Managing Dual Loss (sight and hearing)
How to get help

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Hampshire County Council

Introduction

When you learn that your sight or hearing are failing, you may react with disbelief, anger, shock, and fear about the future.

The thought of life with a dual sensory loss is a difficult one that can cause communication problems, isolation, and frustration for both you and your family. A hearing and sight loss will bring changes more easily if you know where to get help and support from people who understand what you are going through.

This booklet will point you in the right direction to get that help and support.

Health

Sight – if you are experiencing problems with your eye sight then you can ask your doctor to refer you to a Consultant Ophthalmologist at your local Eye unit. Early treatment may help to avoid permanent sight damage.

Following your appointment with the Ophthalmologist you may be referred to a Low Vision Clinic for an assessment to see if low vision aids, such as magnifiers and special glasses, can help you. Some of this equipment can be issued free of charge.

Your local eye unit may have a Sight Loss Advisor attached to the clinic who can offer emotional support and advice on the services that are available.

If you have a hearing loss remember to advise the clinic staff as some tests may effect your vision and you will not be able to lip-read.

Hearing – if you are experiencing problems with your hearing which cannot be treated by your doctor then you can be referred to a ENT (Ear, Nose and Throat) Consultant or an Audiologist for diagnosis of your hearing loss.

As a result of this diagnosis you may be issued with a hearing aid.

Your local Audiology Department may have a Hearing Therapist or a Communication Rehabilitation Officer available who can offer emotional support and information on the services available.

Hampshire County Council (HCC) Sensory Services

HCC Sensory teams have specially trained staff in dual loss who can give you information and advice. These staff can arrange a meeting where you can talk about the effect of your sight and hearing loss on you, your family and your friends.

You will be able to find out if there is any help available with communication, access to information or specialist equipment to help you manage the tasks of day-to-day life.

The dual loss worker aims to provide a service which addresses the very specific needs and possible isolation that people who have a dual loss may experience.

For more information contact your local Sensory Services team. You will find the relevant addresses on page 10 & 11.

Registration

If your sight and hearing loss is likely to be permanent, it may be easier to get help, advice and some concessions if you are registered with Hampshire County Council Adult Services Department.

You do not have to be registered as disabled to be eligible for services from Adult Services.

Registration does not automatically mean that you will qualify for services from Adult Services.

To be registered as having a dual loss you will need to have;

- **A Certificate of Vision Impairment (CVI) from your Ophthalmologist as being Severely sight impaired (Blind) or Sight impaired (Partially Sighted)**

PLUS

- **A hearing loss**

There are three categories for hearing loss registration –

- **Hard of Hearing (e.g. prescribed hearing aid)**
- **Deaf (signing/writing)**
- **Deaf (speaking/lipreading)**

You will then be issued with one registration card.

Registration is voluntary and once registered you can ask to be removed from the register at any time.

Your local Sensory Services Team can help with any questions you may have about registration and the registration process.

The benefits of registration are;

- A Disabled Person's railcard which gives discount on rail fares for you and a carer – contact your local train station for details
- Some reduced travel costs – your local Council can give you information about concessionary schemes operating in your area.
- Free NHS eye tests
- Free use of Directory Enquiries – phone 0800 587 0195 for an application form and more information
- Equipment to help you at work through the Access to Work scheme – contact your local Job Centre Plus for more information
- Some specialist equipment for people with sight and/or hearing loss is VAT exempt – contact your local tax office for more details or visit their website www.HMRC.gov.uk.
- Their leaflet VAT 701-7-02 explains about tax exemption for people with disabilities.

If your CVI registration is Severely sight impaired (Blind) you are also entitled to;

- An extra tax allowance from the date of registration – check with your local tax office
- Additional benefits – your local Benefits Agency can give you details
- A 50% reduction on any TV licence bought in your name
- Parking concessions – you can apply for a 'Blue Badge' which entitles you to park in Disabled parking spaces and can give you free or extended on-street parking. Contact the Blue Badge Unit, Elizabeth II Court, The Castle, Winchester SO23 8UH.

  Telephone: 01962 847650
  Email: blue.badge@hants.gov.uk,

Useful Contacts – Hampshire County Council Sensory Services Teams

- **Alton**

  Park House, High Street, Alton, GU34 1EN

  Tel 01420 544255

  Email asd.alton@hants.gov.uk

- **Basingstoke Sensory Services Team**

  Social Work Department, F Floor, North Hampshire Hospital, Aldermaston Road, Basingstoke, RG24 9NA

  Tel 01256 313401

  Email asd.basingstoke@hants.gov.uk

- **Gosport**

  133 Stoke Road, Gosport, PO12 1SD

  Tel 0845 600 4555

  Email asd.gosport@hants.gov.uk

- **Havant**

  Town End House, PO Box 61, East Street, Havant, PO9 1UB

  Tel 023 9247 1644

  Email asd.havant@hants.org.uk

- **Hythe**

  West Shore House, West Street, Hythe,

  Southampton, SO45 6AA

  Tel 023 8084 6953

  Email asd.hythe@hants.gov.uk

- **Romsey**

  Former Magistrates Court, Church Street,

  Romsey, SO51 8AQ

  Tel 01794 526000

  Email asd.romsey@hants.gov.uk

- **Winchester**

  Corinium House, 10/14 Andover Road,

  Winchester, SO23 7BX

  Tel 01962 869313

Are there any other useful organisations?

There are many groups and voluntary organisations providing services for visually impaired people. These include dial-a-ride, talking newspapers and local groups such as Neighbourcare, which offer a wide range of help.

You can also speak to an employment advisor at your local Job Centre.

You can get details of organisations local to you from the Hampshire Association for the Care of the Blind, or from your local Council of Community Service.

