

Further support services for people with hearing impairments

The purpose of this information sheet is to tell you about some of the support services available. One or more of these may be helpful for you or someone you know.

Hearing loss support services

Deafness Support Network (DSN)

DSN provides a wide range of support and services for deaf, deafblind, and people with a visual impairment in Cheshire and the surrounding area. They also have some equipment to assist with TV and telephone. For more information, see contact details below.

Telephone: 0333 220 5050

Website: www.dsnonline.co.uk/

Or visit their local centre at 144 London Road, Northwich, Cheshire, CW9 5HH.

Hearing Link

Hearing Link is a UK wide charity, active in England, Scotland, Wales and Northern Ireland for people with any level of hearing loss, their families and friends. They run rehabilitation weekends, group meetings for people with hearing loss, and have a network of community support volunteers. Their website also contains information on hearing and balance disorders. For more information, see contact details below.

Telephone: 07526 123255

Email: helpdesk@hearinglink.org

Website: www.hearinglink.org

Working with a hearing loss

Access to Work

You may be eligible for equipment or adaptations to help you with your job, whether you are part of a company or self-employed. First you should speak to your employer about getting reasonable adjustments, such as sitting in a quieter part of the office. If you still feel your job could be made easier, you can apply to Access to Work. They often supply hard of hearing workers with technology to make meetings and telephone calls easier. BSL interpreters can also be arranged through Access to Work. For more information, see contact details below.

Telephone: 0800 121 7479

Textphone: 0800 121 7579

Website: www.gov.uk/access-to-work

Assistive listening devices and services

Relay UK

A downloadable app which helps people who are deaf and hard of hearing to communicate on the telephone. A relay assistant bridges the gap between callers. Deaf and hearing impaired users can read what callers are saying and say or type their response back. For more information visit www.relayuk.bt.com/

Action on Hearing Loss

A national charity supporting people with hearing loss, deafness and tinnitus. They also fund research into hearing loss and tinnitus. Their website contains information such as blogs written by individuals with hearing loss. Their shop also has a wide selection of assistive listening devices for deaf people and those who are hearing impaired. For more information visit www.actiononhearingloss.org.uk/

Connevans

Connevans are a supplier of equipment for people who are deaf or hard of hearing. For more information, see contact details below.

Telephone: 01737 247571

Email: info@connevans.com

Website: <https://www.connevans.info/page/index>

Cheshire Fire and Rescue

Cheshire Fire Service offer a home safety test to deaf and hard of hearing residents. If you would not hear the smoke alarm they can provide a more suitable alarm. To book a home safety check you can text 'HSA' and your name and address to 07624 808300. More information can be found at <https://www.cheshirefire.gov.uk/public-safety/campaigns/awareness-campaigns/deaf-awareness-week/smoke-alarms-for-deaf-and-hard-of-hearing-people>

Support for older people

Age UK

Age UK run a variety of services for older people. They have a telephone or face to face befriending service where they match people with similar interests. They also have an advice line for older people, their family, friends, carers and professionals. For more information, see contact details below.

Telephone: 0800 678 1602 (8.00am-7.00pm, 365 days a year)

Website: www.ageuk.org.uk/

The Silver Line

The Silver Line operates the only confidential, free helpline for older people across the UK. They also offer telephone friendship where they match volunteers with older people based on their interests, facilitated group calls, and help to connect people with local services in their area. For more information, see contact details below.

Telephone: 0800 470 8090 (24 hours a day, 7 days a week, 365 days a year)

<https://www.thesilverline.org.uk/>

Psychological support

You can self-refer for NHS psychological therapies. These services offer therapies, such as Cognitive Behavioural Therapy (CBT), for common problems including:

- Stress
- Anxiety
- Depression
- Obsessive Compulsive Disorder (OCD)
- Phobias
- Eating disorders

To make a referral visit

<https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>

Samaritans

Samaritans run a confidential helpline. Open all day, every day manned by trained volunteers. It is free to call and open to anyone. Advice and information can be found on their website.

Telephone: 116 123 (24 hours a day, 7 days a week, 365 days a year)

<https://www.samaritans.org/>

They can also be contacted by e-mail: jo@samaritans.org

This information is available in audio, Braille, large print and other languages. Please ask a member of staff for a copy.

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