

The deaf support service

For hard of hearing, deaf and deafblind people living in Dudley borough



About this booklet

This booklet explains the help and support that people who are hard of hearing, deaf or deafblind can get from Dudley Council's deaf support service.

Who is the service for?

It is for anyone who is hard of hearing. If you are struggling to hear:

- Conversations
- The TV
- The phone
- People calling at the door

Then the service is for you.

What does the deaf support service do?

The service which is based in central Dudley offers a range of information, advice and support services to help hard of hearing, deaf and deafblind people to lead independent and fulfilled lives.

What services are on offer?

Support and services available include:

- An assessment of needs
- Information about coping with hearing loss
- Communication hints and tips
- A drop-in service
- Advocacy and advice
- Signposting to other helpful services
- A resource room
- Equipment to alert to environmental sounds
- Direct payments

The resource room

There is a resource room located at the centre. Here helpful information and supportive equipment is on display.

Planned appointments with a team member enable staff to assess, advise and guide.

Our drop-in service

A drop-in service is available between 10am and 1pm on Tuesday and Thursday. A member of the team will be on duty to offer help as needed. There is no need to make an appointment.

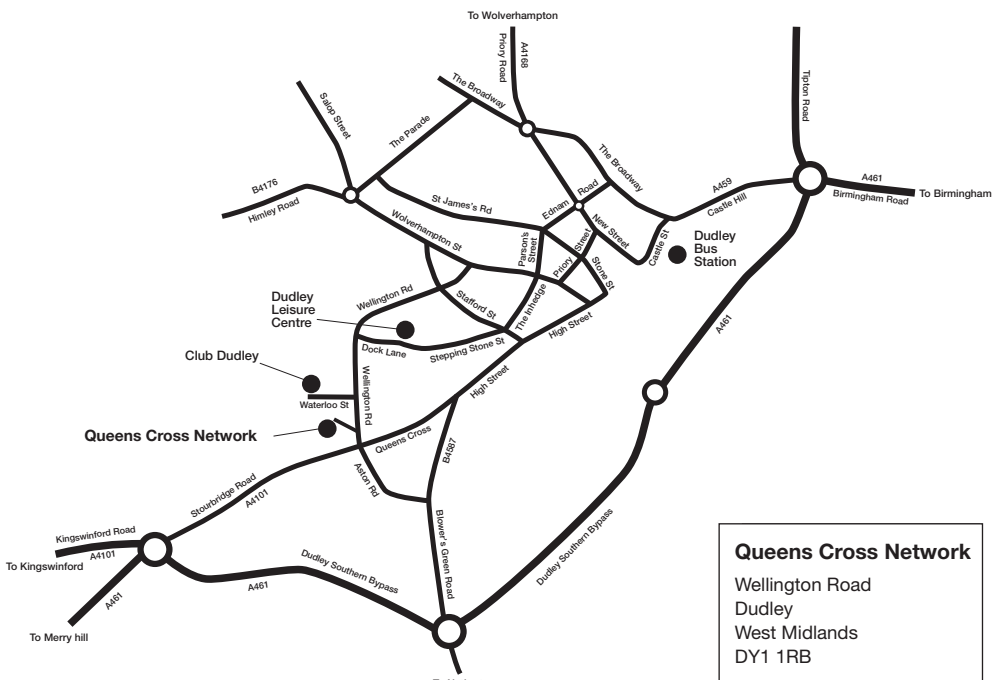
Outside of these times messages can be left either with reception staff, or by contacting the service - our details are listed on the back of this booklet. Staff will then get back to you to discuss your enquiry or make an appointment to see you. Planned appointments are also available.

Our sign cafe

A sign cafe takes place at the centre each month. Sessions start at 10.30am until 1.30pm. Refreshments are on offer from the onsite cafe. A range of useful presentations take place, it's a good place to make friends and socialise and staff are on hand to provide information and advice.

How to find us

The service is located at Queens Cross Centre, Wellington Road, Dudley DY1 1RB.



Further information

**Please contact our
access to adult social care helpline**



on **0300 555 0055** (Monday to Friday - 9am to 5pm)

An emergency duty team is available on **0300 555 8574**, at all other times

Web www.dudley.gov.uk/asc

Email acessteam.dachs@dudley.gov.uk

Post **Brierley Hill Health & Social Care Centre
Venture Way, Brierley Hill DY5 1RU**

For the deaf support service call **01384 813462**, minicom **01384 230025**,
text phone **07779 434717**, email **DisabHearing.Dachs@dudley.gov.uk**

This leaflet is also available in easy read format, Braille or audio, upon request.

**Dudley Community
Information Directory**

Your online tool to find information about care and support,
activities, health services and much more across Dudley borough.
www.dudleyci.co.uk

If you require any assistance with regards to this document or would like to request an interpreter, large print or audio version, please contact the communications team on 01384 811561