



Including You



An information guide for hard of hearing people
in Tayside



Introduction

Losing your hearing can be a distressing experience. It can cut you off from friends and family, groups and social situations, and lead to feelings of isolation and even depression. Added to this, people around you may underestimate the sometimes devastating effects of acquired hearing loss.

“I was really struggling with my deafness – I stopped going out, and my marriage was suffering. No-one can give me my hearing back, but I’ve learned so much and am starting to cope much better.”

However, the negative effects of acquired hearing loss are not inevitable, and with the right support and information, hard of hearing people can continue to enjoy a high quality of life.

This guide is designed to provide you and your friends, family and supporters with a full range of advice and information to ensure that you continue to live life to the full. It was produced by Deaf Action to help improve the quality of life of hard of hearing people, and was funded by:

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Throughout this guide, contact details for services printed in **bold italic** can be found in Section 8, Contact Details, alphabetical list.

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Section 1

You think you have a hearing loss – what happens next?

Do you have a hearing loss?

It is estimated that over 67,000 people in Tayside have a hearing loss*. Are you one of them?

Do you:

- Miss parts of conversations when more than one person is talking?
- Have difficulty hearing voices, particularly children?
- Sometimes misunderstand what people are saying?
- Feel that people often seem to be mumbling or speaking quietly?
- Avoid social situations because you struggle to follow what is going on?

If this sounds familiar, you may want to discuss it with your GP. There are simple tests that he or she can do in the surgery to check if you do have a hearing loss. If appropriate, you can then be referred to your local NHS Audiology Department.

What happens at an Audiology Department appointment?

There are three NHS **Audiology** departments in Tayside:

Kings Cross Hospital, Dundee
Perth Royal Infirmary, Perth
Stracathro Regional Treatment Centre, Stracathro Hospital, by Brechin.

Hearing tests take place in a sound-proof room, where you wear a set of headphones and tell the audiologist when you hear different sounds. The audiologist is then able to determine your hearing loss, explain this to you, and carry out any other tests that may be needed.

Audiology staff can refer you to other services to help you to cope with your hearing loss, including counselling, a hearing therapist, a specialist tinnitus service or for balance assessments and rehabilitation. These services are based at the Audiology Department in Kings Cross Hospital, Dundee but people who use Audiology Services at Perth Royal Infirmary and Stracathro Hospital can be referred to these services at Kings Cross.

You can be referred to Audiology by your GP or other health workers.



*The National Study of Hearing, A. Davis and population estimates for Scotland

Getting your hearing aid

The Audiology team will make an appointment so you can be issued with your hearing aid(s). At the appointment, aids will be chosen for you according to your needs and requirements.

Hearing aids can be described as either analogue or digital, depending on the technology they use to process sound. In the past, the NHS issued mainly analogue hearing aids, but now you will be offered digital hearing aids.

Digital hearing aids

These use a tiny computer to process sound, and can be programmed to suit your particular hearing loss and different listening conditions. If your hearing loss changes, they can be re-programmed to match changes in your hearing levels. Many digital aids use directional microphones which can help you hear sounds from in front of you more easily.

Your aid(s) can be programmed for different functions such as listening to music, automatic telephone adjustment, and for using induction loop systems. (See page 8 for more information about loop systems). These are just a few options available; your audiologist will discuss all of the options with you. He or she should discuss your hobbies and interests to help you to decide which settings would be best for your lifestyle; for example if you like to attend concerts, then a music setting may help. You should get verbal and written instructions on how to use your hearing aid(s). The instructions should cover:

- The controls on the hearing aid
- Hearing aid maintenance
- Insertion of the hearing aid
- How to get batteries
- How to access the hearing aid repair service

It may take time for you to get used to wearing a hearing aid and the many different sounds you will hear. They will not restore your normal hearing and, unlike the human ear, are not able to filter out the sounds that you do not want to actively listen to – the aid will amplify all sounds, including background noise. It takes practice to learn how to ignore background noise, and is best to build up the time you spend using your hearing aid.

If you feel you have not received enough information about your hearing aid(s), it is important that you ask your audiologist for the information you need, to help you cope with the hearing aid as well as possible.

Review of hearing aids

Once you have been fitted for a hearing aid for the first time, you will be offered a review appointment. At this appointment your progress will be checked to ensure everything is as it should be and changes can be made if needed. Many people feel that there is a lot of information to take in when you first get your hearing aid(s), and reviews can be beneficial. A review will also be offered to existing hearing aid users if they are experiencing difficulties with their current aid. This is usually by telephone, however a face to face review may be offered if the audiologist or you feel it is necessary.

After you have had an aid for three years, you can request a re-assessment of your hearing directly from the audiology department.



Audiology Repair Clinics

From time to time you may have difficulties with your hearing aid – it may need re-tubing, for example. An appointment system for repairs is operated in each of the three NHS Audiology departments in Tayside:

Kings Cross Hospital Dundee
Monday to Friday

Perth Royal Infirmary
Monday to Friday

Stracathro Hospital
Thursday only

Repair appointments for any of the audiology departments should be made by phoning the audiology department at Kings Cross Hospital (for Kings Cross and Stracathro) and Perth Royal Infirmary (for PRI).

Hearing aid batteries

The normal life span of a hearing aid battery is only around 5 to 10 days, although this depends on the type of hearing aid you wear. You can get batteries for NHS hearing aids free of charge from audiology clinics. When you get a hearing aid you are also given a battery book which details the size and type of battery your hearing aid requires. You need to produce your battery book each time you need new batteries, and when you receive them, the book is signed by a staff member or volunteer at the hospital.

NHS hearing aid wearers can use the Audiology Department battery replacement service without making an appointment, within normal opening hours (see Contact Details, section 8 for details of opening times). There is also a postal service for batteries and the details for this are printed on your battery book. When you post your battery book to an audiology department, your book will be signed and posted back to you with your batteries. You can also contact the Audiology departments by email for more battery supplies.

Cleaning your hearing aid

To get the best out of your hearing aid, it should be cleaned regularly. A slight blockage of ear wax or moisture in the tubing can reduce the sound quality.

The tubing and ear mould can be detached from the hearing aid in order to be cleaned. The mould and tubing can be put in warm water with a little mild detergent and cleaned with a cloth. They need to be completely dry before re-attaching to the hearing aid, so it may help to clean the mould and tubing last thing at night and leave it to dry overnight. At no point should the hearing aid itself be in contact with water. If you do not feel comfortable detaching and re-attaching the tubing, the mould can be cleaned daily with a wet wipe. Small cleaning instruments such as a brush or hook can be used to remove ear wax from the hearing aid. You should receive cleaning instruments when you get issued with your hearing aid, or you can request them from your local Audiology department.

Cochlear Implants

A cochlear implant is a sensory aid that is used for adults and children who have a severe to profound hearing loss in both ears and gain little or no benefit from conventional acoustic hearing aids. The aim of a cochlear implant is to give individuals access to spoken language. Those over the age of five are only considered for cochlear implant if they become deafened after having developed functional spoken language.

The implant consists of two parts, internal and external; the internal part is surgically implanted under the skin. The external part is called a sound processor and is similar in size to a behind-the-ear hearing aid.

