



# Our services

Supporting people with sight and hearing loss



## Welcome

For over 90 years, we have been providing vital support to people who have sight and hearing loss, helping them to live the life they want. We help people to build their confidence and independence; continuing their lives beyond sight and hearing loss. We are here every step of the way to reassure, advise or just to be someone to turn to who understands.



## Our services include

-  Helpline
-  Wellbeing and emotional support
-  Care and support
-  Supported living
-  Befriending
-  Social groups
-  Technology
-  Open Hand magazine
-  Holidays
-  Empowering support

## Contact us

 0800 132 320

 [info@deafblind.org.uk](mailto:info@deafblind.org.uk)

 Text: 0795008870

 [www.deafblind.org.uk](http://www.deafblind.org.uk)

 Text relay: 18001 then 0800 132320



## Helpline

Our freephone helpline is manned by a team of staff and volunteers who are trained to give you, and your support network, information and advice when you need it.

Whether you have questions about sight and hearing loss, would like information about local services, need support with housing or benefits – and everything in between, we can help!

**The helpline is free and is open from 9am to 5pm Monday – Thursday and 9am to 4pm on Friday.**

**Tel:** 0800 132 320    **email:** [info@deafblind.org.uk](mailto:info@deafblind.org.uk)

**Text relay:** 18001 then 0800 132320

**Text:** 0795008870

**Facetime:** [helpline.dbuk@deafblind.org.uk](mailto:helpline.dbuk@deafblind.org.uk) (Not BSL)

**BSL:** [www.deafblind.org.uk/bsl](http://www.deafblind.org.uk/bsl)



“

*Tonicha called on my birthday. It was lovely to hear her cheery voice. It made my day.”*

## Wellbeing and emotional support

Living with sight and hearing loss can be hard and as a result, you might feel anxious or low. Our wellbeing and emotional support service can help you through particularly difficult times. It includes:

-  Access to our dedicated team who are ready to support you
-  Six-week intensive care packages
-  Peer one-to-one support, to share your experiences with others
-  Wellbeing communications
-  Christmas and birthday wishes
-  Regular interactions with our specifically trained team



## Care and Support (CQC registered)

Our unique, CQC regulated, care, support, communications and guiding service can give you all the support you need to live independently at home.

We will work with you to create a support plan as individual as you are, which is carried out by expert care and support coordinators who will come to your home to help with day to day activities.

All of our staff are specifically trained in working with people with sight and hearing loss, and they can communicate in the way that you want them to.

### We can help with:

- Person centred care planning
- Support with day to day activities
- Communicator guidance
- Carer support and respite
- Personal care
- Helping with finances, bills and reading letters
- Support with housing and benefits issues
- Signposting to other services



**Our support packages start from as little as two hours and can be paid for either through your local authority or by yourself.**

## Supported Living

Rainbow Court is a supported living complex in the heart of Peterborough, which is owned and managed by Deafblind UK.

It comprises 17 flats and provides a safe and secure environment for people who have sight and hearing loss, and possibly additional complex needs, to live independently.

There is communal indoor space which is fully equipped with a training kitchen and IT equipment, gardens, allotments and greenhouses for all tenants to enjoy.

A team of friendly support workers are on hand to provide flexible support during the day and night if tenants require it.



“ I like living at Rainbow Court; I've got my own flat and I can do what I choose, when I choose ”

