

The Sensory Impairment Team



The Sensory Impairment Team provides services in the community to residents with significant sight and/or hearing loss. The team has specialists in sight impairments, hearing impairments and dual sensory loss; together they provide an efficient and dedicated service promoting independence and wellbeing.

The team is split into four specialist areas:

- Visual Impairment
- Deaf (e.g. Sign language users, oral communication etc.)
- Dual Sensory Loss (sight and hearing loss)
- Hearing impairment (hard of hearing)

In addition to the Sensory Impairment Team, there are services in Croydon specifically aimed at pre-school children and children within the educational environment. These services are provided by the **Croydon Sensory Support Service (CSSS)** – more information can be found in this leaflet.



If you wish to talk about anything raised within this leaflet or make a referral to the team please contact us:



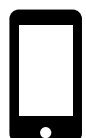
General contact details:

Tel/voicemail: 0208 726 6000 ext.62123

Fax: 0208 760 5723



E-mail: sensory.impairment@croydon.gov.uk



Deaf/Dual Sensory Services:

Mobile: 07435 765 997 / 07435 765 992 (text only)



Write to us:

Sensory Impairment Team

Adult Care Service - People Department,

2nd Floor Zone D, Bernard Weatherill House,

8 Mint Walk, Croydon, CRO 1EA.



Or visit our website:

www.croydon.gov.uk/sensory



VISUAL IMPAIRMENT SERVICE



Who are we?

The Visual Impairment Team is made up of specialist Rehabilitation Workers who assess and deliver services in order to improve quality of life, increase independence and wellbeing to anyone living with sight loss. Working together with the individual we will identify needs arising from their visual loss and provide the appropriate support.

Who can receive a service?

Any visually impaired individual living in the London Borough of Croydon, with a medically diagnosed eye condition. There must be permanent and significant sight loss in both eyes in order to meet our criteria. However, you do not have to be registered sight impaired (partially sighted) or severely sight impaired (blind) to receive a service. This does not include individuals whose sight is corrected through spectacles or contact lenses.

Registration process and Certificate of Visual Impairment (CVI)

There are two categories of registration, sight impaired (partially sighted) and severely sight impaired (blind). Once you have been seen at the Eye Hospital, the Consultant Ophthalmologist decides the criteria for registration and completes a Certificate of Visual Impairment (CVI), a copy is then sent to us at the Sensory Impairment Team. Once we receive the CVI, you will be contacted and asked if you wish to be registered you will also be offered an assessment and informed of the services available.

Registration is voluntary and can only happen with your consent. If you choose not to be registered you can still receive a service from the team.



Benefits of registration

For those registered sight impaired (partially sighted), you are entitled to:

- An assessment by the local sensory impairment team who may provide equipment and training
- A 24 hour Freedom Pass for buses, trams and underground in Greater London (Rail travel Monday to Friday only after 9.30am)
- Disabled Person's Railcard (generally gives one third off the price of rail tickets, for you and your carer/guide)
- Exemption from BT Directory Enquiry charges
- For those in need, permanent loan of radio/CD players from British Wireless for the Blind (provided by the local voluntary association)
- Eligibility to claim and enhance prospects of claiming specific welfare benefits
- Some leisure facilities or organisations may offer a discount to people who are registered

For those registered severely sight impaired (blind), you are entitled to all of the above plus:

- 50% off TV licence fee
- Automatic entitlement to the Blue Badge scheme in London
- Automatic entitlement to the Taxi Card Scheme
- Automatic entitlement to Dial-a-ride transport scheme
- Blind person's personal income tax allowance
- Increased potential of receiving welfare benefits

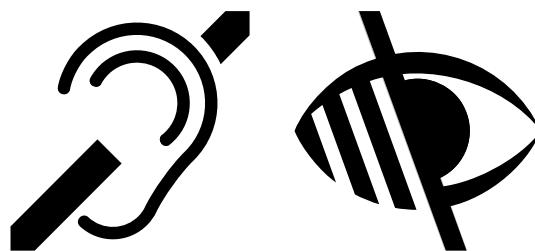
What services are available?

Following an assessment there may be a number of services available such as:

- Information about the services and activities available locally for visually impaired people
- Practical support and training, to learn skills to remain independent both at home and outdoors
- Specialist training and advice on mobility, both indoors and outdoors in order to increase confidence and safety, including: Tuition in using a white cane, crossing roads, teaching new routes, shopping and using public transport
- Help with communication difficulties such as reading, writing, using the telephone and assistive technology
- Help in accessing equipment to help you manage daily life
- Lighting and environmental adaptations to maximise vision and increase safety
- Advice and referrals to other services that may be able to help increase independence and wellbeing
- Onward referrals to voluntary agencies
- If you need an assessment for a magnifier, this can be provided by your local eye unit. If you are not already known to the eye unit a referral can be made via your GP



DUAL SENSORY LOSS SERVICE



Who are we?

The Dual Sensory Loss Service has a Specialist Deafblind Worker who carries out assessments and commissions services for individuals living with sight and hearing loss. Their aim is to increase independence for anyone with sight and hearing loss.

Who can receive a service?

