**Support with understanding where to send your referrals**

**HEARING IMPAIRMENT**

**If your customer requires support for:-**

Issues hearing doorbell, smoke alarm, telephone, baby alarm, 1-1 personal alarms, (i.e. carer with hearing loss) Alerting to an intercom. Carbon monoxide detector (not supplied individually)

Information on Next Generation Text Relay Service. ( If they have smart phone, android phones.)

Minicom and other information on telecommunication services. Accessing hospital appointments.

If equipment is more than 7 years old and needs a review and there is a problem with the equipment not working. Or the customer’s circumstances have changed, it is possible that we can reassess for new equipment needs.

Please refer to ECL sensory services, [sensoryservices@essexcares.org](mailto:sensoryservices@essexcares.org) for further details.

**If your customers requires support with:-**

Not being able to hear on the phone, Not able to hear the tv properly, Cannot hear while out in crowds or have 1-1 conversations well, Need hearing aids re-tubed, clean ear moulds, and advice on local drop in centres. Want IAG for hearing conditions. Support emotionally for them and family. Socially isolated – befriending services. please refer to Hearing Help Essex you can do this directly to them they have their own referral form you can contact them on, <http://www.hearinghelpessex.org.uk/>

**DEAFBLIND**

**If your customer has dual sensory loss**

Deafblind UK – for people who are sight and hearing impaired, they have a service called Digital Services, to provide information for Connect with friends and family – Do online shopping and banking – Discover specialist apps, making the most of tablet or mobile phone to enable customers to live as independently as possible. They also give advice and guidance to support customers with dual sensory <https://deafblind.org.uk/about-us/>

NB please be aware that intercoms are installed by ECC social care.

RAD

**If your customer is a BSL** users who want support with income tax issues, housing, employment support, form filling, correspondence. <https://www.royaldeaf.org.uk/>

**SIGHT IMPAIRMENT.**

If your customer has issues with daily living skills, we can provide training for safe kitchen skills, ie. making a hot/cold drinks, preparing and cooking hot meals, difficulty reading and managing communication. Accessing medical appointments. Lighting assessments in the home. Spatial awareness and depth perception.

Giving mobility/orientation training indoors/outdoors to customers who experience difficulties mobilising because of their sight loss. We facilitate the ability for customers to maximise the use of their remaining vision.

Please refer to ECL sensory services, [sensoryservices@essexcares.org](mailto:sensoryservices@essexcares.org) for further details.

**Voluntary**

If your customer feels socially isolated, needs to look at magnifying glasses. Form filling, coffee mornings, social lunch trips, family support, befriending, digital support, newsletters, talking books.

Please refer to one of the voluntary organisations BASIS Support 4 Sight, Essex Sight, depending on area customers lives.