

Adult Deaf and Visual Impairment Service (ADVIS) - Dual Sensory Service

The ADVIS team have specialist skills, knowledge and information to help and support people with a combined sight and hearing loss. Our staff are skilled in a variety of communication methods.

Who can we help?

- Adults (age 18 upwards) who are Deaf and visually impaired living in Nottinghamshire (excluding the city). The city have their own sensory team and for information about this you can call 0300 300 33 33.
- Adults who have had a dual sensory impairment from birth or who have developed sight and hearing difficulties with age.
- Carers who care for someone with a dual sensory impairment.
- Professionals who work with people with a dual sensory impairment.

For children under the age of 18 contact **0300 500 80 80**.

What do we do?

- Give advice and information to help with communication, mobility and pass on knowledge about local services.
- Equipment: specialist equipment may help with sight and hearing loss. Please see ADVIS Fact Sheet on Visual/Hearing Impairment Reablement.
- Practical help which includes Communicator Guide Services for official appointments, shopping, leisure activities, help with making telephone calls and dealing with correspondence.

How to access this service

If you are dual sensory impaired and this affects your daily living activities, you can have a care and support assessment by a specialist social worker from the Adult Deaf and Visual Impairment Service. To receive this service people are required to have a full care and support assessment and support plan to generate a personal budget. Those eligible for the service must also meet at least **one** of the following criteria:

- People with a dual sensory loss which has a significant impact on their ability to communicate, use a telephone, have difficulty accessing information and have no one else to assist them with this task.
- People who experience social exclusion in their communities, due to their dual sensory impairment and who have no regular contact from family, friends or carers.
- People with a dual sensory impairment living alone in their own homes, or who live with a carer, but have exceptional communication needs (i.e. Deafblind manual or block communication).

ADVIS aim to make contact within 28 days.

How much will I have to pay?

There is no charge for the dual sensory service for a Communicator Guide to support you.

To find out more, or to arrange an assessment:

Contact us

Telephone: 0300 500 80 80

If you are unable to telephone yourself, someone can telephone on your behalf.

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**

Email: enquiries@nottscc.gov.uk

Website: www.nottinghamshire.gov.uk

Out of hours (emergencies only)

If you have a social care emergency (evenings, weekends and public holidays) please do not hesitate to contact us on the number below. If you get an answer-phone, please leave a message and your call will be returned within 30 minutes.

Telephone: 0300 456 4546

Communication support and BSL interpreters

Although ADVIS staff are trained in a variety of communication skills, Nottinghamshire County Council has a contract with Nottinghamshire Sign Language Interpreting Service (via Nottinghamshire Deaf Society) to provide us with professional qualified interpreters. If you require a BSL interpreter the Council will arrange this to assist the assessment process. If you need a language interpreter, the council will also be able to arrange this.

Other useful support

Nottinghamshire County Council can provide other support to help you live as independently as possible. For more information, or to arrange a care and support assessment, phone **0300 500 80 80** or visit our web page.

www.nottinghamshire.gov.uk/care/adult-social-care

Other useful organisations

Deaf/Hard of Hearing

- **Nottinghamshire Deaf Society**
Telephone/Minicom: 0115 9700 516
SMS: 0781 727 5253
Website: www.nottsdeaf.org.uk
- **Nottinghamshire Sign Language Interpreting Service**
NSLIS holds outreach interpreting duty times at various locations around the county. For further information please contact them direct on:
Telephone/Minicom: 0115 978 6984
SMS: 07792 226250
Email: nslis@nottsdeaf.org.uk
Emergency out of hours interpreter: 07974 396299
- **Places for People (Tenancy support)**
www.placesforpeople.co.uk
- **British Deaf Association**
www.bda.org.uk
- **Hearing Link**
www.hearinglink.org
- **Tinnitus helpline**
www.tinnitus.org.uk/helpline
- **Hearing Dogs for the Deaf**
www.hearingdogs.org.uk
- **Nottinghamshire Fire and Rescue Service**
www.notts-fire.gov.uk
- **RNID**
www.rnid.org.uk
- **Sarabec (Deaf equipment)**
www.sarabec.com
- **Connevans (Deaf equipment)**
www.connevans.co.uk
- **BioAcoustics (Deaf equipment)**
www.bioacoustics.co.uk
- **The Ear Foundation**
www.earfoundation.org.uk

Deafblind

- **Deafblind UK**
www.deafblind.org.uk
- **SENSE**
www.sense.org.uk

Visual Impairment

- Guide Dogs
www.guidedogs.org.uk
- Royal National Institute for the Blind (RNIB) & Action for Blind People (AFBP) www.rnib.org.uk
- British Telecom Free Services
www.bt.com
- ic (Visual Impairment equipment)
www.icswretail.co.uk
- Cobolt (Visual Impairment equipment) www.cobolt.co.uk
- My Sight Nottinghamshire
www.mysightnotts.org.uk
- Edward Marcus (Visual Impairment equipment)
www.edwardmarcus.co.uk

Please phone 0300 500 80 80 or email enquiries@nottsgov.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>