If you are interested in exploring this further speak to your Audiologist, ENT Consultant or GP and they will provide advice and make arrangements for you to be referred for assessment. The **Scottish Cochlear Implant Programme** is located at Crosshouse Hospital in Kilmarnock. You can get more information from their website and/or from the **British Cochlear Implant Group**.

Section 2

Home, family and friends

Communication

Communication is the single biggest hurdle faced by hard of hearing people in everyday life, and good communication in the home, with family and friends is crucial to maintaining your quality of life.

Hard of hearing people usually communicate using speech. The difficulties, of course, lie in trying to understand what other people say. For this reason, the actions of the speaker are central to making sure that you are able to participate in the conversation.

When talking to others, even though you might not be aware of it, you probably use a range of “tools” at your disposal – residual hearing, hearing aids, lipreading skills, concentration and sometimes a degree of guesswork. All of this takes a lot of energy, so you may find yourself getting tired when trying to talk to people for longer periods.

This section provides advice on getting the most out of spoken communication. You may want to share photocopies of this section with family, friends, and all those who want to communicate with you.

“Good communication in the home, with family and friends is crucial to maintaining your quality of life”



Guidelines for communicating with a hard of hearing person

- Get the attention of the hard of hearing person before you start to speak. If he or she is not looking at your face before you start speaking, they will not be able to use lipreading skills and may miss the topic of the conversation.
- Speak at your normal volume, and slightly more slowly. Do not shout or exaggerate your lip patterns as this will distort the message. Lack of clarity of speech sounds is often more of a problem than lack of volume. For example, people who have difficulty hearing consonant sounds (which are commonly lost with a high-frequency hearing loss) won't be helped by the speaker simply increasing in volume.
- Make sure that the hard of hearing person knows the topic of your conversation.
- Use natural gestures and facial expressions to help get your message across, such as nodding or shaking your head when appropriate.
- Do not turn away or cover your mouth when you are speaking. Many hard of hearing people use lipreading (even though they may not be aware of it) and need to see your face clearly.
- Make sure that your face is well-lit, and there is no bright light or window behind you, which can cast your face into shadow.
- Try to reduce background noise, or find a quieter room for your conversation. Soft furnishings will absorb noise and reduce echo.
- Write things down if need be, particularly important information like dates and times.
- Be patient, and remember that lipreading is difficult and tiring for a number of reasons; only 25-30 % of speech is lipreadable in ideal situations; some sounds are invisible on the lips, such as “h” as in “hill”, “g” as in “get” and “k” as in “kick”; some sounds look exactly the same as others, such as “m” “p” and “b” , as in “man”, “pan” and “ban”.
- If the hard of hearing person does not hear what you have said, try rephrasing it. It may be that the words you have used are difficult to lipread - try different words.
- To get an idea of the difficulties of lipreading, try watching a newsreader on TV with the sound turned down!

Specialist Equipment for the home

Have any of these happened to you?

- You have missed a friend, caller or delivery because you did not hear the doorbell?
- You have given up on a telephone call because you could not hear the instructions on an automated telephone system?
- You have slept in because you did not hear the alarm clock?
- Someone has got annoyed with you because of the volume of your TV?
- Someone has said “never mind, it doesn’t matter” when you have missed part of a conversation?

These experiences can be upsetting, and are all too common for people with a hearing loss. However, solutions can be found in the use of specialist equipment for hard of hearing people.

Below is an overview of equipment and services that are available:

Induction Loop systems

These enable hard of hearing people to hear a spoken message directly via their hearing aid.

Loops are effective in reducing background noise and provide much more clarity. They can be used



in conversation, to listen to television, radio and music systems, as well as outside the home in meetings, one-to-one consultations and at reception desks.

Listening devices

There is a variety of specialist equipment to help you talk to friends and family, listen to television, radio or enjoy music, including personal loop systems and systems that use infra red technology.

Alerting devices

These use lights or vibrating pads to alert you to a variety of things including doorbells, smoke detectors, baby alarms and alarm clocks.

Telephones

There is a variety of adapted telephones available, including those that use amplification, those that incorporate induction loops and text telephones (sometimes called Minicom).

SMS texting/Mobile phones

Some mobile phones can work with your hearing aids on the loop setting and/or have increased amplification and powerful speakerphone functions. There are also neckloops and ear hooks that can be used with mobile phones to enable you to hear on a mobile phone. Texting enables you to type and receive short messages on your mobile phone,

which can be very effective in enabling you to keep in touch with friends and family.

Text Relay is a national telephone relay service for deaf and speech impaired people (formerly known as RNID Type Talk). If you are using a textphone or you are calling someone from a standard telephone and think the person at the other end may have a textphone, Text Relay will connect you. It is a fully automated service so, when required, relay operators provide a text-to-voice and voice-to-text translation service.

If you are deaf and use a textphone to call someone using a standard voice telephone, dial 18001 followed by the full dialing code and telephone number. This will put you in touch with an operator who will relay your typed message to the person you are calling. If you are using a standard voice telephone, and expect that the person answering uses a textphone, dial **18002** followed by the full dialing code and telephone number. This will put you in touch with an operator who will use a textphone to type your spoken message to the deaf person.

Calls are charged at your telecommunications provider’s standard rates. You may also be able to get a refund from your provider for the text part of your call. All calls are confidential and the service operates 24 hours every day.

Specialist Equipment providers

North East Sensory Services (NESS), in partnership with Perth & Kinross, Angus and Dundee City Councils, undertakes assessments for equipment. The Councils provide the equipment

“I had my phone for ages but didn’t know how to use it. I’m now regularly texting my grandchildren!”

once you have been assessed, either loaned free of charge or for a small delivery and installation charge. For a specialist equipment assessment appointment contact North East Sensory Services.

Some equipment is available for purchase, such as doorbells and alarm clocks, from stores like B&Q and Argos, or from specialist suppliers including **Deaf Action’s Specialist Equipment Service**, **Connevans** and **Action on Hearing Loss Shop**, which provide catalogues and websites.

Assistance Dogs

Some people find that hearing dogs provide great benefit in terms of maintaining independence and providing companionship, whether in the home or out in public. **Hearing Dogs for Deaf People** train dogs to alert deaf people to specific sounds, such as the alarm clock, doorbell, telephone or smoke alarm. You can apply for a hearing dog if you are severely hard of hearing or profoundly deaf. To apply for a dog, you need to be able to provide proper exercise, grooming, food and medical care (help may be given if this is difficult for you), and be willing to build a working partnership with the dog.

Social Work

The three Councils in the Tayside area (Perth and Kinross, Dundee City and Angus), all commission **North East Sensory Services (NESS)** to provide a specialist social work service for people with a hearing loss. Social Workers provide assessment and support, as well as a range of practical advice including help with benefits. Once referred to the service, a Social Worker will be allocated your case, and would visit you at home to see what assistance you need.

Self-Directed Support

Self-Directed Support (SDS) allows people to choose how care or support services are received from the local authority. The person directing their own care could choose to purchase services from a support organisation, hire a personal assistant or a combination of the two and the support can be managed in different ways.

