

Services provided by the Centre for Sensory Impaired People

This leaflet is available in Braille, on disc and tape.
For further information contact the Communications Unit
on 0141 287 9584.

The information in this leaflet is also available in other
languages. If this is required, please contact Cordia
Linguistics on 0141 276 6850, who will give advice.

Introduction to Services for Sensory Impaired People

Glasgow City Council Social Work Services provide a range of support for sensory impaired people living in the City. Users include Deaf, deafened and hearing impaired people, blind and visually impaired people and deafblind individuals. Carers, families and professionals also use these services. Services include assessment of social care and technical needs, provision of equipment and assistive devices to help with independent living. Specific support is available through Sign Language Interpreter Services, Rehabilitation Workers with Blind People and Resource Services.

A wide range of general leaflets are available on Glasgow City Council Social Work Services and are accessible to sensory impaired people.

Social Work Services' responsibilities

In relation to sensory impaired people, Social Work Services has responsibility to:

- assess and arrange services for people according to what they need
- with consent, contact Education, Housing and Health Services where assessment has shown assistance is needed
- encourage and develop a variety of services in response to what people need

Social Work Services can access services for sensory impaired people to be provided by the City Council, voluntary organisations, private agencies and self help or carers groups.

How to ask for services

Services can be arranged by contacting the Centre for Sensory Impaired People (CSIP), 17 Gullane Street, Partick, Glasgow G11 6AH

Telephone contact numbers

Fieldwork Services

- Voice: 0141 276 5252
- Fax: 0141 276 5297
- Text: 0141 334 3381

Sign Language Interpreter Service

- Voice: 0141 276 5260
- Fax: 0141 276 5297
- Text: 0141 341 0825

Centre for Sensory Impaired People

- Voice: 0141 276 5252
- Fax: 0141 276 5297

The office is open:

Monday to Thursday 8.45am to 4.45pm
Friday 8.45am to 3.55pm

Deaf people can see a duty worker:

Monday to Friday 9.00am to 1.00pm

Blind people can speak to a duty worker:

Monday to Thursday 1.00pm to 4.30pm
Friday 1.00pm to 3.30pm

Outwith these times you should ask for an appointment.

You can contact us by coming into the Centre for Sensory Impaired People, telephoning (voice/text), faxing, by writing or your preferred medium. Health Services or other people you are involved with can put you in touch with Social Work Services.

When you have an appointment with a member of social work staff you can bring a friend, relative or someone else to speak on your behalf. If you prefer your appointment to be with someone of your own sex please let the receptionist know. Occasionally this may take longer to arrange.

If you need to communicate in a language other than English, we can arrange an interpreter.

Services can also be arranged by contacting your local social work area office (see insert) or if you are in hospital you can contact the social work staff there.

Emergency situations

If you have an emergency:

- within office hours, you will be given an urgent appointment
- outwith office hours, phone Social Work Standby Services on:
0800 811505

Apart from initial information and advice it is usually necessary to be assessed for a service. There is no charge for assessment but for some services, for example, home care, there may be a charge, but this normally depends on your income.

What is an assessment?

An assessment involves discussions with social work staff. The purpose is to look at what your needs are and how these needs are best met.

For many people, it will only take a matter of days to complete the assessment and start providing services. For others the assessment process may take some time.

In order to allow us to understand your independent living needs we will ask you who else we should speak to, for example, your doctor or family. You will be kept informed of what is happening during this process and while your assessment is taking place you may be offered some services to deal with any immediate needs you have.

If you start receiving services a member of staff may be nominated to keep in touch with you regularly. If your needs are quite straightforward this may not be necessary. You should let us know at any time that you do not think your needs are being met.

Are you looking after someone?

If you are providing substantial and regular care you must be offered an assessment of your needs. This will look at how best we can support you in carrying out your caring role.

Carers can access a range of services through locally based centres and projects. Contact the Carers Information and Support Line for information on your local services on 0141 353 6504 or visit:

www.glasgow.gov.uk/en/Residents/Care_Support/Carers/.

Further information on carers' rights and services for carers is available in our leaflet 'Services for Carers'.

What type of services may be available?

In addition to the range of Social Work Services available the Centre for Sensory Impaired People provides:

Fieldwork Services for Blind and Visually Impaired People

Social work and Rehabilitation Services for Visually Impaired People can supply information on all aspects of coping with sight loss and assess and provide a wide range of equipment to assist in the acquisition of independent living skills. Training can also be offered to allow visually impaired people to remain independently mobile in the home and in the community.

