

## **Section 12**

# **Information for Carers of People with Hearing or Sight Loss**

A range of services are available locally offering help and advice to people who have hearing or visual impairments and their carers.

### **Where can I go for help and advice?**

#### **Suspect hearing loss or deteriorating eyesight?**

If you suspect the person you care for has a hearing loss, you should arrange for them to see their GP who will check whether there is a build up of wax or an infection causing loss of hearing. If necessary, the GP will then arrange for the person you care for to attend the Audiology Department where they will receive specific advice and a hearing aid if appropriate.

If you suspect the eyesight of the person you care for has deteriorated, arrange for them to see their optician. The optician will decide if the problem can be dealt with through glasses / contact lenses, or if a referral needs to be made to the GP for specialist treatment.

For information about registering with GP see Section 5.

**Audiology Department** **020 8934 2540**  
Minicom: **020 8547 6615**

Once the GP has referred the person you care for to the audiology department they can undertake hearing tests, provide /repair hearing aids, and give out free batteries.

Don't forget, if someone's hearing seems to be getting worse, check the batteries are working and if that does not make a difference, call in at the Walk-in clinic held at Audiology Department on Monday, Tuesday and Thursday (ring to check clinic times before you visit) or talk to their GP or consultant.

**Sensory Impairment  
Team**

**020 8547 6600**

Minicom: 020 8949 0573

Email: [sit@rbk.kingston.gov.uk](mailto:sit@rbk.kingston.gov.uk)

The team, based at the Crescent Resource Centre, Cocks Crescent, New Malden, provides assessment, advice and equipment for anyone, of any age, living in the borough with a hearing or visual impairment to improve daily living abilities. Equipment includes induction loops, loud doorbells, amplifiers to help people hear the television better, clear faced or talking watches and mobility canes.

The team can also advise you about other services such as **Lip Reading** Classes, **talking newspapers** and magazines, blind and deaf and hard of hearing **clubs**, **support groups**, **leisure activities** and much more.

There is a room available at the Crescent Resource Centre, where various pieces of equipment are on display and may be tried out.

You can call in to the team, email or telephone to request an assessment. They will visit you and the person you care for at home to assess what is needed. You may already know what you need, or you may just want to talk to someone about the situation and what help might be available.

If the person you care for has other needs such as help with getting washed and dressed, etc, they will refer them to another team for further assessment.

For information about services available (including any charges that might apply), please see Community Care Services, Section 4 or visit

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

## **Help and advice from local voluntary groups**

There are many voluntary groups in the borough that provide information and support including leaflets, drop-in services, meetings, and help lines. You can also find out more about local voluntary groups from libraries or:

**Kingston Association for the Blind (KAB)**      **020 8605 0060**  
[www.kingstonassociationforblind.org](http://www.kingstonassociationforblind.org)

KAB provides information and advice, including clubs and leisure activities for blind and partially sighted people living in the borough including

- Eye Contact support group
- Eye Buddy Scheme
- Tandem Buddying
- Talking Newspaper service (a free weekly service).

**Kingston Centre for Independent Living (KCIL)**      **020 8546 9603**  
[www.kcil.org.uk](http://www.kcil.org.uk)

KCIL provides information about a variety of services and support for people with any disabilities.

**Kingston Carers' Network**      **020 8547 1614**  
www.kingstoncarers.org.uk

For more information about what Kingston Carers' Network provides, see Section 6.

### **Help and advice in an emergency**

You may need help and advice urgently, either for yourself or a relative, friend or neighbour.

If you need help from the **Police, Ambulance** or **Fire Services** urgently, please contact      **999** or **112**

For medical information or advice contact your GP or **NHS Direct** on      **0845 4647**

If you want advice or support about issues concerning the sight or hearing of the person you care for please contact **Sensory Impairment Team**      **020 8547 6600**

**Out of Hours Social Worker**      **020 8770 5000**