Blackpool
Physical, Medical and Sensory Service

Adult Sensory

Local Offer
This Local Offer gives brief information on what the Adult Sensory Service does. Further information can be obtained by following the links.

We have colour coded it to highlight the different areas:

| Adult Sensory | Medical |

Glossary of abbreviations

CYP - Children and Young People
ToD - Teacher of the Deaf
SEN – Special Educational Needs
HI – Hearing Impaired
SENCO – Special Educational Needs Coordinator
HA – Hearing Aid
CI – Cochlear Implant
BAHA – Bone Anchored Hearing Aid
CAMHS – Child and Adolescent Mental Health Services
VI – Visual Impairment
SEND – Special Educational Needs and Disability
EHCP – Education Health and Care Plan
1. Name of Coordinator and team

The Adult Sensory Service supports Adults, Young People and Families. We are part of the Specialist Advice and Resources Service. Link to SEND family tree

We are based at:
Blackpool Stadium,
Seasiders Way,
Blackpool,
FY1 6JX

The Coordinator of the team is:
Angela Crawforth
Who can be contacted by:
Phone: 01253 476733
Mobile:
Email: Angela.crawforth@blackpool.gov.uk

Our team consists of:

Tracey Stott – who support HI, deaf, deaf/blind adults and young people
She can be contacted by:
Phone: 01253 476656
Email: Tracey.Stott@blackpool.gov.uk

Tracy Elliott – who supports visually impaired adults and young people
She can be contacted by:
Phone: 01253 477757
Email: Tracy.Elliott@blackpool.gov.uk

Plus:
Margaret Poxon – who is administration and deals with the registration of hearing and visually impaired and is a point of contact if the Sensory Officers are out of the office
She can be contacted by:
Phone: 01253 476939
Email: Margaret Poxon@blackpool.gov.uk
In addition we have the deaf text mobile: 07796 994 908

We also have the early years, school age HI and VI service within our team. Plus the physical and medical school age team.
Link to school age and Early years Local Offer and Physical and Medical Local Offer.
2. What we do

Who do we support?

We support all Adults and Young People and their families who have been identified as having a hearing or visual difficulty.
For the HI this includes adults with a wide range of conditions from a slight hearing loss to deafness.
For the VI this includes anyone who has a sight loss which is impacting on their ability to manage day to day living because of their sight problem.

How do we support?

Our service is flexible and tailored to meet individual needs. Our aim is to support people to live an independent life.

What is the number of adults and young people we support?

We have 1,521 on the hearing Impairment register and 2,204 on the Visual Impairment Register.
3. Our Referral process

**What should you do if you think you have a visual or hearing difficulty?**

If you think you have a problem with your hearing you should see your GP. If the problem is with your vision you should make an appointment to see an optician.

**What could happen next?**

GP may refer you to adult audiology. The optician may prescribe glasses or may refer you to the Ophthalmology Department at the hospital.

**What can you do next?**

If you are diagnosed with a hearing or visual problem and feel you need further support you can refer yourself. Your family, GP, Social Worker or anyone you know can refer you for an assessment with your consent.

**What do we then do?**

We contact you and arrange to visit you in your home.

**What next?**

We do an assessment in your home and may offer various environmental aids to help you live a more independent life.

**Types of support**

In addition to the environmental aids if you have a Visual Impairment we offer:
- mobility and orientation training which includes moving about safely indoors and outdoors with or without a cane, and confidence building.
- using public transport.
- hints for shopping.
- carrying out household tasks independently.
- developing communication skills, which may include use of the computer, Braille and Dialling on the telephone to name a few examples.

In addition to the environmental aids if you have a Hearing Impairment we offer:
- Deaf support work. This includes assistance in obtaining information and access to services.
- Advice on how to use equipment effectively if you are a hearing aid user
- deaf awareness and basic BSL courses

We also book BSL interpreters for Blackpool Council Services.
If you have a dual sensory loss we can offer advice about local services in addition to the above. We also offer help to carers.
4. Additional services and expertise

Adult Social Care – Offer support and advice on the following:

- Contact adult social services
- Assessment and referrals
- Help at home
- Caring for someone
- Residential and nursing homes
- Paying for care and support
- Personal budgets
- Money and legal matters
- Keeping you safe
- Keeping you safe - Equipment and adaptations

Access to Work - Access to Work is a government funded scheme that helps people with disabilities have equal access to workplaces. This means that if a student is deaf or hearing impaired they could have their communication and equipment support paid for by the Access to Work scheme and their employer. If they are visually impaired, support could include access to work travel to/from work and/or travel within work, using either taxis or a support worker as a driver. Computer software can also be provided to make using a computer more accessible and an assessment based on your job role would be carried out.

