

Sensory Services Factsheet

This is information about services available to people with a sensory loss in Bridgend County Borough Council. Sensory loss includes people who have a vision loss, people who are Deaf, deaf or hard of hearing, as well as people who have a combined vision and hearing loss (deafblind).

Our aim is to enable people with sensory loss to lead as full and independent a life as possible.

If you prefer this information in a different format – electronic, large print, Braille or in another language (eg Welsh) please contact Common Access Point (CAP) in one of the following ways:

Telephone: 01656 642279

Email: ContactAssessmentReviewTeam@bridgend.gov.uk

Letter: Common Access Point (Sensory Services) Trem Y Mor, Bettws Road, Bettws, Bridgend CF32 8UN

Mobile Text: 07976 322 473, start by typing 'ABC' followed by your message

Fax: 01656 642300 Please write 'Sensory Support/Referral' on Fax Heading

Sensory Service

The Sensory Service is part of Bridgend's Community Resource Team (CRT).

There are a variety of specialist workers in the team including: Rehabilitation Officers Visual Impairment (ROVI's), Social Workers and Sensory Assistants.

Queries/Referrals

In order for us to help you appropriately, we would recommend that you have already completed the following before contacting us:

For queries about hearing loss:

- If you are having trouble with your hearing (and haven't been assessed for hearing aids) you should contact your GP so that any medical conditions can be resolved and you can be referred to Audiology Clinic if appropriate. Audiology Clinic can refer you directly to us if needed.
- If you wear hearing aids these should be serviced every 6 months in Audiology Clinic Tel: 01656 752195 for more information. There are clinics in Bridgend and Maesteg.

For queries about vision loss:

- If you having trouble with your vision (and haven't attended a hospital eye clinic) you should contact your local optician for an up-to-date eye test. Your local Optician and/or Eye Clinic at the PoW Hospital can refer you directly to us if needed.
- If you have had an up-to-date eye test but you still find it hard to read and see things clearly, you may be entitled to a Low Vision Assessment. There are a number of Low Vision Practitioners in the BCBC area who can help you make the most of your sight by providing you with specialist visual aids and equipment such as magnifiers and lamps **free of charge**. For an up-to-date list of Low Vision Practitioners in

your area please telephone 01267 248793 or visit www.eyecarewales.nhs.uk.

For queries about combined vision and hearing loss (deafblind):

- We have a responsibility to assess for appropriate care and support for those with a combined hearing and vision loss (deafblind) in BCBC. We would ask if you would complete the same checks as above before contacting us.

All queries/referrals regarding sensory loss **for adults** come through our Common Access Point. You may only need appropriate information or some advice or assistance to deal with your initial query but if a specialist assessment is required then this will take place either at your home and / or in our Resource Centre in Trem y Mor.

For queries/referrals **for children** please contact the Disabled Childrens Team on 01656 815442
E-mail: DisabledChildrensTeam@bridgend.gov.uk

Types of Support

There are a range of services we can offer depending on each individual situation and type of sensory loss.

These can include:

- Information on certification and registration
- Information on specialist equipment
- Rehabilitation skills for people with a sensory loss
- Support with the emotional impact of sensory loss

Registration

We have a duty to maintain registers of people living in BCBC who have a sensory loss. Registration is voluntary but these registers help us to develop and plan services. We can give you information about registering as severely sight impaired (blind),

sight impaired (partially sighted), Deaf and hard of hearing or deafblind. We can also explain about any entitlements relating to registration.

Specialist Equipment

There is a range of specialist equipment available to help people with sensory loss to remain independent. Some of the equipment may be provided as part of your specialist assessment or Rehabilitation training. We also have a Sensory Resource Room with equipment on display and information and advice on where to purchase specialist items. Visits to the Resource Room are by appointment only.