If you would like to know more about SDS for people with a hearing loss, the following organisations may be able to offer support:

Deaf Action's Sensory Self-Directed Support Project

Dundee Carers Centre
(if you live in Dundee or Angus)

Perth and Kinross Council's Self Directed Support Team

North East Sensory Services

From 2011 – 2014, Deaf Action, in partnership with Fife Society for the Blind and funded by the Scottish Government, is delivering a **Sensory Self-Directed Support Project**, aimed at ensuring that people across Scotland with sensory needs have full access to information and support to access the Self-Directed Support process.

Information, Advice and Guidance

Deaf Action's Sound Sense Project

Deaf Action offers a befriending service to people in Dundee aged 16+ who are experiencing difficulties or isolation. Befrienders are volunteers who receive specialist training and support. They will agree to meet with you on a regular basis, support you in social activities and provide companionship on practical outings. They can help you meet new people, get out more, join local groups or they could just provide a chance for a regular chat. We are always looking for befrienders from all walks of life including deaf people themselves. You do not need any previous experience but we do need you to be reliable, friendly and understanding and you must commit to a regular schedule. Get in touch with the Sound Sense Project co-ordinator at Deaf Action's Tayside office if you are interested in befriending.

Hearing Link Scotland works with people with an acquired hearing loss, including those who are deafened, that is, have become profoundly deaf. The organisation can provide specially trained Community Support Volunteers who can talk to you about deafness and give you useful information about how to cope and where to get help. The Community Support Volunteer team consists of both deafened volunteers and their partners, as deafness can affect the whole of family life.

The **Scottish Council on Deafness (SCoD)** is a Scotland-wide umbrella body that works with many deaf organisations across the country. As part of their work to provide comprehensive information to deaf people, they publish regular newsletters and bulletins, which aim to keep deaf people up-to-date with local and national developments. Contact SCoD to join their information mailing list, or access bulletins online at www.scod.org.uk/bulletins

Action on Hearing Loss Hear to Help Service

'Hear to Help' undertakes hearing aid re-tubing and battery replacement to ensure that people get the best from their aids. Re-tubing and battery replacement are carried out in locally based 'drop-in' clinics which are staffed by trained volunteers and are run weekly or monthly. The service is also provided in local nursing homes and sheltered housing complexes. Contact **Action on Hearing Loss** for up-to-date information about drop-in clinics.

'Hear to Inform' events are run quarterly and provide more in-depth information on hearing aids and other equipment and services available. These sessions are also open to families and carers to help them understand the impact of hearing loss.

'Hear to Meet' aims to reduce the impact of social isolation for deaf and hard of hearing people. It is delivered through a range of events such as coffee mornings, where Action on Hearing Loss invites a range of agencies to come along and provide information stalls. People who are housebound can also have peer support through volunteer befrienders.

Deaf Links provides a range of services and activities to people with a hearing loss across Angus, Dundee and Perthshire. Their aim is to empower all deaf people to be equal and respected citizens within their communities. Deaf Links is based at Tayside Deaf Hub where you can access advocacy services, information, advice, support and signposting to other services. They also facilitate computer classes, health information sessions, a women's group, an older people's group, a youth club and social events. Within **Tayside Deaf Hub** there is a social enterprise cafe, No 23, which is open Monday to Saturday. The cafe is run by volunteers who gain skills development and work experience. Tayside Deaf Hub is open Monday - Friday 9am - 5pm and Saturday 9am - 2pm.

Benefits

You may be eligible for a range of welfare benefits. If you need further information about benefits, **Deaf Action's Information, Advice and Guidance service**, and **North East Sensory Services** may be able to assist with information, making an application or challenging a decision.

The Department of Work and Pensions (DWP), which deals with applications for benefit, prefers people to contact them via the phone or the internet. However, this can be difficult for people who have a hearing loss and so they allow you to identify a representative to speak on your behalf or provide a Visiting Service to conduct home visits or to see customers at Information Points, by appointment. Deaf Action's Information, Advice and Guidance service, or North East Sensory Services may be able to refer you to the Visiting Service.

Section 3

Work

Whether you have been deaf for a long time, or you lost your hearing more recently, coping with hearing loss in the workplace can present particular challenges. You might fear that you will not be able to carry out the tasks that you used to, for example using the telephone, or taking part in meetings, and this can leave you feeling vulnerable.

In many cases, difficulties arise because employers do not know what their responsibilities are, what type of support is available, or where to get advice. In fact, there is a range of support available to workers and employers, to enable you to continue successfully in your job.

The legislative context

The Equality Act came into force on 1st October 2010, and was created to bring together, and simplify, the legislation that was already in place. It replaced the existing equality laws: The Equal Pay Act (1970); The Sex Discrimination Act (1975); The Race Relations Act (1976); and the Disability Discrimination Act (1995).

Who does the law protect?

The Equality Act 2010 aims to protect disabled people and prevent disability discrimination. All employees and service users have the right to be treated fairly at work or when using services. It protects people from discrimination on the basis of certain characteristics. There is also the new concept of "discrimination arising from disability".

Employment rights and the Equality Act
Disabled workers share the same general employment rights as other workers, but there are also some special provisions for them under the Equality Act.

Under the act, it is unlawful for employers to discriminate against disabled people for a reason related to their disability, or those associated with a disabled person, in all aspects of employment, unless this can be justified. The Act covers things like:

- application forms
- interview arrangements
- proficiency tests
- job offers
- terms of employment
- promotion, transfer or training opportunities
- work-related benefits such as access to recreation or refreshment facilities
- dismissal or redundancy.

Under the Equality Act, your employer has a duty to make 'reasonable adjustments' to make sure you are not put at a substantial disadvantage by employment arrangements or any physical feature of the workplace.

The **Equality and Human Rights Commission** provides guidance and advice for you and your employer about the Equality Act and what adjustments might be reasonable. You can play an active role in discussing these adjustments with your employer.



Organisations Providing Support

Access to Work

Through this programme, employers can get advice on appropriate adjustments and possibly some financial help towards the cost of the adjustments. Access to Work may pay towards equipment, adapting premises to meet your needs or providing a support worker. For someone with a hearing loss, this could mean, for example, providing an adapted telephone, or listening devices for meetings. It could mean installing a loop system in your workplace, or providing a communication support worker. More details about communication support and how it can be used in the workplace are provided on page 14. These types of support can be crucial to how you cope at work, and it is your right to have access to them. Your employer may be required to contribute to the cost of support.



Communication Support

There is a variety of communication support available to assist with communication between deaf and hearing people, such as note taking, lipspeaking and British Sign Language / English interpreting. This can be of great benefit to people in the workplace, for example in meetings, supervision and training. All professional communication support staff operate a strict code of practice, including confidentiality.

In the workplace, communication support can be funded by Access to Work (see above). For other settings such as health or council appointments, it is normally the responsibility of the service provider to pay for communication support.

Dundee Translation and Interpretation Service, run by Dundee City Council can provide communication support in the workplace and in other settings, including health.

Deaf Action provides a communication support service. For advice on the type of support that is best for you, and to book, contact **Deaf Action's Communication Support Service**.

