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S E R V I C E  
( R E H A B I L I T A T I O N )**



# **Visual Impairment Rehabilitation Service**

**Are you finding it difficult to  
see to do everyday tasks?**

**Do you know someone who is  
finding it difficult to see to do  
day-to-day tasks?**

A Visual Impairment Rehabilitation Officer may be able to help.

## **Who are Visual Impairment Rehabilitation Officers?**

We are specialist workers trained to help you with the management of practical tasks that become difficult for you as a result of living with a significant vision-impairment.

A specialist worker can arrange to visit you at your home.

## **How can Visual Impairment Rehabilitation Officers help?**

We can talk with you about the difficulties you are having and identify sources of help that might be available. The types of training we offer can be divided into four areas:

# Independent living skills

- Pouring hot or cold liquids without spilling and in safety.
- Specialist Equipment – talking timepiece to help tell the time.
- Using household appliances with the help of tactile labels.
- Using lighting to maximise remaining vision.
- Labelling systems to identify food items in cupboards.

## Mobility

- Moving around the home safely using techniques.
- Outdoor travel skills – including the use of a white cane - symbol, guide or long cane.
- Making the most of any remaining vision to ensure your safety outdoors.

## Communication

- Help with recording appointments.
- Help to use a telephone.
- Using magnifiers, which may include electronic aids.
- The teaching of Grade 1 Braille or Moon reading by touch systems.

# Training

- Visual impairment awareness - training your colleagues, care managers and homecare staff.
- Presenting our work to community groups.
- Consulting on issues relating to vision impaired people – re: accessible literature, accessible environments.

## **Do I need to be registered as severely sight impaired/blind or sight impaired/partially sighted to receive help?**

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

You can be either certified or registered as:

- severely sight impaired/blind or
- sight impaired/partially sighted or
- having permanent and substantial visual impairment affecting both eyes, not just one eye and where the vision cannot be corrected by prescribed spectacles and/or contact lenses.

A regular eye test and eye examination is important as it helps to monitor the health of your eyes and the quality of your vision. It is recommended that you have your eyes checked at least once every 2 years.

# 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 Team**

Adult Social Care Services

4th Floor

Hammersmith Town Hall Extension

King Street

Hammersmith,

London W6 9JU

Telephone:

020 7361 2661

0800 587 0072

Email: [ASCcustomerfeedback@westminster.gov.uk](mailto:ASCcustomerfeedback@westminster.gov.uk)

# Useful contact details of support agencies:

## **BlindAid**

Lantern House  
102 Bermondsey Street  
London SE1 3UB  
Telephone: 020 7403 6184  
Email: [enquiries@blindaid.org.uk](mailto:enquiries@blindaid.org.uk)  
[www.blindaid.org.uk](http://www.blindaid.org.uk)

## **Blind Veterans UK**

St Dunstan's since 1915  
12 - 14 Harcourt Street  
London W1H 4HD  
Telephone: 020 7723 5021  
Fax: 020 7262 6199  
Email: [enquiries@blindveterans.org.uk](mailto:enquiries@blindveterans.org.uk)  
[www.blindveterans.org.uk](http://www.blindveterans.org.uk)  
Residential care and other support for blind (ex-)service personnel.

## **Guide Dogs for the Blind Association**

London Team  
Walkden House  
10 Melton Street  
London NW1 2EB  
Telephone: 0845 372 7415  
Email: [london@guidedogs.org.uk](mailto:london@guidedogs.org.uk)  
[www.guidedogs.org.uk/londonteam](http://www.guidedogs.org.uk/londonteam)

## **Home Library Service - Westminster**

Delivers large print books, cassettes and CDs to your home address.

Telephone: 020 7641 5402

Email: [homelibraryservice@westminster.gov.uk](mailto:homelibraryservice@westminster.gov.uk)

## **RNIB**

(Royal National Institute for the Blind)

Resource Centre

105 Judd Street

London WC1H 9NE

Telephone: 0303 123 9999

Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

[www.rnib.org.uk](http://www.rnib.org.uk)

## **The Partially Sighted Society**

1 Bennetthorpe

Doncaster, DN2 6AA

Telephone: 0844 477 4966

Email: [reception@partsight.org.uk](mailto:reception@partsight.org.uk)

[www.partsight.org.uk](http://www.partsight.org.uk)

## **U Can Do IT**

1 Taylors Yard,  
67 Alderbrook Road  
London SW12 8AD  
Telephone / Minicom: 020 8673 3300  
Fax: 020 8675 9571  
[www.ucandoit.org.uk](http://www.ucandoit.org.uk)

Teaches people with disabilities how to use computers with a particular focus on internet and e-mail.

## **Vocaleyes**

First Floor, 54 Commercial Street  
London E1 6LT  
Telephone: 020 7375 1043  
Email: [enquiries@vocaleyes.co.uk](mailto:enquiries@vocaleyes.co.uk)  
Nationwide audio description charity providing access to the arts for blind and partially sighted people.



# Hospitals

There are several London based hospitals that a person can attend for eye treatment with the following based in Westminster:

## **Western Eye Hospital**

Marylebone Road,  
London NW1 5QH  
Telephone: 020 3312 6666

## **The other major eye hospital is:**

### **Moorfields Eye Hospital**

162 City Road  
London EC1V 2PD  
Telephone: 020 7253 3411

# Contact us

Telephone: 020 7641 1175

Ask the council to refer you to the Sensory Impairment Service – Visual Impairment Rehabilitation via the Access Team by phoning them on **020 7641 1175**, giving them your details and the reasons why you need help from the service.

## **You can contact the Access Team by:**

Telephone: 020 7641 1175

Email: [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)

Fax: 020 7641 5426

For more information on services provided by the council please view: [www.westminster.gov.uk/adult-services](http://www.westminster.gov.uk/adult-services)

For a wide range of information about what's available locally to help you stay independent view:

**[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)**

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Floor 18, Westminster City Hall,  
64 Victoria Street, London SW1 6QP  
Email: [communications@westminster.gov.uk](mailto:communications@westminster.gov.uk)  
Telephone: 020 7641 1886

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