Rehabilitation for People with a Vision Loss

Our Rehabilitation Officers (ROVI's) are qualified to provide a range of advice, instruction and support, so that you can maintain and develop your independence for everyday living. We provide advice on low vision aids, lighting, colour contrast, independent living skills training, communication skills training and mobility training.

For example, you may be having difficulty seeing to read, write or see to tell the time, preparing your meals, making a cup of tea, crossing the road safely or using technology. ROVIs are able to work with you to teach you the skills you need to help you become more confident and independent with all these types of tasks.

Support with the emotional impact of sensory loss

Sensory loss affects people in different ways and as specialist workers we aim to work with you to help you adjust to any emotional changes you may be experiencing.

Local Contacts and Information

Bridge VIS: Bridgend (and district) local visual impairment society. Bridge VIS is a local society supporting blind and partially sighted people and their carers OF ALL AGES in BCBC. They offer a range of social groups and a monthly coffee morning on the first Friday of the month at Evergreen Hall, Bridgend 10am-12pm.



Charity number 1096967

Chair: Sharon Beatty sbeatty4@sky.com

Treasurer: Doreen Morgan: 01656-771398

Ogmore Valley Blind Centre: Meets on Thursday afternoon at the Old Peoples Welfare Hall, Ogmore Vale at 2.00pm to 4.00pm
01656 841315

Macular Society Support Group: Meets the second Monday of every month in the Health and Wellbeing Centre, Maesteg
10.30am – 12.30pm.

Macular Society Helpline 0300 3030 111

International Glaucoma Association:

Helpline: 01233 648170

Bridgend Hearing Impaired Support Group: Meets the first Tuesday of the month at Evergreen Hall, Bridgend 2-4pm.

Helen Embling helenandjon1906@hotmail.co.uk

Lipreading Classes: Contact Wales Council for Deaf People.

VOICE: 01443 485687

FAX: 01443 408555

EMAIL: mail@wcdeaf.org.uk

ADDRESS: Wales Council For Deaf People, Glenview House,
Courthouse Street, Pontypridd CF37 1JY

Bridgend Deaf Club: Every Tuesday 7pm till late. Meet at Bridgend Deaf Club, Coychurch Road, Bridgend.
Website: bridgend-deaf-club.wix.com/bridgend-deaf-club
SMS: 07468 513 124

Deafblind Cymru Support Group: for individuals with combined sight and hearing difficulties (deafblind) meets first Tuesday of the month at Nolton Church Hall, Bridgend.
Contact: Deafblind UK 0800 132320
Text: 07950 008870
E-mail: info@deafblind.org.uk
Deafblind Cymru: 0800 132320

RNIB Sight Loss Advice Service:

You can speak to a Sight Loss Adviser by calling the RNIB Helpline on **0303 123 9999**, 8am-8pm on weekdays and 9am-1pm on Saturdays.

Eye Clinic Liaison Officer (ECLO): The ECLO is a RNIB service and is based in the Eye Clinic of the Princess of Wales Hospital. The ECLO offers a support and information service for adults and children with a sight difficulty including help and advice for relatives and carers.

Sarah Williams: Sarah.Williams@rnib.org.uk 07736 329082

Battery Collection and Hearing Aid Repair at Audiology Department, Princess of Wales Hospital 01656 752195

Batteries can also be collected from the Volunteers Desk in the hospital main foyer Mon-Fri 8am-4pm

Wales Low Vision Scheme

Assessment for magnifiers and task lighting (this is a free service in Wales). For an up-to-date list of Low Vision Practitioners in your area

01267 248793 www.eyecarewales.nhs.uk

RNIB www.rnib.org.uk RNIB Cymru 029 2082 8500

Action on Hearing Loss www.actiononhearingloss.org.uk
AoHL Cymru 029 2033 3034

Sense www.sense.org.uk Sense Cymru 0300 330 9280

Thomas Pocklington Trust www.pocklington-trust.org.uk

Care + Repair Managing Better Service Bridgend
01656 646755

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