Travel – A NOW travel card is available from the local authority. This enables people who are profound or severely deaf or registered sight or severely sight impaired to get free travel across the local area. For Blackpool residents, this would also include travel on the trams. The individual must be registered hard of hearing or deaf and have medical evidence e.g. an audiogram to prove their hearing levels or have proof of registration of sight impaired or severely sight impaired registration. A letter from the Sensory Team and the Certificate of Visual Impairment will provide the necessary evidence.
5. How we know that our provision is effective

We give out comments/compliments and complaints feedback forms to all our clients.

The whole service is monitored by the Senior Management in Blackpool Council.

The coordinator of the service regularly monitors the work of the Officers and as a team we review practices regularly.

We attend public meetings and events to gain first hand views of our service and highlight what services we provide.
6. How we make our services available to all adults and young people that need them.

We have information leaflets that will be available at audiology clinics, GP surgeries and health centres. N-Vision, (the local society for the blind and partially sighted), the Eye Clinic Liaison Officer at the Eye Clinic and other services within the council and voluntary societies are all aware of what we offer.

We are organising an SEND Event – Moving Forward – this event brings together Local Providers, Professionals, plus National Organisations and Manufacturers to show the CYP and their families how they can be supported. It is hoped this event will take place every two years.

We attend various road shows where the general public have access to information about our service.

More information can be found on the Blackpool4you website.
Our additional Staff expertise

Tracy Elliott is a qualified Rehabilitation Officer for the Visually Impaired. She has also worked at all levels to enhance eye health provision and consults and works with health, education and the voluntary sector to enhance accessibility for people with sight problems.

Tracey Stott is the adult Sensory Needs Officer and has BSL Level 3 and has trained in Family Sign. Tracey has achieved the Preparing to teach in the Lifelong Learning Sector (PTLLS).

Angela Crawforth taught children with physical and medical difficulties at Highfurlong School for over 20 years. She is a Level 1 signer. She is also a qualified teacher of the visually impaired.
8. Signposts to local and regional organisations

N-Vision – a local independent charity providing services and support to anyone with reduced vision living in the Blackpool, Fylde and Wyre area. Telephone: 01253 362696. Email: info@nvision-nw.co.uk

Blackpool Deaf Society – a local independent charity helping Deaf and hard of hearing people living in the Blackpool, Fylde and Wyre area. Telephone: 01253 300728. Mobile: 07546 466338

Galloways – is a local charity based in the North West of England that supports people living with blindness or a visual loss. Telephone: 01772 744148. Email: enquiries@galloways.org.uk

Action on Hearing Loss – a national charity formerly known as RNID (Royal National Institute for the Deaf). Telephone: 0808 808 0123. Email: informationline@hearingloss.org.uk

Action for Blind People – is a national charity with local outreach, providing practical help and support to blind and partially sighted people of all ages. Telephone: 01772 320550. Email: helpline@rnib.org.uk

RNIB – is a national charity, providing support to anyone affected by sight loss. They are also involved in campaigning for better services and access. Telephone: 0303 123 9999. Email: helpline@rnib.org.uk

SENSE - is a national voluntary organisation working with, and supporting people of all ages who are deafblind or have associated disabilities. Telephone: 0300 330 9250 or 020 7520 0999. Email: reception@sense.org.uk

Deaf Blind UK – is a national charity providing support services to and campaigning on behalf of deafblind adults and their carers. Telephone: 01733 358 100. Email: info@deafblind.org.uk

Guide Dogs for the Blind – is a national charity and provides training to use guide dogs for people who are blind and partially sighted. Telephone: 0118 983 5555. Email: guidedogs@guidedogs.org.uk
Hearing Dogs for the Deaf – is a national charity that provides dogs to alert deaf people to important sounds and reduce the isolation of deafness. Telephone: 01844 348100. Email: info@hearingdogs.org.uk
13. If you want to make a complaint

If you wish to make a complaint you may do so on the feedback form.