In most situations communication support needs to be booked in advance. Due to the shortage of communication support workers, as much notice of appointments as possible should be given.

Below you will find information on the types of communication support that may be of use to people with an acquired hearing loss. Information on communication support for people who use British Sign Language, or are deafblind can be found at www.deafaction.org

Lipspeakers

- are used by people who use lipreading as their main method of communication
- are trained to reproduce the shape, flow, rhythm, stress and phrasing of speech used by the speaker
- convey a speaker's message to a lipreader without using their voice
- use facial expression, gesture, and if requested, fingerspelling to aid in the lipreader's understanding

Electronic Notetakers

- type everything that is said during proceedings
- aim to ensure as full a coverage of information as possible (in negotiation with the wishes of the deaf person)
- are trained in speed and clarity
- may use a laptop which is connected to another laptop, on which the deaf person reads the transcription
- may use a laptop which is connected to a large screen in a conference / meeting setting, from which many deaf people in an audience can read the transcription

When booking communication support it is important to think about

- The length of the session
- Helpful information to allow the communication support worker to prepare, for example the agenda for a meeting, or previous meeting minutes.

Deaf Awareness Training

Sometimes specialist Deaf Awareness training can be helpful in the workplace, to enable colleagues to learn what they can do to ensure that you are included, like anyone else in your workplace. This could involve training on topics such as communication tactics and specialist equipment. **Deaf Action's Training Team** can provide this service, tailoring the training to the particular work environment. In some circumstances, **Access to Work** may fund such training.

Section 4

Learning

Mainstream learning providers

There is a wealth of adult learning providers who offer a broad range of courses including evening and leisure courses, vocational training, further and higher education. Each of these providers has a responsibility, under the Equality Act 2010, to help meet your needs to access their courses, and to make 'reasonable adjustments' to their provision in order for you to participate. This might include provision of specialist equipment in the learning environment, such as a loop system, or communication equipment. See page 8 for information on equipment, and page 14 for communication support that may benefit you. Before you enroll on a mainstream course, you should contact the learning provider to let them know your needs and allow time for them to make the necessary arrangements.

Many learning providers, including colleges and universities, have dedicated staff to assess and make arrangements to meet your needs. They may have a variety of job titles such as Access Officer or Disability Adviser.

Paying for your learning

Grants may be awarded by the **Student Awards Agency for Scotland** to help meet the extra course costs you can face as a direct result of a disability, including hearing loss. To apply for financial help through Disabled Students' Allowances (DSAs), both you and your chosen course must meet some conditions. You will need to check with the education provider that your course is eligible before making your application. Eligible full-time, part-time and postgraduate students can apply for DSAs. The amount you get does not depend on your household income. DSAs are paid on top of the standard student finance package, and do not have to be paid back. The allowances can help pay for specialist support you need for studying - for example, assistive listening devices and non-medical helpers, such as a notetaker. You can apply if you are doing a full time course that lasts at least one year (including a distance-learning course) or a part-time course that lasts at least one year and does not take more than twice as long to complete as an equivalent full time course.

You may also be eligible for financial support to assist in paying for your class through a Skills Development Scotland **Individual Learning Account (ILA)**. Individual Learning Accounts are for people who are 16 or over and living in Scotland. You must have an income of £22,000 a year or less, or be on benefits to be eligible to get up to £200 towards the costs of learning or training. If you are not in education, do not have a degree or above and are not taking part in a National Training Programme you can apply for an ILA.



Specialist learning providers

Deaf Action's Learning Centre

We run a range of "deaf friendly" classes for adult learners. We have specialist courses for hard of hearing people including "Sound Advice", a short course designed to help hard of hearing people maintain a high quality of life. Our classes are taught by tutors who have a hearing loss themselves, or are trained in appropriate communication tactics, and your fellow learners will also be hard of hearing. From time to time, across Tayside, we also offer a range of adult education classes including IT and arts and crafts. We are an approved Scottish Qualifications Authority (SQA) centre. Contact Deaf Action's Learning Centre for up-to-date details of our Tayside courses.

Lipreading Classes

Some people, both deaf and hearing, have unrealistic expectations about lipreading. In fact, lipreading is not an "exact science" that you can learn in order to overcome all your communication difficulties. Rather, it is a set of skills and strategies that you can use to enhance your ability to understand what others are saying. Bear in mind some of the points on page 7:

- only 25-30 % of speech is lip readable in ideal situations
- some sounds are invisible on the lips, such as "h" as in "hill", "g" as in "goat" and "k" as in "kick"
- some sounds look exactly the same as others, such as "m" "p" and "b", as in "man", "pan" and "ban"

That said, improving your lipreading skills can have a dramatic impact on your communication.

Deaf Action's Lipreading classes, which are delivered in various areas of Tayside, teach you to make the most of your lipreading skills and are also an opportunity to learn about different services and organisations. Another vital aspect of classes is the opportunity to meet other people who have a hearing loss and share experiences and coping strategies. Classes tend to be small in size and often have guest speakers to share information. The class usually lasts for about two hours and allows you to have fun while learning, and to discuss issues around your hearing loss with others who understand.

Deaf Action's Training Team offers SQA accredited courses in British Sign Language (BSL) and Deaf Awareness, as well as tailored courses to meet a group or organisation's specific requirements. While most of our learners are hearing people, hard of hearing learners are also welcome. Some people who are losing their hearing are keen to learn Sign Language to help with everyday communication. Bear in mind that, as well as learning the language yourself, the people around you will need to learn it too, in order for you to benefit. We sometimes organise BSL courses specifically for hard of hearing people – contact Deaf Action's Learning Centre for more information.

Deaf Links facilitates computer classes and health information sessions for deaf people.

Hearing Link Scotland runs self-management courses for people with an acquired hearing loss, and their spouses or supporters. The courses aim to help people adapt to their new circumstances, and equip them with skills and information to improve their quality of life.

"I love my course, and I get a lot out of meeting others in the same situation"



Section 5 Health

Section 1 provides more information about NHS services relating to Audiology and your hearing loss. This section provides more general information about health services for people with a hearing loss and how to access them.

Barriers to healthcare

Visiting the GP or other health appointments can present particular challenges to hard of hearing people. Research by the RNID* showed that:

- 28% of deaf and hard of hearing people found it difficult to contact their GP surgery to get an appointment because of their hearing loss
- 15% of deaf and hard of hearing people said they avoid going to see their GP because of communication problems
- 24% of patients had missed an appointment because of poor communication, such as not being able to hear staff calling out their name
- 42% of deaf and hard of hearing people who had visited hospital (non emergency) had found it difficult to communicate with NHS staff
- 35% of deaf and hard of hearing people had been left unclear about their condition because of communication problems with their GP or nurse

SignHealth looked at the results of the GP Surveys in 2008 and 2009 and found that many of these issues were contributory factors resulting in deaf people being less happy with certain aspects of primary care and also less healthy than their hearing peers**.

Deaf Action's own survey and report, "Speaking Up" (2008), found that hard of hearing people continue to struggle with communication as a result of poor deaf awareness on the part of service providers.