Anyone living with sight and hearing loss in the London Borough of Croydon, with a medically diagnosed eye condition. There must be permanent and significant sight loss in both eyes in order to meet our criteria. However, you do not have to be registered sight impaired (partially sighted) or severely sight impaired (blind) to receive a service. This does not include individuals whose sight is corrected through spectacles or contact lenses.

If your hearing loss is having a significant impact on aspects of your daily living, this may be improved by the use of a hearing aid following an assessment from an audiologist. Referrals to the audiologist can be made through the GP referral system.

If you meet the above criteria and you are having practical difficulties due to your sight and hearing loss, referrals can be made to the Specialist Deafblind Worker for an assessment to be undertaken.



Dual Sensory Loss Register

The Dual Sensory Loss Register helps us to monitor the amount of people living with sight and hearing loss in Croydon. This allows us to plan our services ensuring that they are as effective as possible. The register is voluntary and if you do not wish to be registered it will not affect your eligibility for a service.

What services are available?

Following an assessment there may be a number of services available such as:

- Information about the services and activities available locally
- Access to specialist equipment and aids to promote independence
- Support with communication problems and help in developing solutions
- Teaching independent living skills in the home
- Help in accessing leisure facilities
- Advice and referrals to other services that may be able to help increase independence and wellbeing
- Assessment for care and support, such as provision of direct payments or personal budget



DEAF SERVICE



Who are we?

The Deaf Service has a team of specialist workers and social workers who are fluent in British Sign Language. We carry out assessments and provide services to profoundly deaf residents in Croydon, promoting independence and wellbeing.

Who can receive a service?

Anyone who is profoundly deaf living in the London Borough of Croydon. There are different degrees of hearing loss, so the type and amount of help needed varies. For this reason, it is necessary to carry out an assessment to determine what support and help you would need.

Do I have to be registered?

Registration helps us to identify how many people with hearing loss live in the borough. This helps us plan our services. If you choose not to register, it will not affect your eligibility for services.



What help is available?

We have staff that are fluent in British Sign Language. They are able to provide support through a variety of services including:

- Specialist assessment of needs. This assessment is carried out to give you an opportunity to talk about your needs and to make sure we provide the right level of support for you
- Specialist information and equipment to help you manage in your own home
- Advice and information about organisations/agencies and activities available locally
- Support from a Social Worker for the Deaf to assist with practical and social challenges
- Referrals onto other appropriate services
- Weekly drop in – Wednesday 10am-12pm, 2pm-4pm and Friday 10am – 12pm
- Assessment for care and support, such as provision of direct payments or personal budgets



What specialist equipment is available?

The team will talk to you about specialist equipment to meet your assessed needs. There are a number of aids available on loan from social care services, these include:

- Door chimes
- Flashing light doorbells
- Loop systems
- Fax machine
- Minicomms
- Vibrating pager systems
- Baby alarms (alerts)

How you can access a service

You can access a service via the following options:

- Appointments
- SMS/email/phone/Minicom/fax/facetime
- Home visits
- Being signposted to other services



HARD OF HEARING SERVICE



Who Are We?

The Sensory Impairment Team work in partnership with Croydon Hearing Resource Centre to provide specialist equipment for hard of hearing people who live in Croydon.

Who can receive a service?

Anyone who is hard of hearing living in the London Borough of Croydon. There are different degrees of hearing loss, so the type and amount of help needed varies. For this reason, it is necessary to carry out an assessment to determine which equipment would help.

Do I have to be registered?

Registration helps us to identify how many people with hearing loss live in the borough. This helps us plan our services. If you choose not to register, it will not affect your assessment for services.



What specialist equipment is available?

Croydon Hearing Resource Centre's specialist assessment officer will talk to you about specialist equipment. There are a number of aids/equipment to alert you to sounds in your home environment, to be safe and independent and is available on loan from Social Care Services.

- Door chimes
- Flashing doorbells
- TV loop systems
- Minicomms
- Fax machine
- Vibrating pager systems
- Baby alarms (alerts)

We work closely in partnership with local services who can support you with free hearing tests, help and advice about new hearing aids and support with existing NHS aids.

For more information about other services visit the Croydon Hearing Resource Centre website at:
www.croydonhearing.org.uk



CROYDON SENSORY SUPPORT SERVICE (CSSS)

Who are we?

Croydon Sensory Support Service (CSSS) support the educational access and achievement of children and pupils with hearing and visual impairments and encourage pupil participation in all aspects of school life.

The specialist teaching and support staff of CSSS develop working partnerships with health professionals, families, carers, school staff and pupils. Our aim is to maximise for all pupils:

- Educational achievement
- Successful participation
- Independence and confidence in the management of disability for life.

The service offers a wide range of individualised educational support to hearing impaired and visually impaired children and young people at all stages of the code of practice of special educational need. The service is available from diagnosis and continues throughout the pupil's school career as necessary.

Teaching and educational support is provided by specialist staff working in the Hearing and Visual Impairment Peripatetic Services and in resource bases established within three mainstream schools.

If you have any questions about your child's needs in the educational environment please contact us:

Croydon Sensory Support Service

90 Central Parade (area office)

New Addington

Croydon

CR0 0JB

Tel: 020 8760 5783

Fax: 020 8405 7960



If you would like this document in an alternative format or another language please contact the Sensory Impairment Team: **0208 726 6000 ext.62123**