



Adult Deaf and Visual Impairment Service - information for residential care homes

How we can help

If any of your residents are deaf, deafened, hard of hearing, visually impaired or dual sensory impaired and struggling to hear/see every day things, we can help with certain areas to promote independence as much as possible.

Some of the things we do

- Give advice on lighting, how to avoid glare (especially sunlight) and colour contrast around the home.
- Develop mobility skills to aid independence both indoors and when going out.
- Give information on other services for example; Talking Books, local Deaf Clubs, Audiology, Low Vision Clinics etc.
- Give information to help people understand their eye condition/hearing loss and how they can adjust to everyday life.
- People may be affected emotionally by sight/hearing loss, whether the loss is sudden or gradual, and we can offer advice on where to get help with this.
- We can help carers, or family/friends, to understand sight/hearing loss and give them advice on how to help those affected.
- Simply offer a listening ear.

We could

- Visit you to discuss the kind of support your residents may need.

- Give you advice on how best to assist individuals in respect of their hearing/visual/dual sensory impairment.
- Provide residents with small pieces of equipment to help them on a daily basis. Some equipment is free, others we can give advice on where people can purchase items for themselves.
- Sometimes we can offer equipment on short term loan to make sure people are investing in something they will make use of before self purchasing.

Here are some examples of equipment we can support people with:

Telephones

People in residential care often rely on telephones to stay in touch with friends and family. We can visit and demonstrate an adapted amplified telephone with a volume of up to 114db so hopefully they can hear the caller's voice easier. It also has a louder ringing bell and a flashing light to alert them a call is coming in. Large buttons and emergency speed dial options are available as well so family/friends numbers can be stored in the phone, enabling them to contact someone directly at the press of a button. Unfortunately we cannot provide the phones, but we can advise residents on where to purchase them.

TV

Are any of your residents watching the TV with the volume on too loud for others? Do other people complain about the noise? Do any residents struggle to see the TV? We have various different types of systems that help people to hear/see the TV better without affecting others. We can visit and try different items of equipment to see which would be the most suitable. We can loan some equipment

free of charge for use by residents with personal TVs but not in communal areas.

Doorbell

Devices are available to alert residents when someone needs access to their room.

Alarm Clock

We can provide adapted alarm clocks if required. We have special alarm clocks with large numbers, amplified sounds or vibrating pads.

Any equipment we provide is free of charge.

To find out more, or to arrange an assessment on behalf of someone:

Contact us

Telephone: 0300 500 80 80

Explain that you would like to make a referral to the Adult Deaf & Visual Impairment Service and please provide as much information as possible.

Relay UK: If you are Deaf or can't speak on the phone, contact us using [Relay UK](#). Download the Relay UK app or using your existing text phone prefix our dedicated text Relay number with the Relay UK code (18001) **18001 0115 977 4050**

Alternatively:

Email: enquiries@nottscc.gov.uk

Website: www.nottinghamshire.gov.uk

ADVIS aim to make contact within 28 days.

Please phone 0300 500 80 80 or email enquiries@nottscc.gov.uk if you require this factsheet producing in a different language or format.

The Council is committed to protecting your privacy and ensuring all personal information is kept confidential and safe. For more details see our general and service specific privacy notices at:

<https://www.nottinghamshire.gov.uk/global-content/privacy>