"My doctor keeps forgetting I have a hearing loss. He talks and doesn't move his lips"

"(They) tend to speak slowly to begin and then go off at a rate. I usually end up agreeing with them – it's easier".

"I tell my dentist I have to lipread but he still talks to me with his mask on. I can hear a sound but I don't know what he is saying. It makes me quite cross"

Experiences such as these can have a major, negative impact on confidence and independence, and can reduce effective access to healthcare.

*A Simple Cure? 2004

**Why do you keep missing me? A report into Deaf People's Access to Primary Health Care 2008



Solutions

Health services including hospitals, GPs, dentists and opticians have a statutory duty to enable you to access their services. This could mean provision of communication support such as a lipspeaker or notetaker for appointments. When making an appointment with a health professional, you can ask staff to book a lipspeaker or notetaker to enable you to communicate effectively with the practitioner. In Tayside, this service is provided free to the user, and is delivered by the **Dundee Translation and Interpretation Service (DTIS)** for NHS appointments. **Deaf Action's Communication Support Service** can provide you with further information too. See page 14 for more information on how communication support can benefit you.

Many healthcare settings now have induction loops fitted at the reception area, and sometimes in consulting rooms. It is very common, however, that these are not working, not charged, or the reception staff are not aware of how to use them. If that is the case, you can suggest they contact

Deaf Action's Specialist Equipment Service, or the loop provider for advice on how to operate the loop.

You may prefer to ask health professionals to make sure they write down important information for you at your appointment, such as details of how to take medication. Many health professionals may be unaware of how best to communicate with you, and may appreciate if you provide a copy of the communication guidelines on page 7. Sometimes you will find one doctor easier to communicate with than another, and if this is the case, it is worth asking to see this person, where possible. Some hard of hearing people find it helpful to tell GP practice staff to mark your file with a note or sticker indicating that you are hard of hearing. This can ensure that instead of simply calling your name at an appointment, for example, they approach you personally to tell you when it is time for your appointment.

Specialist health services for deaf people

Counselling

Some people find that they need more support with coping with their hearing loss, or may have other issues in their lives which are exacerbated by their hearing loss. Counselling is a confidential and supportive relationship with someone who is trained and experienced in helping people cope with difficulties in their lives.

You might find counselling helpful if:

- you feel depressed, anxious or upset
- have problems with family and/or friends
- someone close to you has died
- you are unhappy at work/college
- you want to make changes to your life

There are some counsellors who have undergone special training, or who themselves are deaf and are therefore well placed to support deaf people needing counselling. The **Scottish Council on Deafness** has information on their website, for both deaf people and also GPs supporting deaf patients.

Lothian Deaf Counselling Service provides free one-to-one counselling to adults with a hearing loss in Edinburgh and Lothian. They are able to accept referrals from other areas, funded by the referring NHS Trust. A personal loop system and/or communication in written English are available for people who are hard of hearing.

Scottish Mental Health Service for Deaf People

This service provides specialist support for deaf people with mental health problems across Scotland. Working directly with mental health services in your area, they provide assessment and advice services for people with a hearing loss. They can also offer short term treatments working in clinics around Scotland. They provide advice and assessment if a patient needs to be in hospital, and support local mental health services to work with deaf people. They can provide training in deaf awareness and mental health issues for mental health staff.

NHS 24 is a service offering phone and online health information and self care advice. If your GP surgery is closed and you are too ill to wait until it re-opens, you can call the service. They will put you through to a health professional, such as a nurse, pharmacist or dental nurse, who will talk to you about your symptoms and tell you what care they think you need. They might suggest that you treat yourself at home, that you see a doctor or

other health professional, or in some cases they might call an ambulance for you. You can contact NHS 24 using **Text Relay**.

Breathing Space, part of NHS 24, is a free, confidential phone and web based service for people in Scotland experiencing low mood, depression or anxiety. In times of difficulty they provide a safe and supportive space by listening, offering advice and information. The website has information ranging from drug and alcohol problems to chronic pain, relationships and abuse.

The service has a web camera facility with a “text mode” so that hard of hearing people can see the person they are talking to, and read messages on screen. This is accessed by visiting the website and clicking on ‘BSL service’. The service is open Thursdays 6pm to 10.00pm and Sundays 6pm to 9:30pm.



Section 6

Police, Emergencies and Fire Safety

Accessible emergency contacts

Getting the help you need in an emergency can be a real concern for people who are hard of hearing because of difficulties using the traditional methods of communication. You might find it useful to save the details below, such as mobile phone numbers in your phone, so you can easily access them in case of emergency.

In an emergency you can send a text to 999, but you must register your mobile with the Emergency SMS service first. You can register online at www.emergencysms.org.uk, and should do this as a priority, so that if something serious happens, you are already registered. Remember that, unlike telephones, during busy times text messages can take quite a while to reach the recipient.

When you are registered, you can use the number to contact the police in an emergency situation.

You should send:

- Your name
- Where you are
- Where the incident is taking place
- What is happening (brief details)

A text message will be sent back to your mobile phone, confirming that the police have received your text.

Contacting the Police in Non-Emergency situations

Where help is not needed urgently, you can contact **Tayside Police** by using their **SMS Text Messaging Service**. You need to register your mobile number with Tayside Police and tell them if you will need communication support when officers attend. When you have registered your mobile, you will be sent a text confirming your registration. It will be sent from the phone that will receive your future texts – save this number in your mobile and use it when you

have need to contact Tayside Police for any non-emergency issues.

By dialing **18000** on its own, and using your textphone, you will be put in direct contact with the emergency services.

Crimestoppers is an anonymous service which allows you to report crimes via e-mail and **Text Relay**. If you have witnessed a crime but are perhaps reluctant or scared to report this to the police then you should contact Crimestoppers. Text Relay calls and emails will not be traced and no one will know who you are. As Crimestoppers is not part of the police, you will not be required as a witness or asked to appear in court. You may even be entitled to a reward.

Remote Reporting

This service allows a victim of a crime to report the matter to a third party agency that in turn forwards the report to the police. Deaf Action is a registered Remote Reporting Centre, where you can talk to our staff who will offer support and advice, and act as a link between you and the police.

Many deaf people find this service useful because they are reluctant to approach the police directly, not least because of communication barriers with police staff.

The Tayside Police website has an online reporting form that you can download and complete; it is designed to collect all the basic details of a crime or incident. This can then be posted into the relevant address at Tayside Police or emailed in to hatecrime@tayside.pnn.police.uk



Fire Safety

Being safe in your home is an important consideration. You may be able to hear your audible smoke detector when your hearing aids are in, but it is important to consider if you would hear it with your aids out or if you were asleep. This is particularly important if you live alone. Housing providers have a responsibility to provide smoke detectors for their tenants that meet their needs, so if you are the tenant of a housing association or a Council, let them know that you have a hearing loss and require an adapted smoke detector, such as a visible flashing light or a vibrating pad that goes under your pillow at night. For people living in their own home some Councils or **Tayside Fire and Rescue** may be able to assist.

