OLDHAM Metropolitan Borough

factsonline at www.oldham.gov.uk

Services to Deaf and Hard of Hearing people

This fact sheet can be made available in other languages or formats on request by contacting 0161 770 6666. For further information please see our detailed fact sheet - Information for all.

Are you Deaf, deafened or hard of hearing? Do you have a problem with Tinnitus or Menieres disease?

You may need support with communication, information about services, equipment, groups or advice about disability benefits, employment, education and other issues affecting your life.

Who are we?

We are the Services to Deaf and Hard of Hearing People Team - 2 social workers, a care coordinator, 2 technical officers and a Deafblind or dual sensory worker.

Our service is based at the Link Centre, 140 Union Street, Oldham, OL1 1DZ

What do we do?

We can help with specialist advice and information about issues related to your deafness.

If you are Deaf and you use British Sign Language we can sign with you to find out what your needs are. If you need people to speak clearly we will contact you for a face-to-face conversation. We will assess your needs and support you to try and get the right help you need.

When you are assessed we will explain about the different types of support that are available to try to meet your needs.

This may include **social work support** with

- finding a support worker to help you live independently
- contacting an advocate or a counsellor

- getting involved in your community
- information about specialist resources organizations and groups
- help to care for someone who is Deaf or deafened
- arranging or advising on residential care for people who need this
- you may need help with practical things like **technical equipment** and/or advice which could help you to:-
- know when someone is at your front door
- be aware that your telephone is ringing
- be aware of your smoke alarm going off
- hear your baby cry in the night
- hear people talk more clearly on the phone
- hear the TV or radio etc

Your assessment will show the needs you have for help with daily living or getting out into your community.

Booking a sign language interpreter or a lipspeaker

If you need to book a **sign language interpreter** or a **lipspeaker** contact **TICS** (Tameside Interpreting and Communication Service)

Voice 0161 342 3316

Fax 0161 342 3995

Minicom 0161 342 2576

Email tics@tameside.gov.uk

Out-of-hours emergency only

Voice 07970 914 239 (voice)

Fax 07970 531 194 (fax)

Minicom 07970 531 597 (minicom)

Email tics@tameside.gov.uk

How you can contact us:

We are based at

The Link Centre
2nd Floor
140 Union Street
Oldham OL1 1DZ

Our **social workers** have a duty “drop in” at the Link Centre every Wednesday 9.30am to 1pm and Friday 1pm to 5pm.

Our **technical officers** are at the Link Centre, 2nd Floor, every Wednesday from 9.30 am to 1.00 pm. You can call into see them or contact us on:

Voice	0161 770 4799
Fax	0161 770 3803
Minicom	0161 770 4803
SMS Text	0771 191 3509
E-mail	socs.deaf-services@oldham.gov.uk

Are you a carer?

If you look after a relative or friend who needs support to live at home you are a carer. As a carer you have the right to ask Adult and Community Services to carry out a carer's assessment (this applies even if the person you care for is not receiving help from Adult and Community Services). Your carer’s assessment is your chance to talk about your needs and is your opportunity to tell us about the things that could make caring easier for you.

There are a variety of services available to carers following an assessment including; advice & information, short breaks & respite, additional services to the person you care for, signposting to voluntary & health services, introduction to support groups.

For more information contact

Oldham Carers Centre
The Link Centre
Union Street
Oldham
OL1 1DZ
Tel: 0161 770 1188
Fax: 0161 770 4789
Email: carers.centre@oldham.gov.uk

We value your comments and suggestions about social care

We want to provide good quality services for people in Oldham and as we are a public service, you have a say in everything we do. We want you to be completely satisfied with our services, but to ensure this we need to know what you think. What

do we do best? Where could we improve things? Do you have any ideas or suggestions? Only by listening to you can we give you the service you deserve. We welcome everything you have to say.

For matters relating to adult social care

The Quality Assurance Team can be contacted by writing to:

FREEPOST OLDHAM ADULT & COMMUNITY SERVICES

Please note you do not need to put a stamp on the envelope.

You can also contact the Quality Assurance Team by
Phoning: 0161 770 8122
Faxing: 0161 770 8193
Emailing: socs.quality.assurance@oldham.gov.uk

If English is not your first or preferred language we can arrange to visit you with an interpreter.

For matters relating to children's social care

The Complaints and Representations Officer can be contacted by writing to:

Complaints & Representation Officer
Oldham Metropolitan Borough Council
PO BOX 4
Civic Centre
Level 8
West Street
Oldham

You can also contact the Complaints and Representations Officer by
Phoning: 0161 770 1129
Faxing: 0161 770 3222
Emailing: cypf.complaints@oldham.gov.uk

If English is not your first or preferred language we can arrange to visit you with an interpreter.

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