contact the Deaf Team (contact details on page 9).

Kings Mill Hospital

Audiology Department
Clinic 8
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

An equipment surgery is held twice a month at the Kings Mill Hospital. For further information contact the Deaf Team (contact details on page 9).

Home visits

For those people who are unable to get to these centres, a home visit can be arranged by contacting the Deaf Team (contact details on page 9).

Other information about equipment

Telephone

Many hard of hearing people have difficulties hearing on the telephone. Specially adapted telephones are available to help with these difficulties. For example, some telephones have an inductive coupler and/or a facility for amplification of speech. For a list of suppliers of specialist equipment, please contact the Deaf team (details on page 9).

BT customers may be entitled to a free loud telephone bell to ensure you can hear the telephone ringing – contact BT Age and Disability on **0800 919 591**.

Telecoil

To make better use of your hearing aid, check if it has a telecoil. Ask at your local Audiology Service if you are unsure about how to do this. The telecoil helps to cut out background noise when using a telephone with an inductive coupler (all call boxes and some domestic telephones have one fitted). Also public buildings may have loop systems (such as churches, theatres, banks).

Use your 'T' setting to hear more clearly.

Look for this symbol:



Television

For some hard of hearing people, television listening aids are not always helpful. Subtitles are automatically available on all digital televisions. To find which programmes are subtitled, check the TV listings in your local paper/TV guide.

Fund for Disabled People

For specialist equipment that is not available from the Deaf Team, Nottinghamshire County Council Fund for Disabled People may be able to help. Contact the Deaf Team (see page 9) for further details.

Useful organisations

Mansfield and North Notts Society for Deaf People

1 Wood Street, Mansfield, Nottinghamshire. NG18 1QB
Telephone/minicom: **01623 652 029**
Fax: **01623 625 769**

Please contact the society for further information on support groups and planned events.

Hearing Concern Link

19 Hartfield Road, Eastbourne, East Sussex. BN21 2AR
Telephone: **01323 638 230**
Minicom: **01323 739 998**
Fax: **01323 642 968**

Email: info@hearingconcernlink.org

Web: www.hearingconcernlink.org

Hearing Concern Link aim to promote the interests of, and support adults with, hearing loss whose preferred communication is the spoken word. It provides a range of services including an information and advice service, rehabilitation and self management programmes, personal development opportunities and leisure pursuits.

Tinnitus Helpline

Telephone: **0808 808 6666**

Textphone: **0808 808 0007**

Web: www.tuneouttinnitus.org.uk/home

Operated by trained information officers. Available Monday – Friday (free by telephone or textphone) between 9.00am and 5.00pm.

Menières Society

The Rookery, Surrey Hills Business Park, Wotton, Surrey.
RH5 6QT

Telephone: **0845 120 2975** Minicom: **01306 876 883**
Fax: **01306 876 057**

Royal National Institute for Deaf People – information line

19-23 Featherstone Street, London. EC1Y 8SL

Telephone: **0808 808 0123** Textphone: **0808 808 9000**
SMS: **0780 000 0360** Fax: **0207 296 8199**

Email: informationline@rnid.org.uk

Web: www.rnid.org.uk

The RNID is a national organisation for Deaf/deafened and hard of hearing people. A helpline is available between the hours of 9.00am and 5.00pm on the numbers above.

The RNID publish leaflets for both Deaf/deafened and hard of hearing people which are free to members. They also publish a useful bi-monthly news magazine called 'One in Seven'.

Useful leaflets

- Deaf? Deafened? Need help?
- How to get social care services

These are available from the Customer Service Centre (see back page) or visit our website:

www.nottinghamshire.gov.uk/socialcarehealthpublications

Our contact information

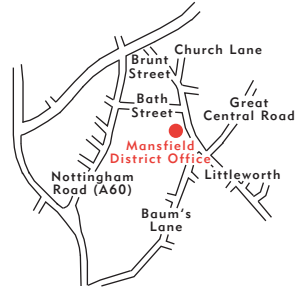
Adult Deaf and Visual Impairment Service

Mansfield District Office
Meadow House, Littleworth,
Mansfield, Nottinghamshire. NG18 2TB

Telephone: **08449 80 80 80**

Email: deafteam.duty@nottsc.gov.uk

Fax: **01623 433 644** Minicom: **01623 433 653**



If you **live in the City** you will need to contact:

Nottingham Audiology Services, Ropewalk House,
113 The Ropewalk, Nottingham. NG1 6HA

Telephone: **0115 948 5525**

If you are **under the age of 18** you will need to contact:

Disabled Children's Team, Meadow House,
Littleworth, Mansfield, Nottinghamshire. NG18 2TB

Telephone: **01623 433 433**

Changes to social care – giving you choice and control

In the future, service users will be given a Personal Budget based on their needs. You will know how much money you are entitled to and will be in control of how that money is spent. This means you will be able to get the support and care that best suits you.

For more information on what changes will be happening and the choices you will have, see our website:

www.nottinghamshire.gov.uk/puttingpeoplefirst



Standards

We have standards for our services. When you receive a service we will make clear to you what you can expect. We welcome all comments about the standard of service you get.

Your records

You have rights of access to information recorded about you. A leaflet, 'Information we hold about you' explains this in more detail. Contact the Customer Service Centre for a copy (see the back page for details) or see our website www.nottinghamshire.gov.uk/accesstorecords

Tell us what you think

We welcome comments about our services and hope that you are satisfied with the help we provide. If you have problems, please talk first to the Deaf Team. If you are still not satisfied you can make a formal complaint by contacting:

Customer Relations Service

County Hall, Loughborough Road, West Bridgford,
Nottingham, NG2 7QP

Telephone: **08449 80 80 80** Fax: **0115 977 2787**

Email: customer-relations-service@nottsc.gov.uk

Emergency Duty Team

In an emergency situation that cannot wait until the following working day the Emergency Duty Team may be able to help outside office hours or on a weekend/bank holiday:

Telephone: **0300 456 4546** Minicom: **01623 683 686**

Fax: **01623 683 684**

Urdu

آپ اس اشاعت کو کسی اور صورت میں "پاؤں کا اردو"
ترجمہ یا بنیے ہیں تو براہ مہربانی کسٹمر سروس سینٹر
سے رابطہ کیجئے۔

Hindi

यदि आपको यह प्रबन्धन किसी दूसरी फ़ॉर्मेट या
हिन्दी भाषा में चाहिए तो कृपया आप कन्ट्रोल
सर्विस सेंटर से सम्पर्क करें।

Punjabi

ਜੇਕਰ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਤੁਹਾਨੂੰ ਕਿਸੀ ਦੂਸਰੀ
ਫੋਰਮੈਟ ਜਾਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ
ਡੂਸਰੀ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

Polish

Proszę o kontakt z Customer
Service Centre jeżeli chcieliby
Państwo uzyskać tą publikację w
innym formacie lub po polsku.

Contact the Customer Service Centre if you need
the information in a different language or format:

Customer Service Centre, PO Box 9320,
Nottingham. NG15 5BL

phone **08449 80 80 80**

Calls cost 3p/min from BT landlines. Mobile costs may vary.

e-mail **customerservice.centre@nottsc.gov.uk**

website **www.nottinghamshire.gov.uk**



INVESTOR IN PEOPLE



2005-2006
Sustainable Energy
2006-2007
Culture and Sport for
Hard to Reach Groups
2007-2008
Emergency Planning
200 -
Improving Accessibility

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