

## Information and Advice

You can contact the Team for advice and information. Information can also be made available in different formats including video tapes to meet each person's individual communication needs.

For more information or to speak to a Duty Worker contact the Social Care Service:

Voice: 0116 249 2940

Text-phone: 0116 249 2950

Fax: 0116 249 2960

Leicestershire County Council  
Adult Social Care Service  
Services for Deaf & Hard of Hearing People  
135 Welford Road  
Leicester  
LE2 6BA

# Social Care Services

## for Deaf and Hard of Hearing People



Together we do make a difference

[www.leics.gov.uk](http://www.leics.gov.uk)

## What do we do?

**The Team provides services for deaf and hard of hearing people in Leicestershire, Leicester City and Rutland.**

**The Social Workers and Community Care Workers provide the same services as Social Care staff working with hearing people.**

**Staff can communicate in British Sign Language, Deafblind manual and clear speech. Staff have an understanding of the cultural needs of deaf people and the impact of hearing loss and tinnitus.**

**The main services provided by the Social Care Service are:**

### Social Work Staff

If you need help or support you can ask for an assessment. Staff provide a confidential duty service at the office based at Welford Road, Leicester.

Social work staff can assess your needs and arrange services to meet them.

You do not have to be deaf to ask for an assessment. If a child or adult you know or look after is deaf - you can ask for an assessment for them.

### Rehabilitation Team

People can have an assessment by the Rehabilitation Worker to work out what services and equipment will help them the most.

Rehabilitation Workers provide a duty service at the office based at Welford Road, Leicester.

They can provide:

- An assessment of your equipment needs
- Information about local services and resources
- Equipment on loan

There is lots of useful equipment available to help deaf and hard of hearing people to live more independent lives, for example:

- Loops
- Flashing doorbells
- Telephone alerters
- Vibrating/flashing smoke alarms
- Vibrating alarm clock