Other Useful Contacts

Sight Loss Equipment

- **Cobolt Systems Ltd**
  01493 700172

- **IC**
  0114 221 1665

- **Optima**
  01803 864218

- **Partially Sighted Society**
  01302 323132

Hearing Loss Equipment

- **BioAcoustics Ltd**
  Mead House, Spring Place, Luton LU1 5DF

Tel	01582 431000
Textphone	01582 481411
Fax	01582 488227
Email	info@bioacoustics.com
Web	www.bioacoustics.com

- **Clofield Limited**

  4 Dunston Place, Dunston Road,

  Chesterfield S41 8NL

  Tel 01246 260045

  Textphone 01246 572141

  Fax 01246 450789

  Web from www.silent-alert.co.uk

- **Connevans**

  54 Albert Road North, Reigate, Surrey

  RH2 9YR

  Tel 01737 247571

  Textphone 01737 243134

  Fax 01737 223475

  Email info@connevans.com

  Web www.connevans.com

- **Deaf Awareness Technology**

  Denmark House, 35 Denmark Road, Poole,

  Dorset BH15 2DE

  Tel/Fax 01202 682795

  Email sales@deaftech.force9.co.uk

  Web www.deaftech.force9.co.uk

- **Equipment for Equality**

  91 Sicily Park, Belfast BT10 0AP

  Tel 028 9043 1830

  Fax 028 9043 1830

- **Gordon Morris Limited**

  Wessex Park, Somerton Business Park,

  Somerton, Somerset TA11 6SB

  Tel 01458 272121

  Fax 01458 274545

  Email info@gordonmorris.co.uk

  Web www.gordonmorris.co.uk

- **Hearing Products International Ltd (HPI)**

  Echo house, 26 Haigh Park, Haigh Avenue,

  Stockport SK4 1QR

  Tel/Text 0161 480 8003

  Fax 0161 480 8006

  Email info@hear4you.com

  Web www.hear4you.com

- **Newtech Southern Ltd**

  Canada house, 1 Carrick Way,

  New Milton BH25 6UD

  Tel/Textphone 01425 620210

  Fax 01425 638443

  Email sales@newtechsouthern.co.uk

  Web www.newtechsouthern.co.uk

- **Sarabec Ltd**

  15 High Force Road, Riverside Park,

  Middlesbrough TS2 1RH

  Tel 01642 247789

  Fax 01642 230827

  Textphone 01642 251310

  Email mail@sarabec.co.uk

  Web www.sarabec.co.uk

- **RNID**

  The RNID publish a useful booklet about equipment called RNID Solutions.

  Contact:

  RNID Products, 1 Haddonbrook Business Centre, Orton, Southgate, Peterborough PE2 6YX

Tel	**0870 789 8855**
Email	**solutions@rnid.org.uk**
Web	**www.rnid.org.uk/shop**

No recommendation is applied by this list nor responsibility accepted by Hampshire County Council for any product or equipment that is independently purchased.

Support Organisations – General

- **Action for Blind People**
  020 7635 4800

- **British Deaf Association London and South East**
  69 Wilson Street, London, EC2A 2BB
  Tel 020 7588 3520
  Email London@signcommunity.org.uk

- **National benefits Enquiry Line**
  0800 882200

- **Deafblind UK**
  0800 132 320
  helpline@deafblind.org.uk

- **DeafPLUS**
  Tel 020 7790 6147
  Email info@deafplus.org

- **Guide Dogs for the Blind**
  023 8076 8800

- **Open Sight (HACB)**
  023 8064 1244

- **Hampshire Deaf Association**
  1 – 2 Carlton Commerce Centre, Dukes Road, Southampton, SO14 0SQ
  Tel 023 8051 6516
  Email enquiries@deafhampshire.org

- **24 hour interpreting service**
  Tel 023 8051 6500
  Email interpreting@deafhampshire.org

- **Hearing Concern**
  95 Gray's Inn Road, London WC1X 8TX
  Helpline 0845 0744 600
  Tel 020 7440 9871
  Email info@hearingconcern.org.uk

- **Hearing Dogs for Deaf People**
  The Grange, Wycombe Road, Saunderton,
  Princes Risborough,
  Buckinghamshire HP27 9NS
  Tel 01844 348100
  Email info@hearing-dogs.co.uk

- **National Federation of the Blind**
  01924 291313

- **RNIB Helpline**
  0845 766 9999

- **RNID**
  19-23 Featherstone Street,
  London EC1Y 8SL
  Tel 0808 808 0123
  Email line@rnid.org.uk

Support Organisations – Specialist

- **British Blind Sport**
  01962 424247
  Email info@britishblindsport.org.uk

- **British Retinitis Pigmentosa Society**
  0845 123 2354

- **Diabetes UK**
  (formerly British Diabetic Association)
  0845 120 2960

- **International Glaucoma Association**
  01233 648170

- **LOOK**
  0121 428 5038
  Support for parents of visually impaired children

- **Macular Disease Society**
  01264 350551

- **Nystagmus Network**
  01636 627004

- **Sense**

  020 7561 3384

  For deafblind adults and children

- **Sense South East**

  0845 127 0076

- **TEAM Information (For BSL Users)**

  020 8430 2000

Taped Information

- **Calibre Cassette Library**
  01296 432339

- **RNIB Talking Books**
  0845 762 6843

- **TNAUK**
  01435 866 102

- **HANTSDIRECT**
  Hampshire County Council is currently introducing a telephone contact centre, called Hantsdirect. We want to make it quick and easy for you to contact us. As a result, when you use some of the numbers listed in this brochure, you may be re-directed to Hantsdirect. We will be promoting the new numbers to call as they become available. In the meantime, you will still be able to call the old numbers. For more information visit www.hants.gov.uk/hantsdirect

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