

# What Next?

For people recently diagnosed with a visual impairment.

**Support and information for blind and visually impaired people of all ages.**



# **Towards excellence in service and care**

Essex County Council is committed to delivering safe, effective services which make a real and positive difference to the lives of the people who use them.

## **Our commitment to you**

We will:

1. Treat you politely and considerately and with respect;
2. Listen and respond to you;
3. Make it easy for you to get the right service;
4. Be clear about what we can and cannot provide;
5. Work with you to make sure that services meet your needs;
6. Put things right when they go wrong;
7. Be fair and open.

If you have a visual impairment you can get a range of support from organisations in Essex.

You do not need to be registered to have support and can make a self referral to Essex County Council.

# Getting registered

To get a CVI (certificate of visual impairment) you will need to see an eye consultant to confirm you are classified as sight impaired or severely sight impaired as described on the certificate. Your GP can put you in contact with a consultant if you haven't already seen one. The consultant will complete a certification form, known as a CVI and send a copy to your GP and to Essex County Council who will contact you and arrange for you to be registered should you wish to be.

Your consultant should also send you a copy of your certificate. You should make sure you receive this and keep it in a safe place.

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“Being told you are blind or partially sighted (severely sight impaired or sight impaired) may come as a great shock but please don't refuse certification. It can open some helpful avenues and you really owe it to yourself to make sure you get all the help and advice at this point in your life.”

*Klaus Kopp, Service User.*

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# **Registering with Essex County Council**

When Social Care Direct has received your CVI certificate we will contact you and ask if you would like to be registered. This register helps us to provide the best service we can to people with a visual impairment. Registration is voluntary and your details are kept confidential.

## **The benefits of registering**

Once you have agreed to register with Essex County Council, we will send you a registration card. This card is proof that you are either sight impaired or severely sight impaired. It can help in many places, for example you may be entitled to help with travel.

## **Low vision services**

Low vision services can supply appliances and magnifiers, which may enable you to make the best use of your remaining vision.

Referrals to the low vision service can be made via your GP or your consultant.

# **Social Care, Essex County Council – Sensory services - supporting you at home**

You will be assessed to see if you require a visit from a social worker or a rehabilitation worker, who are specially trained in supporting visually impaired people of all ages to live safely and independently at home. Here are some of the ways they can help:

1. Advise you how you can make daily living and mobility easier and safer for yourself;
2. Give you information on equipment and 'gadgets' that could help you;
3. Advise you of benefits you could be entitled to, such as Disability Living Allowance or Attendance Allowance;
4. Provide advice on ways to get back to work, if you are of working age;
5. Provide support and advice on your educational needs;
6. Help arrange training and advise on special computer software;
7. Advise where you can get large print and audio books;
8. Get you on the mailing list of your local talking newspaper.

If you would like a social worker or rehabilitation worker to visit you in your home a visit will be arranged as soon as possible. Alternatively in some areas you may be offered a home visit from a local voluntary group.

# How to get in touch with Essex County Council Social Care

If you would like advice and information, whatever your age, about services or would like to ask for an assessment or make a self referral please contact us on one of the numbers below;

You can ask for help, advice or information for yourself, for someone in your family or a friend or neighbour.

**Adult Social Care** 0845 603 7630 - Over 18 years old

**Children Social Care** 0845 603 7627 - Under 18 years old

## **Protection of children and vulnerable adults**

0845 603 7627

Call when you have an immediate concern that a child or vulnerable adult is suffering abuse or harm that needs urgent attention.

Minicom 01206 266 024

Fax 0845 601 6230

Email [Socialcaredirect@essex.gov.uk](mailto:Socialcaredirect@essex.gov.uk)

# Essex Libraries

Visually impaired people can -

Enjoy reading with Large Print books, audio CDs, tapes and mp3 CDs, or e-books and e-audio books downloaded to your computer.

Borrow audio books, music CDs and DVDs from an Essex library for free of charge - just ask.

Share your reading ideas by joining one of Essex Libraries' 400 plus reading groups.

Ask for an audio copy of our welcome guide to library services.

For an information tape outlining the library services available please contact the **Libraries Enquiry Service** on 0845 603 7628 or e-mail [answers.direct@essex.gov.uk](mailto:answers.direct@essex.gov.uk)

To find out more more ask at your local library for information about other providers, such as Talking Newspapers, Calibre audio library, and Braille, Giant Print or Talking Book services from the RNIB Library Service.