Tayside Fire and Rescue offer Home Fire Safety visits which will help you to think about how to reduce the risk of fire in your home, and how to develop an action plan in the event of an emergency. To arrange a home visit from Tayside Fire and Rescue service, see their details in the contact section.

Section 7

Hearing loss and related conditions

How we hear

During normal hearing, sound goes into the outer ear, passes through the middle ear where the auditory bones, the ossicles, stretch across the middle ear cavity to conduct sound from the eardrum to the inner ear. The sound is then processed by the inner ear before being sent as signals to your brain.

When sound waves enter the fluid of the cochlea in the inner ear, they move tiny hair cells, which then send electrical messages to the auditory nerve. Different frequencies of sound are picked up by different hair cells, depending where in the spiral tube they are located. The nerve passes impulses to your brain, which recognises them as different sounds such as speech, music, footsteps, etc.

About acquired hearing loss

Acquired hearing loss is a very common condition, affecting an estimated one in six of people at some point in their lives. In Tayside alone, it is estimated that there are over 67,000 people with a hearing loss. The incidence of acquired hearing loss increases with age, to the extent that three quarters of people over the age of seventy have a hearing loss.

Conductive hearing loss - outer or middle ear problems

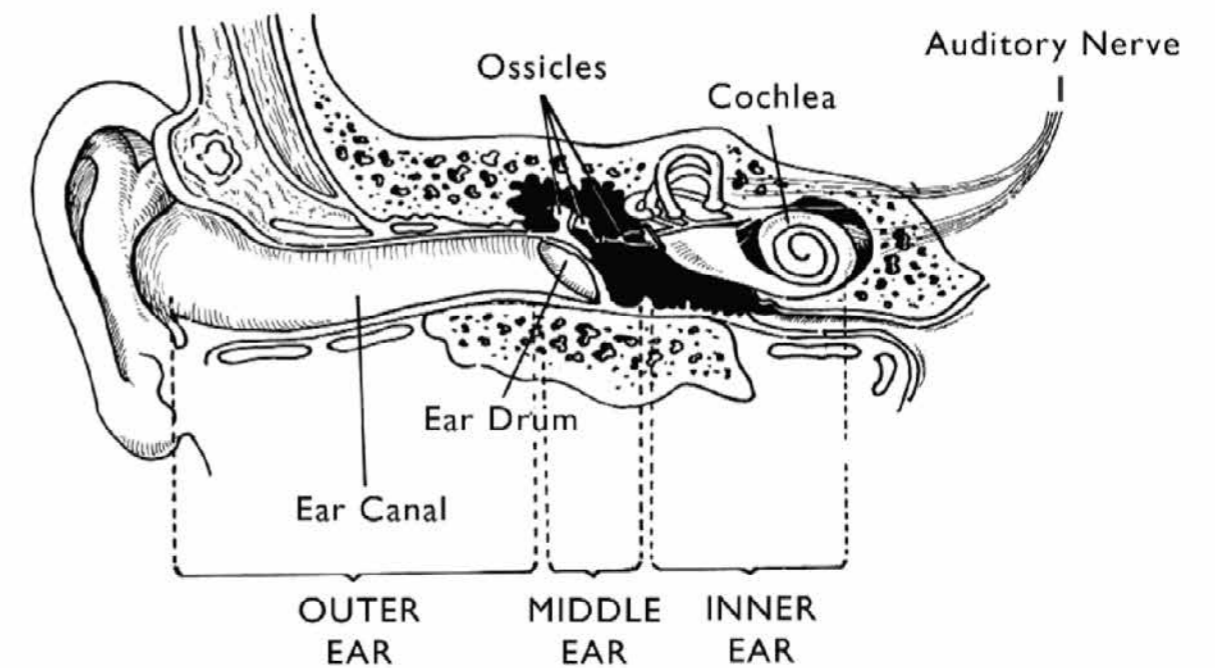
Conductive hearing loss can be caused by sound being unable to pass through the outer or middle ear. This may be because of:

- Restricted movement of the auditory bones in the middle ear, known as otosclerosis
- Hole in the ear drum, known as perforation
- Ear wax
- Glue ear – most commonly found in children

Sensorineural hearing loss - inner ear problems

This is caused by damage to the tiny hair cells within the cochlea in the inner ear. Sensorineural hearing loss is the most common cause of acquired hearing loss. Damage can be caused by a number of factors including:

- The ageing process
- Exposure to loud noise
- Traumatic injury such as a fall or a head injury
- Illness or infections such as measles, mumps or meningitis
- Ototoxic effects, that is, reactions to drugs or medications



Some other conditions

Tinnitus

Tinnitus is experienced as noises inside the head that do not come from an external source, and often sound like buzzing, whistling, hissing or ringing, or sometimes as songs or tunes. If the cochlea hair cells are damaged or overstimulated, this can cause irregular nerve signals to the brain, which perceives it as noise inside the head. Although not life-threatening, it can be extremely upsetting, and is a very common condition, thought to affect about one in ten. About one in a hundred people report that they have had tinnitus that severely affects their quality of life.

Tinnitus can affect you whether you have a hearing loss or not. It can be caused by hearing disorders related to ageing or exposure to loud noise, and can be affected by emotional upset, injury, illness, and the side effects of some drugs.

There is a range of treatments and therapies that can be useful for people with tinnitus. The **Audiology Department** of NHS Tayside in Dundee has a specialist tinnitus service. You can be referred to the service by an Ear, Nose and Throat (ENT) specialist, a GP or your Audiologist. An assessment will be carried out and you will be advised of the best treatment and management of your condition.

The **British Tinnitus Association** and **Action on Hearing Loss' Tinnitus Information Helpline** can offer advice and support on the condition.

Ménière's Disease is a disease of the inner ear. It is a long term, progressive disease which damages both the balance and hearing parts of the inner ear. The main symptoms of the disease are vertigo, tinnitus and hearing loss.

Your GP can diagnose and offer management strategies for Ménière's disease, and may refer you to an Ear, Nose and Throat (ENT) specialist for help to manage your symptoms. The **Ménière's Society** is a charitable organisation offering advice and information on Ménière's Disease. Information on treatment and coping strategies can be found on their website.

Hyperacusis is the name given to increased sensitivity to normal level sounds. People with hyperacusis may feel pain or discomfort when hearing sounds that most people are able to tolerate. The causes of the condition are not yet well understood, but it is thought that the problems arise from faulty processing of sound in the inner ear. If you do not have an NHS hearing aid, you can consult your GP for advice and referral to an ENT specialist. Existing NHS hearing aid users can discuss this issue with the Audiology team. An appointment can be arranged to discuss your condition and advise on the most appropriate management options.

Balance assessments and rehabilitation

If you are experiencing dizziness or feel off-balance and are concerned about it, speak to your GP in the first instance. He or she may refer you to Dundee Audiology's balance unit for diagnosis of various balance disorders. Sometimes you will be advised to bring someone with you or to leave your car at home as some tests can stimulate the balance disorder.

Deafblindness

People are regarded as deafblind if they have a severe degree of combined visual and auditory loss resulting in difficulties with communication, mobility and information. Most deafblind people are over the age of 60 and have a dual sensory loss due to ageing.

