



Who we are

We are specialists in providing community services to people who are deaf, deafblind or have hearing loss with additional support needs. We support men and women, over the age of 18, who have a range of complex needs such as learning or physical disabilities, mental ill-health, or behaviour that could be described as challenging. Our teams support people in their own homes and in the community – the amount and type of support depends on what the person wants and needs.

We can also offer:

- Re-ablement services – short-term (and often intensive) support to help people regain the confidence and independence they may have lost through illness, disability or injury.
- Domiciliary care – support with personal care such as dressing, bathing, washing and eating.
- Transition services – support for young people aged 16–18, to help them make the move from childhood into adult life.

How we can support you

We will encourage, prompt and support you in the way that you want and when you need it. There might be particular aspects of day-to-day life that you need support with, such as managing your money, staying healthy or looking after your home, or you might want to get out and about more or learn new skills. We can support you to develop, or relearn, skills you need to live more independently, and with less support in the future. We can also signpost you to any additional services you may need.

These are just some of the areas we can support you with:

- Setting up, and looking after, your home – including maintaining your tenancy, paying bills, giving advice and support on repairs, and making sure you understand how to keep your home safe and secure.
- Managing your money, such as setting up and using bank and savings accounts, budgeting and applying for benefits.
- Daily living skills like menu planning, cooking, cleaning, shopping and laundry.
- Meeting people and making friends.

- Looking after your health, including making and going to GP and hospital appointments, eating healthy food, taking exercise and managing your medication.
- Getting out and about, including finding and using other services, trying new activities, making connections in the neighbourhood and using public transport.
- Learning new skills, including finding college courses, and support to go to college.
- Finding work – paid or voluntary –and support to go to work.
- Making sure the people we support are happy, safe and healthy.
- Working as a team and in partnership with the people we support, their families and other professionals.

What people say about us

“People who used the service were supported to be independent in their own homes. They received support at agreed times, from staff who knew them well and who they trusted. We spoke to other professionals involved in the lives of people who used the service, including commissioners of the service, health and social care professionals. We also spoke with relatives. Comments included, “It’s 100% perfect; X didn’t have a life before. Their new life has just started.”

- Care Quality Commission Inspection Report for one of our Community Services

Whatever level of support you need, we will work with you to create a ‘package’ of support so that you can live the life you want. This includes creating a person-centred support plan that describes what’s important to you, how you want your life to be, and what help you need to make this happen.

Our friendly staff are trained to meet your individual needs and will communicate with you in the way that suits you best – whether this is sign language, deafblind manual, pictures and prompts, or your own unique signs. Our total communication approach means we develop strategies to communicate with you on an individual basis. We know that misunderstandings can be the single most common cause of stress and anxiety.

What’s important to us

- Providing a service that is person-centred and focuses on what the people we support want and like.
- Supporting people to be as independent as possible, according to their abilities.
- Communicating in the way a person prefers.

Where we are

We currently provide support to people across England, Wales and Northern Ireland, but we’re keen to reach out to more people. So, if you can’t find a service close to you, get in touch: we may be able to develop something new!

Contact us

Please contact our Referrals Co-ordinator if you want to:

- get more information about the service
- make a referral
- arrange a visit
- have a chat about how we can support you.

  0333 240 5659

 referrals@hearingloss.org.uk

 actiononhearingloss.org.uk/careandsupport

