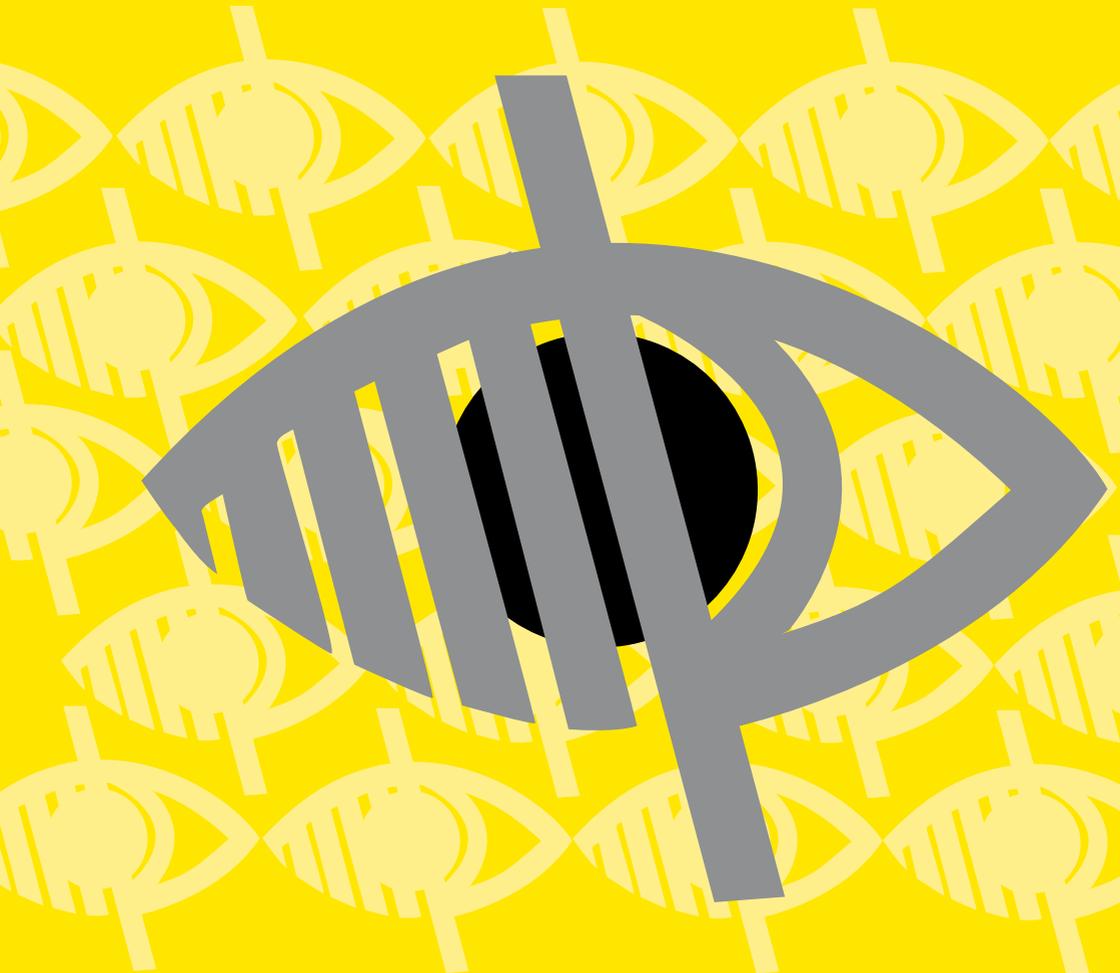


Services for visually impaired people



This leaflet tells you more about services to improve quality of life and increase independence for people who are blind or partially sighted.

Please call 0845 383 3935 to request a copy of this booklet in Braille or on audio tape.

Who is the service for?

The service is for visually impaired residents of Hammersmith & Fulham, irrespective of their age or whether they are registered as blind or partially sighted.

What help is available?

There are different degrees of sight loss, so the type and amount of help needed varies. For this reason, we carry out an assessment before we arrange services. This is an opportunity to talk to you about your needs and to make sure we provide the right level of support for you.

Examples of some of the services we may provide following your assessment are:

- information about the services and activities available locally for blind or partially sighted people
- support to learn the skills to manage practical tasks around the home
- training and advice on mobility, to increase confidence and safety out and about and at home. Tuition in using a white cane, crossing roads, shopping and using public transport

-
- help with communication difficulties such as reading, writing and using the telephone and help telling the time
 - equipment to help you manage in your own home
 - referral to a social worker to help with practical and social problems or to other services such as Meals on Wheels or home help
 - referral to voluntary agencies such as the Metropolitan Society for the Blind or Guide Dogs for the Blind Association.

What equipment is available?

A specialist member of the team will talk to you about specialist equipment. There are a number of aids available on loan from the council. These include:

- large button telephones
- liquid level indicators
- symbol canes
- talking books, clocks and watches
- writing frames

Do I have to be registered?

We offer services to all people in the borough with significant sight loss. If you choose not to register, it will not affect your assessment for services.

How do I find out more?

If you would like to know more about the services in this leaflet, or would like to request an assessment, please contact the council:

Telephone: 0845 313 3935

Fax: 020 8753 5880

Email: h&fadvice.care@lbhf.gov.uk

h&f advice

Ground Floor

145 King Street

London W6 9XY

Nearest tube station: Hammersmith

Buses: 27, 266, 267, H91, 190, 391

You can contact the team:

Monday to Friday 9.00am - 5.00pm

How you can help us

We welcome feedback on how we might improve our service.

If you are not happy about the services you are receiving or the way you have been treated, please talk to a member of the team. We will take your comments seriously and do our best to put things right.

If you are still not happy you can take your complaint further by contacting the:

Customer Feedback Manager
4th Floor, 77 Glenthorne Road
Hammersmith
London W6 0LJ

Telephone

020 8753 5101
0800 587 0072

Email

ASCcustomerfeedback@lbhf.gov.uk

If you would like any part of this document produced in large print or Braille, please telephone **0845 313 3935**

We welcome callers from deaf and hard of hearing clients and our text phone number is **020 8753 5502**

www.lbhf.gov.uk

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