Deafblind Scotland can provide a range of specialist support including project work and, in some areas, a Guide/Communicator service. Guide/Communicators relay information, facilitate communication with others and ensure that the deafblind person is able to get about safely. They enable deafblind people to make informed decisions by ensuring information (spoken, non-verbal, written and environmental) is delivered using the deafblind person's preferred communication method, such as British Sign Language, Deafblind Manual or hands-on signing. The service, which may be delivered by another provider, may be funded by your local Social Work department, following an assessment of your needs. If you have both a hearing and sight loss, you can become a member of Deafblind Scotland, and keep up-to-date with relevant news and information.

Sense Scotland provides services for children and adults who have communication support, information, learning and mobility needs because of deafblindness, sensory impairment, learning or physical disabilities. By working closely with people, often on a one-to-one basis, the organisation aims to find out what their aspirations are and how they want to live their lives.



Deafness and dementia

Both deafness and dementia are conditions that become more prevalent with age. Some people who develop dementia will have been deaf from an early age, but for others, both deafness and dementia will have developed in later life. The difficulties which are part of dementia are made much worse when the person cannot hear properly. The response of others to this situation will have a huge effect on how people with deafness and dementia feel and what they are able to do.

In 2004 Deaf Action, in partnership with the University of Stirling Dementia Services Development Centre, carried out research and produced a report on deafness and dementia. The report is available to view via www.deafaction.org, or you can get a copy by contacting our head office. More information on dementia can be found by contacting Alzheimer Scotland, who have a free 24 hour helpline **0808 808 3000** (Text Relay callers can use the **18001** prefix).

Section 8

Contact Details – alphabetical list

Below is a list of services and contacts that are mentioned in this guide. We have provided as many accessible contact details as possible. Where only a voice phone number is provided, textphone users can use the Text Relay prefix **18001**. More details on how this service works are provided on page 9.

Access to Work

Jobcentre Plus
Access to Work Operational Support Unit
Anniesland JCP
Baird Street
Glasgow G90 8AN
Tel 0141 950 5258
Text 0845 602 5850
Fax 0141 950 5265
Email
atwosu.glasgow@jobcentreplus.gsi.gov.uk

Action on Hearing Loss

Head Office Scotland
Empire House
131 West Nile Street
Glasgow G1 2RX
Tel 0141 341 5330
Text 0141 341 5347
Email Scotland@hearingloss.org.uk

Action On Hearing Loss

Hear to Help Service

Tayside Deaf Hub
The Old Mill
23 Brown Street
Dundee DD1 5EF
Tel 01382 201 073
SMS 07436 543 243
Email
michelle.donoghue@hearingloss.org.uk

Action on Hearing Loss Information Line

Tel 0808 808 0123
Text 0808 808 9000
SMS 0780 0000 360
Email informationline@hearingloss.org.uk

Action on Hearing Loss Shop

Tel 01733 361199
Text 01733 238 020
Email solutions@hearingloss.org.uk

Action on Hearing Loss Tinnitus

Information Line

Tel 0808 808 6666
Text 0808 808 0007
SMS 0780 0000 360
Email tinnitushelpline@hearingloss.org.uk

Alzheimer Scotland

22 Drumsheugh Gardens
Edinburgh EH3 7RN
Tel 0131 243 1453
Fax 0131 243 1450
Email alzheimer@alzscot.org

24 hour Dementia Helpline

Freephone 0808 808 3000

Audiology Department

Kings Cross Hospital

Cleington Road
Dundee DD3 8AE
Tel 01382 425 694
Monday to Friday
9.30am to 12noon and 1.30pm to 4pm
Email audiologydundee.tayside@nhs.net;

Perth Royal Infirmary

Taymount Terrace
Perth
Perth and Kinross PH1 1NX
Tel 01738 473 776
Email audiologyperth.tayside@nhs.net

Stracathro Regional Treatment Centre

By Brechin
Angus DD9 7QA
Tel 01382 425694*
Monday to Friday
9.30am to 12noon and 1.30pm to 4pm

*Appointments for Stracathro need to be made via the Kings Cross Audiology Department

Breathing Space Scotland

Tel 0800 838 587
Web www.breathingspacescotland.co.uk
Thursdays 6pm to 10.00pm and
Sundays 6pm to 9:30pm

British Cochlear Implant Group

Web www.bcig.org.uk

British Tinnitus Association

Ground Floor, Unit 5
Acorn Business Park
Woodseats Close
Sheffield S8 0TB

Freephone Helpline

0800 018 0527

Text 0114 258 5694
Fax 0114 258 2279
Email info@tinnitus.org.uk
Web www.tinnitus.org.uk

Connevens

Bridge House
1 Nutfield Road
Merstham
Surrey RH1 3EB
Tel 01737 247 571
Text 01737 243 134
Fax 01737 223 475
Email info@connevens.com
Web www.connevens.co.uk

Crimestoppers

Tel 0800 555 111
Web www.crimestoppers-uk.org

Deaf Action Head office

49 Albany Street
Edinburgh EH1 3QY
Tel 0131 556 3128
Text 0131 557 0419
Fax 0131 557 8283
SMS 07775 620 757
Email admin@deafaction.org
Web www.deafaction.org

Deaf Action's Communication Support Service

49 Albany Street
Edinburgh EH1 3QY
Freephone 0800 014 1401
Email bookings@deafaction.org
SMS 07791 800 064
Fax 0131 557 8283
Tel/Text 0131 556 3128

Deaf Action's Information, Advice and Guidance service

49 Albany Street
Edinburgh EH1 3QY
Tel 0131 556 3128
Text 0131 557 0419
Fax 0131 557 8283
SMS 07775 620 757
Email admin@deafaction.org
Web www.deafaction.org

Deaf Action's Learning Centre

49 Albany Street
Edinburgh EH1 3QY
Tel 0131 556 3128
Text 0131 557 0419
Fax 0131 557 8283
SMS 07775 620 757
Email learn@deafaction.org

Deaf Action's Lipreading Classes

c/o Learning Centre
49 Albany Street
Edinburgh EH1 3QY
Tel 0131 556 3128
Text 0131 557 0419
Fax 0131 557 8283
SMS 07775 620 757
Email learn@deafaction.org

Deaf Action's Sensory Self-Directed Support Project

Joint Project with Deaf Action and Fife Society for the Blind
Fife Sensory Impairment Centre,
13 Wilson Avenue Kirkcaldy KY2 5EF
Tel 01592 644 979
Fax 01592 200 103
Email gthompson@deafaction.org

Deaf Action's Sound Sense Project

36 Roseangle
Dundee DD1 4LY
Tel 01382 221 124
Fax 01382 200 025
Text 01382 227 052
SMS 07795 338 231
Email soundsense@deafaction.org

Deaf Action's Specialist Equipment Service

49 Albany Street
Edinburgh EH1 3QY
Tel 0131 556 3128
Text 0131 557 0419
Fax 0131 557 8283
SMS 07775 620 757
Email specialistequipment2@deafaction.org
Web www.deafaction.org