# Befriending

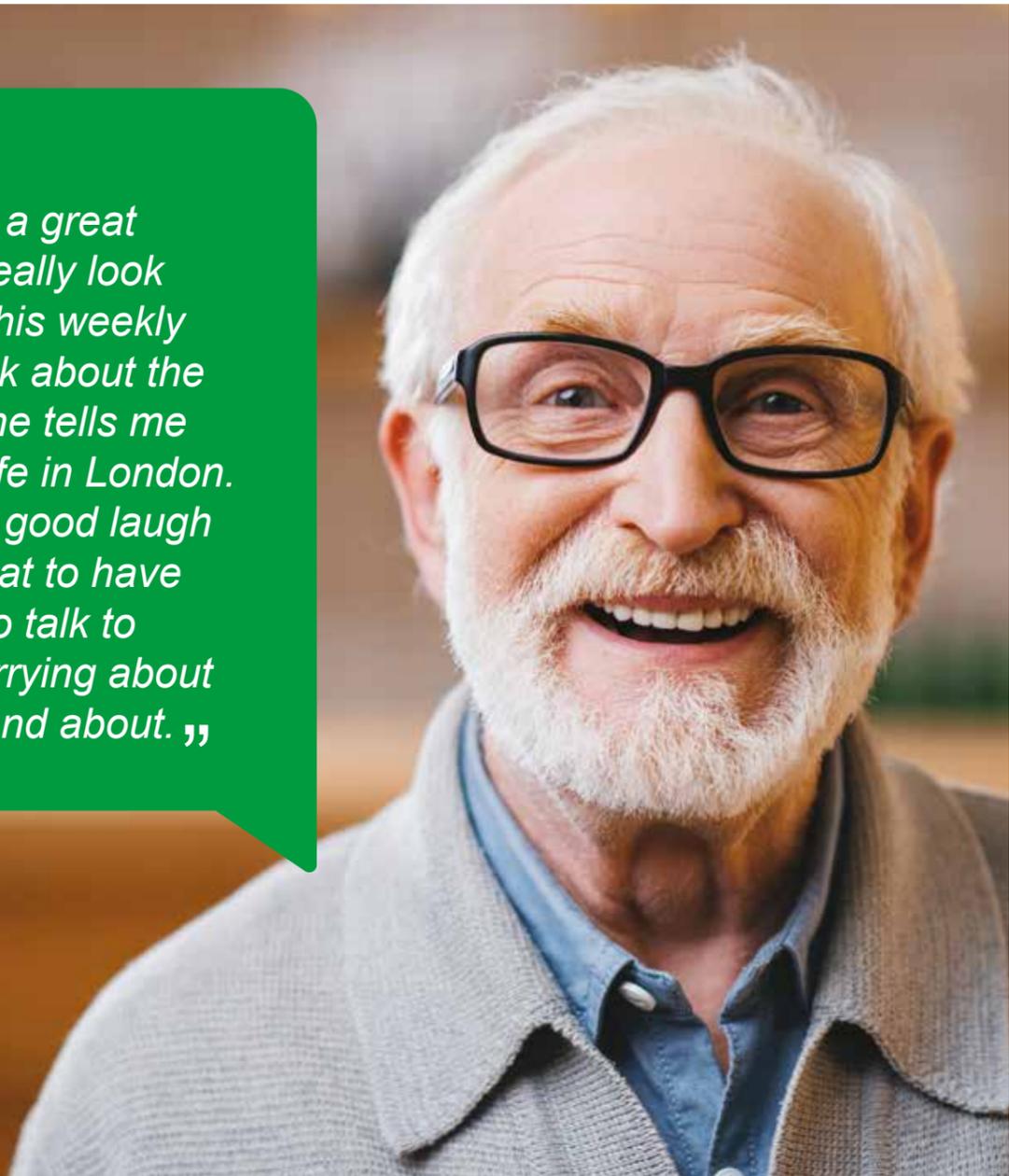
If you would like someone to talk to, laugh with and spend time with then our befriending service can help. We can arrange for a volunteer befriender to contact you on a regular basis via phone, video call, text or email.

We will try to find a befriender who has similar interests to you so that you have something in common. Many of our members and befrienders are now lifelong friends!



“

*Matthew is a great listener; I really look forward to his weekly call. We talk about the news and he tells me about his life in London. We have a good laugh and it's great to have someone to talk to without worrying about going out and about. ”*



“

*I went along to the first group and thought “this is where I belong” – it felt like a big family full of other people just like me. ”*

## Remote social groups

Remote social groups bring people with sight and hearing loss together to meet new friends, share advice and to have fun together.

Join our bi-weekly friendship groups via phone or video call and get to know a group of up to five other people. It's really easy to join and we can support you if you need technical help.

If you use British Sign Language then our bi-weekly BSL group can help you to get to know other BSL users in a safe and friendly environment.

Deafblind UK staff and volunteers are on every call to help the conversation flow and to introduce new people.



