

Accessing services in Sutton

# VISION AND HEARING SERVICES

take part, take pride



## Vision and Hearing Services

Vision and Hearing Services work with children and adults who are resident in Sutton whose sight or hearing loss is having an impact on their day-to-day lives. This includes working with people who have a dual sensory loss (both sight and hearing).



© Douglas Dollars

# Visual Impairment

Our specially trained Rehabilitation Officers can arrange to visit you at home and can help by providing:

- Individual assessment of needs and registration visits
- Information on eye conditions in easy to understand language
- Mobility training at home and outside
- Advice on reading and writing
- Advice, training and provision of specialist equipment to help with daily living tasks
- Advice on use of lighting and contrast
- Information and advice about the range of services available in the borough and nationally
- Referrals to other organisations for services such as low vision assessments, social groups and benefits advice

## Hearing Impairment

Our specially trained Technical Officer can arrange to visit you at home and can help by providing:

- Individual assessment of needs and registration visits
- Advice, training and provision of specialist equipment to help with daily living tasks
- Referrals to other organisations for information on benefits, welfare or employment rights
- Up to date information about peer and social groups Information and advice about the range of services available in the borough and nationally

## Who qualifies for help from Vision and Hearing Services?

You must be a resident of the London Borough of Sutton and your sight or hearing loss must be having an impact on your day-to-day life.

## How can I access your service?

Referrals to the service can be made in a number of ways:

- You may have been given a letter by your optician with our contact details
- The hospital may refer you to us
- Other professionals or organisations can make a referral on your behalf, eg Social Workers, Occupational Therapists, Sutton Association for the Blind, or Age Concern
- You can self refer by calling our First Contact number, or a friend or relative can do this on your behalf.

## Do I have to be registered to access Vision and Hearing Services?

No, if you are experiencing practical difficulties, an assessment of need can be carried out in your own home without registration. However, registration can entitle you to access certain services or benefits outside Vision and Hearing Services.

## Can I register as sight impaired?

The Local Authority holds the register for people with a sight impairment. However, we are unable to put anyone on the register without a Certificate of Visual Impairment (CVI) signed by an eye consultant. The CVI contains details of your vision and whether you are eligible to be registered. The two categories for registration are **sight impaired / partially sighted and severely sight impaired / blind**. If you are not registered and would like to be, please ask your consultant at your next eye appointment. If you are not being seen by a consultant, ask your GP to make a referral to the eye unit.

## Can I register as deaf / hard of hearing?

Yes. The Local Authority has a duty to identify, make contact with and keep a record of residents of the borough who have a hearing loss. You will be regarded as registerable if you are profoundly deaf; have a NHS or private hearing aid; have been assessed by an audiologist as having a hearing loss, but are unable to wear a hearing aid. You are entitled to request registration whether your hearing impairment is recent, or you have had difficulties for some time. An assessment will be carried out by a Technical Officer to confirm your eligibility for registration.

## Can you give me a magnifying glass?

No. Vision and Hearing Services can offer advice on the use of low vision aids, such as magnifying glasses, but we do not issue them ourselves. If you are being seen at a hospital eye unit, you can request an appointment to be made for the Low Vision Clinic. In addition, Vision and Hearing Services can provide information on alternative community based clinics.

## **Can you fix my hearing aid or provide new batteries?**

No. Vision and Hearing Services can offer advice on the use of your hearing aid, but you will need to return to where you got it from originally for any repairs. There are several places where NHS batteries can be replaced, such as Sutton and St Helier Hospital; Cheam District Office, 314 Malden Road, North Cheam; and Shotfield Health Centre, Wallington. Privately purchased hearing aid batteries can be purchased from most high street chemists and DIY stores etc.

## **Do I have to contribute towards the cost of the services?**

No, there is no financial assessment involved. If it is identified that you require a piece of equipment to assist you, the equipment is provided through the “Integrated Community Equipment Services” (ICES) to promote independent living and is issued on a long-term loan basis.



## How to contact Vision and Hearing Services

Phone

**020 8770 6080**

First Contact will answer your call. They will refer or put you in touch with us. We will then contact you as soon as possible.

Fax

**020 8770 4347**

Website

**[www.sutton.gov.uk](http://www.sutton.gov.uk)**



**If you would like this document in another language or format please tick the box and fill in your name and address below.**

إذا كنت تريد الحصول على نسخة من هذه الوثيقة بلغة أخرى أو بشكل آخر،  
فيرجى وضع إشارة في الخانة وتقديم اسمك وعنوانك أدناه.

☐ Arabic

আপনি যদি এই নথিটিকে অন্য ভাষা বা ফরম্যাটে পেতে চান, বক্সে টিক দিন  
এবং নীচে আপনার নাম ও ঠিকানা পূরণ করুন।

☐ Bengali

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☐ Cantonese

اگر این سند را به زبان دیگر یا شکل و فارمت دیگر می خواهید، شکل  
کنار را نشانی نموده نام و آدرس خویش را در زیر بیان دارید.

☐ Dari

Si vous voulez ce document dans une autre langue ou un autre format,  
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☐ French

이 문서를 다른 언어나 양식으로 원하실 경우, 네모 칸에 “✓” 표시를  
하고 아래에 이름과 주소를 적어 주십시오.

☐ Korean

Heke vê mijarê bi zimanekî din yan şiklekî din dixwazin,  
li baska rûbirû da nîşan bikin û nav û nîşana xwe li jêr da binvîsin.

☐ Kurdish  
Kurmanji

ئەگەر تۆ بۆ ئێوە ئێوەمان بە زمان یان فۆرماتێکی تر دەوێت، لەو بۆکسە  
رووبەر وودا نیشانە بکە و ناو و ناونیشانەکان لەو بۆکسە خوار مودا بنوسن.

☐ Kurdish  
Sorani

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☐ Mandarin

که دا سند په کوم بله ژبه او فارمت غواړئ، شکل ته نشاني واچوئ  
او خپل نوم او پته په لاندې ډول ولیکئ.

☐ Pashto

Jeżeli chciałbyś otrzymać ten dokument w innym języku lub formacie  
zaznacz kwadrat i wpisz swoje nazwisko oraz adres poniżej

☐ Polish

நீங்கள் இந்த ஆவணத்தை வேறொரு மொழியில் அல்லது  
வடிவில் விரும்பினால் தயவு செய்து பெட்டியில் டிக் செய்து  
உங்கள் பெயர் மற்றும் முகவரியை கீழே நிரப்பவும்.

☐ Tamil

اگر آپ کو یہ دستاویز کسی دوسری زبان یا شکل میں درکار ہو تو اس باکس پر  
نشان لگائیں اور ذیل میں اپنا نام اور پتہ درج کریں۔

☐ Urdu

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