Deaf Action's Training Team

49 Albany Street
Edinburgh EH1 3QY
Tel 0131 556 3128
Text 0131 557 0419
Fax 0131 557 8283
SMS 07775 620 757
Email learn@deafaction.org
Web www.deafaction.org

Deafblind Scotland

21 Alexandra Avenue
Lenzie
Glasgow G66 5BG
Tel/Text 0141 777 6111
Fax 0141 775 3311
Helpline 0800 132 320
Email info@deafblindscotland.org.uk
Web www.deafblindscotland.org.uk

Deaf Links

Tayside Deaf Hub
The Old Mill
23 Brown Street
Dundee DD1 1DB
Tel 01382 201 077
SMS 07711 462 385
Email info@taysidedeafhub.org.uk

Dundee Carers Centre

Direct Payments Support Service
First Floor
Argyll House
West Marketgait
Dundee DD1 1QP
Tel 01382 200 422
Email directpayments@dundecarerscentre.org.uk
Web www.dundecarerscentre.org.uk

Dundee Translation and Interpretation Service (DTIS)

Mitchell St Centre
Mitchell St
Dundee DD2 2LJ
Tel 01382 534 825
SMS 07985 817 960
Email translation@dundeecity.gov.uk

Equality and Human Rights Commission (EHRC)

The Optima Building
58 Robertson Street
Glasgow G2 8DU
Tel 0141 228 5910
Fax 0141 228 5912
Email scotland@equalityhumanrights.com
Web www.equalityhumanrights.com/scotland

EHRC also operate a helpline for information and guidance on discrimination and human rights issues:

Helpline 0845 604 5510
Text 0845 604 5520
Fax 0845 604 5530
Opening hours: Monday - Friday 8:00 am-6:00 pm

Hearing Dogs for Deaf People

The Grange
Wycombe Road
Saunderton
Princes Risborough
Bucks HP27 9NS
Tel 01844 348 100
Fax 01844 348 101
Email info@hearing-dogs.co.uk
Web www.hearing-dogs.co.uk
Scotland contact Margaret Arthur 01418 126 542

Hearing Link Scotland

The Eric Liddell Centre
15 Morningside Road
Edinburgh EH10 4DP
Tel 0131 447 9420
SMS 07564 916 798
Email scotland@hearinglink.org
Web www.hearinglink.org

Individual Learning Accounts

Skills Development Scotland
Tel 0808 100 1090
Text 0141 573 4883
Fax 0141 285 6105
Email ilalearners@sds.co.uk
Web www.ilascotland.org.uk

Lothian Deaf Counselling Service

Lifeskills Health
New Douglas Park
Cadzow Avenue
Hamilton ML3 0FT
Tel 0800 804 7462
Text 0800 804 7463
SMS 07872 604 642

Meniere's Society

The Rookery
Surrey Hills Business Park
Wotton, Dorking
Surrey RH5 6QT
Helpline 0845 120 2975
Text 01306 876 883
Fax 01306 876 057
Email info@menieres.org.uk
Web www.menieres.org.uk

NHS 24

Tel 08454 242424

North East Sensory Services (NESS) Head Office

21 John Street
Aberdeen AB25 1BT
Tel 08452 712 345
Fax 01224 620 122
SMS 07593 102 004
Email info@nesensoryservices.org

North East Sensory Services (NESS) Tayside Services

Dundee Voluntary Action
Number Ten
10 Constitution Road
Dundee DD1 1LL
Tel 08452 712 345
Fax 01224 620 122
SMS 07593 102 004
Email info@nesensoryservices.org

Perth and Kinross Council's Self Directed Support Team

Perth & Kinross Council
Pullar House
35 Kinnoull Street
Perth PH1 5GD
Tel 01738 476 938
Email selfdirectedsupport@pkc.gov.uk

Scottish Cochlear Implant Programme

Web www.sciponline.org.uk

Scottish Council on Deafness (SCoD)

Central Chambers
Suite 62
93 Hope Street
Glasgow G2 6LD
Tel 0141 248 2474
Text 0141 248 2477 and 1854
Fax 0141 248 2479
Email admin@scod.org.uk
Web www.scod.org.uk

Scottish Mental Health Service for Deaf People

Mental Health Management Offices
Block 1/2 The Residences
St John's Hospital
Howden Road West
Livingston EH54 6PP
Tel 01506 523 671
Text 01506 524 171
Fax 01506 523 812
Email deafservice@nhslothian.scot.nhs.uk
Web www.nhslothian.scot.nhs.uk/mhdeafservice

Sensory Self-Directed Support Project (Joint Project between Deaf Action and Fife Society for the Blind, operating Scotland-wide)

Fife Sensory Impairment Centre
13 Wilson Avenue
Kirkcaldy KY2 5EF
Tel 01592 644 979
Fax 01592 200 103
Email glynthompson@deafaction.org

Sense Scotland (Glasgow office)

43 Middlesex Street
Kinning Park
Glasgow G41 1EE
Tel 0141 429 0294
Text 0141 418 7170
Fax 0141 429 0295

Sense Scotland (Dundee office)

Sangobeg House
1st Floor 4 Francis Street
Dundee DD3 8HH
Tel 01382 883 520
Fax 01382 825 727
Email info@sensescotland.org.uk
Web www.sensescotland.org.uk

Student Awards Agency for Scotland

Gyleview House
3 Redheughs Rigg
Edinburgh EH12 9HH

General enquiries

Tel 0300 555 0505
Text 0131 244 5813

Disabled Students' Allowance

Tel 0300 555 0505
Text 0131 244 5107
Fax 0131 244 5887
Web www.saas.gov.uk

Tayside Fire and Rescue

Fire and Rescue Headquarters
Blackness Road
Dundee DD1 5PA
Tel 01382 322 222
Fax 01382 200 791
Email enquiries@taysidefire.gov.uk
Web www.taysidefire.gov.uk

To arrange home fire safety visit
text 'Check' to 61611
Email check@tayside.gov.uk

Tayside Police

PO Box 59
West Bell Street
Dundee DD1 9JU
Tel 01382 596 742
Email mail@tayside.pnn.police.uk

Emergency SMS web

www.emergencysms.org.uk

Hate crime reporting

hatecrime@tayside.pnn.police.uk

Tayside Police SMS Text Messaging Service

Tel 0300 111 222
Email mail@tayside.pnn.police.uk
Web www.tayside.police.uk

Tayside Deaf Hub

The Old Mill
23 Brown Street
Dundee DD1 1DB
Tel 01382 201 077
SMS 07711 462 385
Email hinfo@taysidedeafhub.org.uk

Text Relay (Telephone relay service)

C/o Internal Box 14
Telephone House
170-175 Moor Lane
Preston
Lancs PR1 1BA

To use Text Relay:

Tel 18002
Text 18001
Emergency 18000

Customer Support:

Tel 0800 7311 888
Text 0800 500 888
Email helpline@textrelay.org
Web textrelay.org

Deaf Action Registered Office

49 Albany Street, Edinburgh EH1 3QY

Tel: 0131 556 3128 Text: 0131 557 0419 Fax: 0131 557 8283 SMS: 07775 20757

Email: admin@deafaction.org Web: www.deafaction.org