Services for people with a sight or hearing loss

Revised June 09
Who can receive help from Adult Care and Support?

- People who have serious difficulties with their hearing or sight
- People who look after others with hearing and/or sight problems

What help is available?

We offer services that will help people to be safer, more independent and part of the wider community. We can help people to manage their difficulties and take control of their lives.

People with sight problems might be helped with:

- Managing sight loss
- Mobility training - to get out and about safely
• Managing about the house and preparing food
• Reading and writing, talking books and newspapers
• Special equipment, such as talking clocks or lighting

People with hearing problems might be helped with:
• Managing deafness
• Lip reading or sign language
• Communication support - interpreters or voice-to-text
• Special equipment, such as visual doorbells and alarms
• Telephone equipment, such as text phones or amplified handsets

We can also provide advice and link you up to other services that will help with employment and leisure activities
How do I go about getting services from Adult Care and Support?

- By asking your GP or local Health clinic to make a referral
- By contacting your local Adult Care and Support office on 0300 1234 131
- By text phone: 01872 240 892
- By email: sensoryteam@cornwall.gov.uk

Your details will be taken and passed on to a care manager, who will then arrange for a member of the team to contact you for a meeting.

This meeting is called an assessment and is the first step to other services. At this assessment you will work out, together with us, what you need
in the way of help. During this assessment you can always have a friend or relative to support you.

Further information about assessments is available in the Adult Care and Support leaflet 'Assessing your needs'.

Your carer is also entitled to an assessment or his/her needs, regardless of whether you yourself go on to receive services or not.

Further information about services for carers is given in our leaflet 'Services for carers'.

What about the cost of services?

There is no charge for an assessment by Adult Care and Support or for the specialist services described above. There is a charge for some services,
but you will be given full information about this before any service is set up.

**Is there anything else I should know?**

Adult Care and Support have to keep records about the people who use their services. These records are securely kept and remain confidential.

More detailed information is given in our leaflet *'Access to personal records'*.

If you are dissatisfied with any aspect of your assessment, or the services provided to you, Adult Care and Support will always help you to sort it out. More detailed information about sorting out complaints or problems is given in our leaflet *'How to make a comment, complaint or compliment'*.
Other Adult Care and Support publications

Publications are free of charge from your Adult Care and Support office, and are available on computer disk, on audio cassette, in large print and in other formats on request. If English is not your first language, a translator can be available to help you understand this, and other leaflets.

If you find reading difficult and would like this or any other Adult Care and Support leaflets read out to you, please telephone the Public Information Officers on 01872 322 533.

To obtain a large print list of publications, you can:

- Contact your local Adult Care and Support office (see pages 11-13)
- Email Adult Care and Support on ascpublicinformation@cornwall.gov.uk
• Email the Sensory Loss team on sensoryteam@cornwall.gov.uk

• Ask your specialist worker

**Cornwall Council Website: www.cornwall.gov.uk**

General information about Cornwall Adult Care and Support can be found on the Adult Care and Support pages of the website. In particular, you will find information about the standard of service you can expect by going to "The Charter for people with care needs in Cornwall - Better Care, Higher Standards." You will also find various publications on-line, information about community care services, the blue badge scheme, links to other websites and much more.
Adult Care and Support local offices

Adult Social Care offices are open 8.45am to 5.15pm Mondays to Thursdays, and 8.45am to 4.45pm on Fridays.

If an emergency arises outside office hours, please telephone 01208 251 300

As well as contacting the Adult Care and Support offices listed below, you can email the Sensory Loss Team with any enquiries at: sensoryteam@cornwall.gov.uk

West Cornwall

Roscadghill Parc, Heamoor Penzance TR18 3QX
Tel: 0300 1234 131

The White House, 24 Basset Road Camborne TR14 8SL
Tel: 0300 1234 131
Central Cornwall
Cathedral Close, Wilkes Walk
Truro TR1 2TE
Tel: 0300 1234 131

Sedgemoor Centre, Priory Road
St Austell PL25 5AB

East Cornwall
Hendra House, Dunheved Road
Launceston  PL15 9JG
Tel: 0300 1234 131

Priory House, Priory Road
Bodmin  PL31 2AD
Tel: 0300 1234 131

Westbourne House, West Street
Liskeard  PL14 6BY
Tel: 0300 1234 131

Adult Care and Support
Headquarters
Old County Hall, Station Road
Truro  TR1 3AY
Tel: 0300 1234 131
Cornwall Council One Stop Shops:

Cornwall Council also has 22 One Stop Shops from which customers can access a range of services, including Adult Care and Support. These are located in the following locations:

- **Bodmin**, 3-5 Barn Lane
- **Bude**, The Library
- **Callington**, The Town Hall
- **Camborne**, Dolcoath Avenue
- **Camelford**, College Road
- **Falmouth**, 34 Church Street
- **Fowey**, The Library
- **Hayle**, Frank Johns Centre 56 Queens Way
- **Helston**, Isaac House, Tyacke Road
- **Launceston**, Market House Arcade, Market Street
• Liskeard, Luxstowe House Greenbank Road
• Looe, The Library
• Newquay, Marcus Hill
• Penryn, Saracen House Higher Market Street
• Penzance, St Clare
• Redruth - location unconfirmed at time of print
• St Austell, 39 Penwinnick Road
• St Ives, The Guildhall, Street-an-Pol
• Saltash, The Library
• Torpoint, The Library
• Truro, Carrick House, Pydar Street
• Wadebridge, Higher Trenant Road
• Wadebridge, Trevanion Road
Other organisations

**Blind at Sea - BATS**
Tel: **01326 313 209**

Meet Saturdays at Mylor Sailing Club. For all visually impaired people and their families. Encompasses all water based activities for all ages including sailing and fishing.

**Cornwall Rowing for the Blind**
Chairman: Tony Webb  
**01288 353 198**  
Secretary: Gerry Jones  
**01872 552 520**

**CHAT Tapes**
Tel: **01326 378 543**

The organisation sends letters recorded onto cassettes to people who are housebound, older people and those with a visual impairment.
Cornwall Blind Association
The Sight Centre, Newham Road, Truro, TR1 2DP
Tel: 01872 261 110
Email: info@cornwallblind.org.uk
Website: www.cornwallblind.org.uk

Information and support service for the blind/partially sighted.

Services include social and leisure clubs across Cornwall, help with transport, counselling and befriending, grants in cases of need, specialist services for children, and Low Vision and Talking Book services. Also help with computers and computer training to promote independence.

Cornwall Deaf Association
3-4 Quay Mews, Quay Street, Truro TR1 2UL
Tel/Fax: 01872 255 868
Textphone: 01872 263 664
Email: cornwalldeaf@btconnect.com
Information and support service for people who are deaf/hard of hearing. Provide a local hi-linc voice to text service, and local British Sign Language interpreters. Free site visits (within Cornwall) and quotes for Hearing Loop installations.

**Royal National Institute for Deaf People (RNID)**
National Freephone Helpline: 01800 808 0123
National Free Textphone: 0800 808 9000
Email: informationonline@rnid.org.uk

RNID South West provides information and services to deaf and hard of hearing people, and reaches out especially to people who are isolated and who have little access to information on equipment, services and benefits.
NHS Direct
Tel: **0845 4647 (voice)**
Textphone: **0845 606 4647**
Website: www.nhsdirect.nhs.uk

A 24-hour confidential helpline staffed by qualified and experienced nurses. Calls are charged at local rates.

Cornwall Council Talking Books
Tel: **0300 1234 111**

Talking books (books on cassette and CD ROM) are available in all Cornwall's libraries and mobile libraries. They can be borrowed free of charge if you are blind or partially sighted, or dyslexic. If you are unable to visit your local library, you may be able to use the mobile service which operates throughout Cornwall.
Alternatively, volunteers can visit you to bring books from your local library. Contact your local library via the telephone number overleaf.

**Talking Newspaper Association of the United Kingdom (TNAUK)**

National Recording Centre, Heathfield, East Sussex, TN21 8DB

Tel: **01435 866 102**
Fax: **01435 865 422**
Email: info@tnauk.org.uk

TNAUK provides national newspapers and magazines in a variety of accessible formats, such as audio tapes, audio CD's, and electronic formats. There are numerous titles covered by the organisation, including all the daily and weekend papers, and most popular magazines and periodicals. For further information, contact details are given above.
Cornish Talking Newspaper for the Blind
Tel: 01872 273 806

Weekly deliveries of Cornish news on tape through the post, free of charge.

Workers Educational Association (WEA)
47 Lemon Street, Newham Quay, Truro TR1 2NS
Tel/Fax: 01872 320 036
Email: cornwalloffice@wea.org.uk
Website: www.wea.org.uk

Provides classes in lip reading, sign language, and deaf awareness. Also courses for visually impaired people to learn to use specialist equipment computer software.
North Cornwall and District Talking Newspaper

Produces a weekly audio tape giving local Cornish news. Delivered free of charge. For further information, contact George Brown on 01208 769 71

Pengarth Talking Newspaper
Tel: 01736 364 307

Recordings of the Cornishman newspaper sent free of charge to visually impaired people.

Voluntary Service for visually impaired people in Kerrier
Tel: 01209 711 083

The project runs 8 daycare, craft and social groups, a bowling club and home visiting service. All services are designed to improve the quality of life of visually impaired people living in Kerrier or close by.