



# Our services for professionals

Supporting people with sight and hearing loss

## About us

For over 90 years, we have been providing vital support to people who are deafblind and those who support them. We help professionals to offer the very best support to those with deafblindness, enabling them to continue their lives beyond sight and hearing loss.

We support local authorities to meet their obligations to people who are deafblind and comply with the Care Act 2014, understand and identify deafblindness and carry out specialist deafblind assessments.

## Our services include

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## Deafblindness

There are around 400,000 people living with deafblindness in the UK. This means that both their sight and hearing are reduced to the point where it impacts their communication, mobility and ability to access information.

Deafblindness is more than hearing loss plus sight loss. When combined, these conditions present different issues and difficulties. People who are deafblind often experience anxiety, depression and feelings of isolation. They can also be more likely to have trips, falls and accidents at home.



## Contact us

 0800 132 320

 Text relay: 18001 then 0800 132320

 Text: 0795008870

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

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



## Care and Support

Deafblind UK Care and Support is a truly unique service that combines personal support with communication guiding to help people who are deaf, blind and deafblind continue to live as independently as possible.

**Our support workers give people social interaction in the way they want to communicate (British Sign Language (BSL), Deafblind Manual or clear speech).**

### We support local authorities to:

- Meet their obligations to deafblind people and comply with the Care Act 2014
- Understand and identify deafblindness

### We support people who are deaf, blind and deafblind to:

- Improve their mental and physical health
- Improve their confidence and independence
- Have better access to information
- Live independently, meeting personal care, health and social needs

**Our support packages start from as little as two hours.**

## Supported Living

Rainbow Court is a supported living complex in the heart of Peterborough, for people who have combined sight and hearing loss and who may have additional complex needs. The 17 flats provide a safe and secure environment to live independently within the wider community.

There is communal indoor space 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”

# Deafblind awareness courses

We offer a range of exciting opportunities to learn more about deafblindness and how to support someone who experiences deafblindness.

Our online learning takes place in small groups so that everyone can fully participate. We want you to enjoy the learning and feel positive about using your new skills!

Most sessions are half a day long, with the more in-depth learning spread over two days to allow for some self-directed learning between the sessions.



“

*A brilliant training session by an incredibly knowledgeable trainer. Practical, hands on learning which made everything much clearer”*

# Our courses

## Understanding acquired deafblindness

This course explores what deafblindness is and the impact it can have on someone's life.



## Supporting older adults who are deafblind

During this course we will look at the specific needs of older adults, in particular how to recognise dual sensory loss.

## Communication and acquired deafblindness

This course looks at the range of communication methods and tactics used by people who have acquired deafblindness.

## Assessing under the Care Act 2014

This course is aimed at qualified and/or experienced staff who are or will be undertaking level 3 assessments of adults who are deafblind under the Care Act 2014.

During the two days, we will explore the definition of deafblindness in detail, and what this means for people who experience acquired deafblindness. It considers the practical and emotional impact of acquired deafblindness, including changes to receptive and/or expressive communication as well as the Assessor's responsibilities under the Care Act 2014.



## Specialist deafblind assessments

Our fully qualified team can carry out deafblind assessments on your behalf, in line with The Care Act (2014).

Under The Care Act (2014), Local Authorities have an obligation to provide a specialist deafblind assessments on anyone who requires or requests one. This should assess the need for communication, one-to-one human contact, social interaction and emotional wellbeing, support with mobility assistive technology and habilitation/rehabilitation.

**Our specialist deafblind assessments include a home visit and review of immediate needs and future aspirations. This is followed by a comprehensive written report which details the needs for:**

-  Social interaction
-  Communication
-  Movement, orientation and mobility
-  Emotional wellbeing
-  Human contact
-  Assistive technology
-  Rehabilitation



**“ Thank you for your encouragement, I feel better for it and so will he when we implement some of the ideas ”**

## Helpline

We support professionals through our free helpline. Whether you need advice on how to support someone who is deafblind, information about accessible services or have questions about sight and hearing loss, 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)

# Open Hand magazine

Open Hand is a quarterly magazine written and designed for people who are deafblind. It provides readers with:

- High quality information that helps and is of interest to people with sight and hearing loss
- A unique and accessible publication
- A means to finding out about vital support

A large number of people living with sight and hearing loss feel isolated; many are elderly and rarely see other people or have access to the internet or other media. Open Hand informs and reminds its readers about free support services on offer to them, both locally and nationally.

**We are always looking for partners to support our work and advertise their services in Open Hand. For rates and more information, please contact us.**



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

To subscribe to receive Open Hand by email, visit [deafblind.org.uk/open-hand](https://deafblind.org.uk/open-hand)

# Keep in touch

Why not subscribe to our bi-monthly emails for professionals which give you free information, advice, downloads and resources to help you help your customers. To subscribe, go to:

[deafblind.org.uk/professionals](https://deafblind.org.uk/professionals)

# Support our work

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

We are always keen to hear from organisations who want to support our work through corporate partnerships or volunteering. If you would like to support our work, we would love to hear from you! Contact us on **0800 132320** or email [info@deafblind.org.uk](mailto:info@deafblind.org.uk).



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