

Action Deafness

13th April 2016



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actiondeafness
actiondeafness.org.uk

Action Deafness...

- Established in 1897
- Based in Leicester with a second office based in Brighton for in-house interpreters
- Deaf-led charitable organisation – 75% of staff and the board of trustees have varying degrees of hearing loss
- Service provision locally, regionally and nationally
- AD's mission is to improve quality of life by providing independence and equality of opportunity for Deaf, deafened, hard of hearing and deafblind people
- Pride on our certified ISO 9001 Quality Management System and ISO 27001 for Information Security System



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Our services...

The main services that we provide are:

- **Communications:** A national interpreting agency providing BSL interpreters, lipspeakers, speech to text, remote captioning, etc.
- **Knowledge:** BSL courses at Levels 1, 2 and 3, possibly Level 6 delivered by deaf tutors in the near future in Leicester, Derby and Nottingham, and Deaf awareness training nationally
- **Books:** Specialising in an exclusive online range of books, Signature and other sign language DVDs and deafness related resources, including our own published books
- **Access:** Carrying out commissioned work based assessments, assessing D/deaf employees' needs and producing detailed, concise reports clearly outlining any issues, offer possible solutions and recommendations.
- **Cultural:** HearNow Forward project for BME people with a hearing loss e.g. Drop in Hearing Aid Repairs clinics, Coffee Morning, Hearing Checks etc.



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Tech...

Home assessments and provision of appropriate equipment for people with a hearing loss

- Current out-sourced contract with Leicester City Council for the last 4 years and have been awarded a 2 year extension
- Provided assessments and equipment to over 300 D/deaf people
- Staff are DBS cleared, and fully trained (and updated regularly) on all aspects of the equipment
- Essential equipment carefully selected for the Local Authority from established manufacturers, specifically designed for people with a hearing loss (You will be given a hard copy of the equipment list for your information)



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How to refer to us...



Step 1– Referral

- Duty Team identifies a service user with a hearing loss, and on initial screening decides that a referral to Action Deafness for a specialist assessment/equipment relating to hearing loss is appropriate
- Duty Team complete our specialist referral form which is then emailed to us at our designated email address (adtech@actiondeafness.org.uk)
- AD Tech receives the referral & initiates contact with the service user to arrange a home visit for assessment
- Referral recorded onto our spreadsheet



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How to refer to us...

Step 2 – Contact

- Arrange home assessment taking into account any special requests from the referral form
- Confirmation letter sent following initial contact

Step 3 – Assessment & installation

- Specialist assessment carried out
- Appropriate equipment demonstrated & installed
- Our Directory of Services for Deaf, Deafened and Hard of Hearing People provided, which includes local signposting information, promoting social inclusion
- Catalogues supplied for ‘luxury’ item requests



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How to refer to us...



Step 4 – Records & Procedure

- Outcome recorded onto the spreadsheet
- Quarterly Monitoring spreadsheet forwarded to the responsible manager, noting clients' names and equipment provided, etc. for the Council's information.
- Invoice sent

For every assessment we request that a feedback form be completed so that we are able to consistently monitor the service and make any necessary improvements



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Working together

- You will be provided with a list of equipment for your information that our agreement states we are able to provide for your service users.
- Many times the service user is referred to us for incorrect reasons. This exasperates the service user, as well as unnecessarily delaying their referral to the appropriate agencies.
- Save time wasting, and save money!
- However please don't hesitate to contact us if you feel the service user has other needs that we may be able to meet...



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Community...

- Our clients are deaf, deafened, hard of hearing and deafblind people
- They are based primarily within the Central region, with future developments in the South of England
- Currently four different teams with a total of 25 staff
- All Staff are DBS checked
- All staff receive regular training as part of their continuing professional development to ensure the provision of high quality support to clients
- Most of our staff are Deaf, and our hearing staff are fluent BSL users with a minimum of BSL Level 2 or equivalent and have had Deaf Awareness Training



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Our aims...

- Our service aims to promote and encourage our clients to become as independent as possible
- We deliver specialist community support services allowing our clients access to local communities, facilities, services, information and opportunities
- We work together with our clients supporting them to learn and practice the everyday living skills required to achieve their full potential
- We pride ourselves on enabling our clients to lead enriched lives whilst developing the confidence to enjoy and achieve



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Our client group...

Is Deaf, Deafened, Hard of Hearing and Deafblind people. However in addition, some...

- Are experiencing mental ill health for example schizophrenia
- Have a learning disability, Asperger's Syndrome, ADHD and autism
- Have other medical conditions such as stroke
- Have physical disabilities
- Have dementia
- Are elderly
- Are young, or young parents
- Are refugees and asylum seekers
- Have been involved in substance misuse and require addiction support
- Have a history of offending and need support to adjust to life in the community



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The type of support we offer...

- Support can be in the home or in the community
- Accessing information and updating news
- Assisting with Communication
- Supporting to get out and about for shopping, visiting friends, accessing clubs, leisure and recreational activities
- Supporting to set up/maintain your home/tenancy
- Supporting/signposting to assist with managing finances/welfare benefits
- Supporting in settling back home after a stay in hospital
- Accessing education, training and employment
- Drop in support, advocacy services
- Developing life skills



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How are we funded...?

Our service can be commissioned directly from...

- Social Care Services e.g. Direct Payments
- Private Funding

We currently have a pool of Community Support Workers available in regional areas:

- Leicester/Leicestershire
- Warwickshire
- Derby/Derbyshire
- Nottingham/Nottinghamshire



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Contact us...



Action Deafness

The Peepul Centre
Orchardson Avenue
Leicester, LE4 6DP

- Community E: community@actiondeafness.org.uk
- Tech E: adtech@actiondeafness.org.uk
- Communications E: communication@actiondeafness.org.uk
- Enquires E: enquiries@actiondeafness.org.uk



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Any questions...?



Thank you for inviting us and we look forward to working together to provide an excellent service to deaf, deafened, hard of hearing and deafblind people in Rutland!



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