

HOW TO CONTACT THE SENSORY SERVICES TEAMS

BY PHONE

Hantsdirect 0845 603 5630 (voice)
0845 603 5625 (textphone)
0845 603 5629 (fax)

IN PERSON

Alton

Park House, High Street, Alton, GU34 1EN
Email north.east.sensory@hants.gov.uk

Basingstoke

Sun Alliance House, 37-41 Wote Street
Basingstoke, RG21 7LU
Email north.east.sensory@hants.gov.uk

Gosport

133 Stoke Road, Gosport PO12 1SD
Email south.east.sensory@hants.gov.uk

Havant

Town End House, PO Box 61, East Street,
Havant PO9 1UB
Email south.east.sensory@hants.gov.uk

Hythe

West Shore House,
West Street, Hythe SO45 6AA
Email west.sensory@hants.gov.uk

Romsey

Former Magistrates Court, Church Street,
Romsey SO51 8AQ
Email west.sensory@hants.gov.uk

Winchester

Capital House, 48-52 Andover Road,
Winchester SO23 7BX
Email west.sensory@hants.gov.uk

The Deaf Services team

Deaf Services
Capital House, 48-52 Andover Road,
Winchester SO23 7BX
Telephone/textphone 01962 846 601
Fax 01962 814 607
SMS texting 0779 787 7012
Email deaf.services.team@hants.gov.uk

OTHER USEFUL CONTACTS

Hampshire Deaf Association [Sonus]

Telephone/textphone 023 8022 0225
Fax 02380 213880
web www.sonus.org.uk

deafPLUS

Telephone/textphone 01252 510 051
Fax 01252 524 642
Email south@deafplus.org.uk
web www.deafplus.org



Services for people with hearing loss

Your guide to services provided by
Hampshire County Council's Sensory
Services Team.



This leaflet explains the help that you can get from Hampshire County Council Sensory Services if you are deaf or hard of hearing. It tells you about the services available and how to access them.

More information is contained in the booklet *Making life easier if you are deaf or hard of hearing*. We also produce the Guide to Better Care and Support which you may find useful. If you want a copy of either of these contact Hantsdirect on 0845 603 5630 (voice) or 0845 603 5625 (textphone) or 0845 603 5629 (fax)

There is also information on our website www.hants.gov.uk/adult-services/disability/hearing-loss

The information in this leaflet can be produced in other formats (e.g. large print) upon request. Please contact Hantsdirect on the numbers given above.



* Calls to 0845 numbers will cost between 4p (local rate) and 6p (national rate) per minute for BT customers. Calls made using other service providers or mobiles may cost more. Alternatively call 01329 225390 - standard and local call rates apply to this number.

INTRODUCTION

Deafness can affect people of all ages. Some people are born with a severe hearing impairment, others may lose their hearing later in life. If you are at all worried about your hearing **the first thing to do is see your own doctor**. However, whatever the outcome of your visits to the doctor or to a hospital clinic, you may feel that you want some further support. This is where Hampshire County Council Sensory Services can help.



WHAT HELP IS AVAILABLE?

Communication Rehabilitation Clinics

Our Communication Rehabilitation Officers provide one-to-one appointments in clinics across the county in various local settings and can advise on a range of issues relating to your hearing loss.

DeafPlus Mobile Advisory Service

DeafPlus provides information and support in partnership with Hampshire County Council through its mobile advisory service. This service, which visits venues around the county carries demonstration equipment and can signpost to services for deaf and hard of hearing people. For details of the venues please telephone 01252 510 051 or see website www.deafplus.org

Assessment from a Sensory Services Officer

You may request an assessment from one of our Sensory Officers for hearing loss.

An assessment is a discussion or several discussions between you and a Sensory Officer to decide what help you need and how it may be provided. You can explain what difficulties you are having and why you need help.

There are Sensory Services teams across the county. For more information contact Hantsdirect and ask for your local team.

The Deaf Services team

This team can offer information, advice and support if you are a Deaf Sign Language user.

This generally means people who have been profoundly deaf all or most of their life and use Sign Language as their main language and preferred communication method.

The team can make a full assessment of your needs in Sign Language and arrange services to support you. For more information contact the Deaf Services team (details on the back page).

Equipment

We can give you advice, information and practical suggestions for equipment that would be useful or for alternative ways of doing things. We can demonstrate equipment and may be able to provide it or advise you where it may be obtained.

