Sensory Services

How we can help you
The Sensory Services team, which includes rehabilitation workers and social workers, can provide information packs, advice and access to services as well as support from a network of national and local agencies.

Who we can support
Our team provides services to all adults and children in Hertfordshire who are:

- Blind or sight impaired.
- Deaf or hard of hearing.
- Deafblind or have a degree of dual sensory loss.

Carer's assessments
If you care for someone with a sensory need, we can talk to you about your needs as a carer to help you carry on with your caring role.
How to get help from us

Please phone the number below or use our online referral form. We will need information about your difficulties and will arrange for a full assessment of your needs.

Blind or sight impaired

We can help you by:

- assisting you to adjust to your sight loss and the problems it can cause
- showing you how to make the most of the vision you have
- helping you to find ways to manage safely in your home
- mobility and orientation training - to help you find your way around safely
- assessing the lighting in your home, and providing appropriate lighting
- teaching you how to use specialist equipment, such as magnifiers

You can register as blind or sight impaired and be entitled to a range of concessions. See our factsheet “Benefits of registering
as sight impaired or blind”. You do not need to register to get services from us.

**Children with sight loss**
We will work with you and your child, as well as school staff to help them learn new skills and develop their independence.
Children can also register as blind or sight impaired.

The Hertfordshire Directory lists local support groups that provide a range of services: [www.hertfordshire.gov.uk/directory](http://www.hertfordshire.gov.uk/directory)

**Deaf or hard of hearing**
We can:

- assist you to adjust to your hearing loss and the problems it can cause
- help you to find ways to manage safely in your home

If you are eligible for our support we can provide equipment free of charge. This may include:

- loop systems
- pagers
- TV amplifiers
• telephones
• personal listening devices

Most staff in the team have a working knowledge of British Sign language (BSL). There are services available in Hertfordshire to teach you and your family BSL.

See our “Deaf and hard of hearing directory” for information about BSL classes, support groups and other audiology services in Hertfordshire.

**Deafblind or dual sensory loss**
Sensory Services have specially trained staff to support Deafblind adults and children.

We can help you by providing:
• a full assessment of your needs including the need for equipment
• training in independent living skills
• mobility training
• one-to-one support from a communicator guide, an intervenor or volunteer

Communicator guides
Communicator guides can help you if you have become Deafblind to get out and about and carry out everyday tasks such as shopping, going to medical appointments or socialising. They will help you adjust your communication as your eyesight and hearing deteriorate, by training you to use hands-on signing or the Deafblind manual alphabet.

Intervenors
Intervenors work with children and adults who have had Deafblindness from birth. Their role is similar to that of a communicator guide. They will also help to develop a communication system where communication is limited or absent.
Volunteers
Volunteers can help older people with reading mail or providing company.