

Section 12

Information for Carers of People with Hearing or Sight Loss

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

Where can I go for help and advice?

Family Doctors (GPs)

GPs are sometimes the first person people turn to for advice and information. Your doctor can help and support you, and may refer you on to one of the agencies described below.

For information about registering with GP and Health Services, please 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, please check the batteries are working and if that doesn't make a difference, talk to their GP or consultant.

Also, you can visit the Walk-in clinic held on Monday, Thursday, and Tuesday afternoon. Ring the Audiology Department to check clinic times before you visit.

**Sensory Impairment
Team**

020 8547 6600

Minicom: 020 8949 0573

Email: sit@rbk.kingston.gov.uk

The team, based at the Crescent Resource Centre, Cocks Crescent, New Malden, provides assessment, advice and equipment for people of any age 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 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

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 **020 8605 0060**
www.kingstonassociationforblind.org

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 and Talking Newspaper service which is a free weekly service.

Kingston Centre for Independent Living **020 8546 9603**
www.kcil.org.uk

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 the service provides, please 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 necessary please use the emergency services **999**

If you want advice, support or information about a medical issue please contact your GP surgery or **NHS Direct** on freephone **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**