

# Services for people with a sensory loss

**The support we can provide to people experiencing  
loss of hearing or sight**

If you are having difficulties with your hearing or sight, we may be able to help you to achieve greater independence to lead a fuller and more inclusive life. We have a responsibility to assess the needs of children, young people and adults who are Deaf or have hearing difficulties, have sight loss or who are deafblind. We also provide information, support and advice to their carers. This leaflet explains more about our Sensory Services Team.

## Finding out about What Matters to you

To find out how we or others could help you, we will need to find out more about what matters to you, how you are coping with your sensory loss and what your personal goals are. We will do this by carrying out an assessment with you.

If your sensory loss is the main reason why you are seeking our help, staff from the Sensory Services Team will carry out a specialist assessment, often in your own home. This may be in addition to a more general assessment that staff from our Care and Support Teams may make to establish your overall need for support to achieve the things that matter to you. Our findings will help us to decide if you are eligible to receive our support and identify other services that may also be able to support you.

## **How we may support you**

Staff from our Sensory Services Team will advise you on ways to achieve the things that matter to you. We could, for example, advise you about learning new techniques to help you cope better with your situation, or developing new skills, such as reading Braille.

We might support you to extend the skills you already have, perhaps to increase your ability to access the things you want to in your community. We can tell you about equipment that may support you with some of your difficulties, such as an amplified telephone or a flashing doorbell.

We can provide information on a range of equipment to meet specific needs or advise about interpreters or communicator services in certain circumstances.

We have a duty to maintain registers of people living in Rhondda Cynon Taf who have sight or hearing impairments. These registers help us to develop services and are used to involve people who use our services in the planning process. We can give you information about registering as a severely sight impaired (blind), sight impaired (partially sighted) or deaf person and explain about the advantages that you may enjoy as a result.

## **Other available help**

We work in partnership with other sections of the Council (e.g. Housing and Education services), health services and the voluntary and private sectors to deliver a comprehensive, seamless service for children, young people and adults with a sensory loss.

## **The costs**

Following an assessment if you are eligible for Care and Support Services then you may be subject to charge, depending on your circumstances. We will discuss these charges for services with you before any service is provided, so you will not receive any unexpected bills.

## **Your rights**

We know that your concerns may be very personal. Anything you tell us will be treated in accordance with the General Data Protection Regulations (GDPR). We will keep records of our meetings with you on file, which you have a right to see. We can give you further details about the process of accessing your file.

## **Have your say**

We try hard to meet your expectations by providing the best possible care to meet your needs. We understand that you may not agree with everything we say or do and sometimes things might go wrong. You have every right to question any decision we make and let us know if you're not happy with anything. Finding out if you are pleased or disappointed with the service we provide will help us to improve the way we help you and other people in the future. We can provide more information about making a comment or complaint about our services. You can ask for a leaflet that tells you more about our complaints process. Details of how to contact our Representation and Complaints Unit are given in the list of contacts at the end of this factsheet.

## Contacting us

If you are not receiving help from the Sensory Services Team at the moment and want to request our support, speak to our First Response Team on **01443 425003** or our Disabled Children's Team (for services for children and young people under 18 years) on **01443 425006**

Email both at: **[socialservices@rctcbc.gov.uk](mailto:socialservices@rctcbc.gov.uk)**

The **Emergency Out of Hours Service** provides an emergency response to a social care crisis outside of normal office hours, on bank holidays and at weekends. Telephone **01443 743665**

The **Representation and Complaints Unit** are pleased to receive your compliments, comments and complaints about our services.  
Telephone **01443 425003**  
Email: **[welisten.complaints@rctcbc.gov.uk](mailto:welisten.complaints@rctcbc.gov.uk)**

**This information can be made available in other formats  
(large print and Braille in English, Welsh and other languages)**

To comment about this fact sheet or any other information received from social services, please contact **[socialservices@rctcbc.gov.uk](mailto:socialservices@rctcbc.gov.uk)**  
or the First Response Team on **01443 425003**