Services provided by Fieldwork Services for Blind People:

- full range of social work support for people experiencing a Visual Loss
- assessment, provision and training in the use of independent living equipment
- advice, information and support to Visually Impaired users, their carers and their families
- advice on benefits and maximising benefits
- support in employment
- joint working on housing issues
- participation in the Future Needs Assessment process and contributing to education in general

Fieldwork Services with Deaf, Hearing Impaired and Deafblind People

Specialist workers support people with a hearing loss by providing advice, information, advocacy and maximising benefits. They can also assess, provide and install a wide range of assistive devices for people in their homes. They may be able to advise regarding areas such as education, training, employment, health, the voluntary sector or any other service.

Services provided by Fieldwork Services for Deaf People:

- full range of social work support for people experiencing a hearing loss
- assessment, provision and installation of assistive devices
- advice, information and support to deaf users, their carers and families
- advice on benefits and maximising benefits
- support in employment
- joint working on housing issues
- participation in the Future Needs Assessment process and contributing to education in general

Sign Language Interpreter Service (SLI)

Social Work Services has an establishment of 12 Sign Language Interpreters, a manager plus administrative support. The SLI Service is independent, qualified, confidential and accountable.

Services provided by the Sign Language Interpreter Service:

- spoken English to Sign Language and English to Sign Interpretation
- translation of written or video material
- assessment of communication skills
- provision of awareness training in the use of our services for deaf, hearing impaired people and deafblind people
- provision of statistics on level of service provided and users' needs
- on-line information and booking service:
www.slis.glasgow.gov.uk

The SLI Service will provide a Sign Language Interpreter for any situation requested by an individual who relies on Sign Language, for example social work, health, legal, employment and personal assignments. A 24 hour emergency service is available through Social Work Services, West of Scotland Standby Service on 0800 811505.

There is also provision for other communication requirements.

Resource Services

The Resource Services offers a range of services including information, Certification/Registration Eye Clinic, a showroom for display and demonstration of independent living equipment and assistive devices. There is a low vision unit, transcription services, provision and maintenance of specialist audio-visual equipment for sensory impaired people, access to library services, tape and reading services. Most of this provision is run in collaboration with the Greater Glasgow Health Board, Playback Tape Service, Royal National Institute for the Blind, Guide Dogs for the Blind Association, Glasgow and West of Scotland Society for the Blind and Caledonian University.

Internet access

Sign language interpreting can now be booked through the Sign Language Interpreting Services web site:

www.slis.glasgow.gov.uk

More information about the service is also available on this site.

An on-line radio service, VIP On Air, is also being developed. This will provide an internet based interactive alternative to audio tape. This service will be available in the near future, further information is available from the Centre for Sensory Impaired People, phone: 0141 276 5252.

Other information

We have a number of other factsheets and leaflets on topics we are often asked about. Information is being developed all the time. The receptionist at the Centre for Sensory Impaired People or local social work office will tell you what information is available. Or if you prefer you can phone the Social Work Services Communications Unit on 0141 287 9584.

Our Commitment to you

Confidentiality

Glasgow City Council sometimes has to collect information about people so we can provide social work services to those who need them. When using information about you, we will respect your confidentiality and your legal rights under the Data Protection Act. If you want to know more about your rights, please ask at your local social work office or see our leaflet 'What we do with information about you: Data Protection Act 1998'.

Equality

We are committed to ensuring that:

- our services are equally open to all
- we will not accept discrimination or harassment on any grounds by either our staff or people using our services
- we gather statistics about our services to ensure standards are being met and to plan for future provision - you may be asked to provide information to assist us in this
- we publish reports regularly on our performance in meeting these standards

Welfare Rights Advice

You can be provided with welfare rights advice to promote full uptake of benefit.

Involving you in the service

We will involve you as much as possible in discussion and decisions affecting your situation and in planning the services you receive.

Would you like to comment on or complain about the service you get?

If you would like to make a suggestion, comment or complaint about the service you receive from us, please contact a member of staff at the Centre for Sensory Impaired People or your local area office. Any comments we receive help us plan our future services. You could also pick up a leaflet called 'Improving services: Your right to complain' at the Centre for Sensory Impaired People or your local office, which explains how to comment in writing, by phone or your chosen medium.

We can also provide you with information on user and focus groups in which you may wish to participate.

INCLUSIVE • SUPPORTIVE • PROTECTIVE

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