You can contact the **RNIB National Library Service** 0303 123 9999 or at [library@rnib.org.uk](mailto:library@rnib.org.uk)

# **Voluntary organisations**

## **Local organisations**

### **Essex Blind Charity**

0870 240 5418

[info@essexblind.co.uk](mailto:info@essexblind.co.uk)

[www.essexblind.co.uk](http://www.essexblind.co.uk)

### **Disability Essex**

0844 412 1771

[infor@disabilityessex.org](mailto:infor@disabilityessex.org)

[www.disabilityessex.org](http://www.disabilityessex.org)

### **Pavis – Basildon**

01268 522 817

[pavisfoundation@hotmail.com](mailto:pavisfoundation@hotmail.com)

[www.pavis.org.uk](http://www.pavis.org.uk)

### **Support 4 Sight – Uttlesford and Braintree**

01799 523 700

[info@support4sight.org.uk](mailto:info@support4sight.org.uk)

[www.support4sight.org.uk](http://www.support4sight.org.uk)

### **Colchester Blind Society**

01206 533 711

### **Southend Blind Welfare**

01702 342 131

[sbwo@tesco.net](mailto:sbwo@tesco.net)

[www.southendblindwelfare.org.uk](http://www.southendblindwelfare.org.uk)



# **National organisations for adults**

## **Royal National Institute of Blind People**

0303 123 9999

helpline@rnib.org.uk

www.rnib.org.uk

## **Action for Blind People** (part of the RNIB group)

0303 123 9999

helpline@rnib.org.uk

www.actionforblindpeople.org.uk

## **Macular Disease Society**

0845 241 2041

info@maculardisease.org

www.maculardisease.org

## **The British Retinitis Pigmentosa Society**

0845 123 2354

info@brps.org.uk

www.brps.org.uk

## **International Glaucoma Association**

01233 648 170 or 01233 648 164

info@iga.org.uk

www.glaucoma-association.com

## **Diabetes UK Central Office**

020 7424 1000

[info@diabetes.org.uk](mailto:info@diabetes.org.uk)

[www.diabetes.org.uk](http://www.diabetes.org.uk)

## **Nystagmus Network**

0845 634 2630 or 0292 045 4242

[johnsanders@nystagmusnet.org](mailto:johnsanders@nystagmusnet.org)

[www.nystagmusnet.org](http://www.nystagmusnet.org)

## **Sense**

0845 127 0060

[seenquiries@sense.org.uk](mailto:seenquiries@sense.org.uk)

[www.sense.org.uk](http://www.sense.org.uk)

## **Guide Dogs for the Blind Association**

0118 983 5555

[guidedogs@guidedogs.org.uk](mailto:guidedogs@guidedogs.org.uk)

[www.guidedogs.org.uk](http://www.guidedogs.org.uk)

## **Deafblind UK**

01733 358 100

[info@deafblind.org.uk](mailto:info@deafblind.org.uk)

[www.deafblind.org.uk](http://www.deafblind.org.uk)

## **St Dunstons** (for ex-Service men and women)

020 7723 5021

[enquiries@st-dunstans.org.uk](mailto:enquiries@st-dunstans.org.uk)

[www.st-dunstans.org.uk](http://www.st-dunstans.org.uk)

## **Local organisations for children**

### **Look Essex**

01277 203711

[admin@lookessex.com](mailto:admin@lookessex.com)

[www.lookessex.com](http://www.lookessex.com)

## **Service Provider**

### **Essex Cares Limited**

Sensory Service

01245 256 380

[sensoryservices@essexcares.org](mailto:sensoryservices@essexcares.org)

[www.essexcares.org/communitysupporthome.html](http://www.essexcares.org/communitysupporthome.html)

**Essex Cares** provides assessments, rehabilitation and equipment on behalf of Essex County Council.

This booklet was reviewed by the Vision Impaired Planning Group, a citizen led group that consults with Essex County Council about their services. If you would like to find out more about this group, please contact:

Telephone: 01245 437 868

Email: [planninggroups@essex.gov.uk](mailto:planninggroups@essex.gov.uk)

**This leaflet is issued by  
Essex County Council, Adults, Health and Community  
Wellbeing**

You can contact us in the following ways:

**By post:**

Adult Social Care, Essex County Council  
County Hall , PO Box 297, Chelmsford, CM1 1YS

**By telephone:** 0845 603 7630

**By fax:** 01245 268 580

**By email:** [socialcaredirect@essex.gov.uk](mailto:socialcaredirect@essex.gov.uk)

**Visit our website:** [www.essex.gov.uk/adultsocialcare](http://www.essex.gov.uk/adultsocialcare)

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