“

*Today I was shown how to use the scanner reader... it's the first time I have been able to read in four years! I am so excited by these sessions!”*

## Technology support

Our technology support service teaches you to make the most of your tablet or mobile phone to enable you to live as independently as possible.

Online activities such as using social media, accessing local community services, searching the news or even listening to books and radio are no longer barriers to people with sight and hearing loss.

**By learning how to adapt your smartphone and tablet to make them accessible, you can:**

- Connect with friends and family through email and SMS
- Make voice and video calls
- Use social media
- Read the news
- Do online shopping and banking
- Make use of 'On Demand' TV and radio
- Discover specialist apps

## Open Hand magazine

Open Hand is uniquely designed, written and produced specifically for people who have sight and hearing loss for whom other publications are inaccessible or less relevant. Its editorial content is influenced by and tailored to people with deafblindness, giving its readers valuable information that they may not otherwise have known.

Open Hand is available in large, XL and XXL print, braille, audio and email.



**Open Hand is free to all Deafblind UK members, contact us to subscribe!**

“

*I think Open Hand is magnificent! It's great to hear what other deafblind people are getting up to and it includes useful information for us all.”*

## Holidays

Our modern caravans are ideal for those with sight and hearing loss and are available at heavily discounted rates.

All of our caravans are on well-presented holiday parks where you can truly relax. Guests are welcome to enjoy all the facilities on the parks including shops, restaurants, swimming pools, children's play areas and golf courses.

Each caravan is close to local beaches, so there is something for everyone however active (or inactive!) you want to be.

### Our short breaks are available in:

- Hopton Holiday Village, Hopton-on-Sea, Norfolk
- Presthaven Beach Resort, Prestatyn, North Wales

### Each of our caravans:



Sleeps six



Has an accessibility ramp



Has deafblind friendly features



Is close to the beach



Has good on-site facilities

## Empowering support

Our empowering support service gives you bespoke, one to one support to get you back on your feet or to help you overcome life's obstacles.

We will work with you for as long as you need us to, and help you to address any problems or concerns that are preventing you from living the life you want.

We can help you to access health and social care, apply for welfare and benefits, use local services, understanding housing options, and much more!

Our trained staff will be with you at every step and you will be treated with respect and in confidence.



“

*We had the most amazing holiday in Wales. It meant we spent family time together which we struggle to do as throughout the year we are separated due to hospital stays and visits.”*



## Get involved

**Deafblind UK is a national charity which relies on voluntary support.**

We are always keen to hear from anyone who is interested in helping us to raise awareness of dual sensory loss, or to raise money to enable us to provide our services. Here are some ways that you can get involved and support us:

### Rise to the challenge

Could you set yourself a challenge and ask people to sponsor you? Perhaps you could walk, run or cycle a certain distance. Or, if you're up for a bigger challenge, then why not take on a sky dive or a wing walk? Our friendly fundraising team will support you all the way.



### Regular gifts

If you would like to support our work on a regular basis then why not set up a direct debit to donate a small amount each month. Just £5 per month can give two people access to our helpline and our magazine. Don't forget, if you are a UK tax payer then we can claim gift aid on every donation you give us, at no extra cost to you.

### Donate

Last year, individual donations raised over £100,000 to support our members. Just £10 can make all the difference. You can donate online or over the phone any time.



### Shop smart

If you're partial to a spot of online shopping, try accessing your favourite online shops via [giveasyoulive.com](https://giveasyoulive.com). Once you have selected Deafblind UK as your charity, a proportion of your transactions will be donated to us, at no extra cost to you. You can also shop through Amazon Smile, which will add a charity donation to your Amazon order, at no extra cost to you.

### Volunteer

From helping out at your remote social group to giving digital support advice, we have lots of opportunities for our members to get involved by volunteering. This is an exciting and rewarding way to spend your free time – and have fun doing it! Whether you have just an hour or a whole week to give us, there's something for you.

### Leave a legacy

After you have looked after your loved ones, your gift could pay for someone to have a befriender to take them out of the house once a week; it could help us to run more social groups to give people some much needed social interaction; or it might help to keep our helpline open, allowing us to be there in someone's darkest hours.



### Spread the word

Why not help us to reach out to the thousands of people living with sight and hearing loss who we don't yet support, by simply putting one of our posters in your local shop or community notice board.

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