

Adult Care and Support

Hearing and Visual Impairment Services



Introduction

Hearing and visually impaired adults can obtain advice, information and services through the Physical and Sensory Disability team

Communication

We can communicate with you in the most appropriate way, for example; BSL, spoken language, SMS, email, text relay, fax, letter, large print or Braille. We can also give advice and information to help you communicate with other organisations.

We can offer the following

Advice and Information

Help and support is available about what options you can consider to meet your needs and improve your independence and quality of life.

Assessment of your needs

- as a hearing impaired person
- as a visually impaired person
- as a hearing and visually impaired person

Equipment

- to enable you to maintain your independence
- specialist equipment is issued when appropriate after you have had an assessment of need
- for hearing aids you need a referral from your GP to Audiology at your local hospital

Rehabilitation and mobility training

To enable visually impaired people to gain skills to improve their safety and independence

Registration

We can offer registration as a disabled person for those that are eligible.

To find out more about these services please contact the team using the contact details on the back page.

Compliments, comments and complaints

We are happy to hear when things go well and whether you have any ideas or suggestions to improve our services in the future. If you are not happy with the service provided by us please contact the Customer Quality team on freephone

0800 0831680

Contact details

Physical and Sensory Disability team,
Darby House, Lawn central, Telford, TF3 4LE

You can contact us during office hours by

Telephone: 01952 381280 Fax: 01952 381238
Minicom: 01952 381239 SMS: 07976 100129
Email: disability.team@telford.gov.uk

English

If you find the text in this document difficult to read we can supply it in a format better suited to your needs. Please ask someone who speaks English to contact the telephone number below.

Panjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲਾ ਮਸ਼ਮੂਨ ਪੜ੍ਹਨ ਵਿਚ ਮੁਸ਼ਕਿਲ ਹੋ ਰਹੀ ਹੈ, ਤਾਂ ਅਸੀਂ ਇਸ ਨੂੰ ਤੁਹਾਡੀਆਂ ਲੋੜਾਂ ਅਨੁਸਾਰ ਬਿਹਤਰ ਢੁਕਵੇਂ ਰੂਪ ਵਿਚ ਸਪਲਾਈ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਨੂੰ, ਜੋ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲ ਸਕਦਾ ਹੈ, ਹੇਠਾਂ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰਨ ਲਈ ਕਹੋ।

Urdu

اگر آپ کو اس دستاویز کا متن پڑھنے میں دشواری محسوس ہو تو ہم اسے ایسی شکل میں مہیا کر سکتے ہیں جو آپ کی ضرورتوں کے عین مطابق ہو۔ برائے مہربانی کسی انگریزی بولنے والے شخص سے درج ذیل ٹیلیفون نمبر پر رابطہ کرنے کے لئے کہیں۔

Chinese

如果您觉得这份文件中的内容不便阅读，我们可以提供更符合您需要的格式。
请安排一位会说英语的人士拨打以下电话号码与我们联系。

Polish

Jeśli masz trudności z przeczytaniem tego dokumentu, możemy go dostarczyć w formacie, który będzie dla Ciebie łatwiejszy do odczytania. Aby go otrzymać, poproś znajomego, który mówi po angielsku, aby zadzwonił na poniższy numer:

☎ 01952 381280