



Hearing impairment reablement

This factsheet is about practical support to help you stay more independent at home when you are having difficulties, due to hearing loss.

What is reablement?

Reablement is about helping you live as independently as possible. It is designed to help you with every day things that you are struggling with due to your hearing loss. For example, we may be able to provide you with specialist environmental equipment to help you live independently in the community.

Who can get hearing impairment reablement?

Our Adult Deaf and Visual Impairment Service (ADVIS) works with adults aged 18 and upwards who are Deaf or deafened. Our staff are experienced in working with adults with different communication needs, for example; British Sign Language, Deafblind manual, etc.

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

ADVIS is a countywide service. We not only provide reablement for people with a hearing loss, but for people with a visual impairment or dual sensory loss too.

To get reablement from Nottinghamshire County Council you must live in Nottinghamshire (except the city of Nottingham). The city have their own sensory team and for information about this you can call 0300 300 33 33.

How long will I get this support for?

ADVIS aim to make contact within 28 days. Hearing impairment assessments can be done by a one off visit to you at home, or over several visits, dependent on your needs.

We also carry out initial reviews, usually around 6 – 8 weeks, to make sure your equipment is helping you and that things are okay before we end our involvement.

For equipment issued by us

If your equipment does not work and needs a repair or replacement, you need to contact us and we will revisit you at home to sort out the problem.

Alternatively, we also have a “**duty session**” **each Thursday morning from 9 am until 12.30pm** where you can come to:

Welbeck House
Darwin Drive
Sherwood Energy Village
New Ollerton
Notts, NG22 9FF

What does ADVIS hearing impairment reablement service do?

- Visit you to discuss the kind of support you need and how we can help you to promote your independence.
- Work with you to give you advice on how to keep safe and live as independently as possible in your home.
- Give you advice on where to purchase other equipment from.

Some of the things we do

- Give you advice on how to keep safe. For instance, if you wear a hearing aid(s), or are Deaf, **would you hear your smoke alarm in the day, and/or at night?** We also work closely with Nottinghamshire Fire and Rescue services who may install an adapted smoke alarm for you. However this is dependent on who owns the property you live in. We will identify who is responsible to purchase and fit a smoke alarm. We liaise with a variety of housing providers about their responsibilities to their tenants.
- **Can you hear your telephone?** We can give you advice on appropriately adapted telephones to aid your independence. Telephones are not provided but we do have models to demonstrate to you at home to see which are most appropriate to meet your needs.
- **Can you hear your doorbell?** We can give you advice on specialist doorbells to purchase yourself. In some complex circumstances we will provide a doorbell.
- **Can you hear your TV or do have your TV on very loud?** You may have your TV on too loud and disturb the people you live with, or your neighbours. We can give you advice and provide specialist TV aids and loop systems.
- **Can you hear your baby cry?** We have specialist equipment for Deaf parents who need to know their baby is safe.
- We can also give carers advice on how to support you. Your carer may be Deaf and you cannot summon help from them. We can help with appropriate equipment for this.
- Give you information on other services for example; local Deaf Clubs, befriending services, other Local Authority services, hearing clinics, Audiology etc.
- We can help your carer, or family/friends, to understand your

hearing loss and give them advice on how to help you.

- If after our time with you it becomes clear that you need other services, we will signpost you to other services in the private or voluntary sector (e.g. local deaf societies, audiology clinics, Nottinghamshire Fire and Rescue Service) or arrange for you to have a Care and Support Assessment.

Specialist Deafblind reablement

We have staff who are specialists in providing reablement to adults who have a combined sight and hearing loss. This avoids having to see two people from our team.

Hearing aids and batteries

ADVIS staff cannot advise you on your hearing aids or provide replacement batteries. This is done at your local hospital Audiology Department.

If you feel you need a formal medical hearing assessment you will need to be referred via your GP.

How much will I have to pay?

There is no charge for ADVIS reablement support. However, you may need to consider paying for some equipment yourself if this is of benefit to you being more independent.

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.

Email: enquiries@nottsc.gov.uk

Website: www.nottinghamshire.gov.uk

Minicom: 01623 434993

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 below.

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

Other useful organisations

Deaf/Hard of Hearing

- **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

- **Nottinghamshire Deaf Society**
Telephone/Minicom: 0115 9700 516
SMS: 0781 727 5253
Website: www.nottsdeaf.org.uk
- **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
- **Action on Hearing Loss**
www.actiononhearingloss.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

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