

Adult Deaf and Visual Impairment Service (ADVIS) - Social Care Support

If you are an adult aged 18 or over and your sensory impairment is your primary reason for support, you may be able to access a care and support assessment by a specialist social worker from the Adult Deaf and Visual Impairment Service (ADVIS). You must live in Nottinghamshire to receive a service from Nottinghamshire County Council (except the city of Nottingham). The city have their own sensory team and for information about this you can call 0300 300 33 33.

ADVIS is a countywide service and our staff are all skilled in a variety of communication methods.

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

To be eligible for a specialist care and support assessment you need to be registered severely sight impaired (Blind) or sight impaired (Partially Sighted). Alternatively you need to be a British Sign Language user, or have a profound hearing loss that affects how you communicate.

ADVIS aim to make contact within 28 days.

If this assessment shows that you are eligible for a long-term service from Nottinghamshire County Council and we offer you a personal budget to meet your needs, we will have to do a financial assessment to see how much, if anything, you will need to pay towards your personal budget.

Within six weeks of receiving a service your support will be reviewed to make sure it is meeting your needs, then annually thereafter. If however your circumstances change, we can reassess your support at any time.

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@nottsccl.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 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
- **RNIB**
www.rnib.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@nottsc.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>