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# DEAF AWARENESS



## Information pack

## For Health Professionals in Nottinghamshire

### 2010

## **DEAF and deaf people**

Throughout this information pack the written term D/deaf is used. This term refers to all people with hearing loss. The capital 'D' refers to Deaf people whose first language is sign and who define themselves as members of the Deaf Community. Lower case 'd' refers to all other deaf people who usually have acquired hearing loss after they have learnt to speak and who use a range of different communication methods.

Deafness affects people in different ways. It is important to remember Deafness is about the person and not the medical condition.

There are different categories of deafness: Deaf, Deafened, Hard of Hearing and D/deafBlind people. You should always ask what the D/deaf person's requirements are...never make assumptions!

## **Types of deafness...**

### 1. Profoundly Deaf / Pre-lingually Deaf:

People born with a profound hearing loss so they may hear only very loud sounds like an aeroplane. Pre-lingually Deaf people have lost their hearing and become profoundly deaf before they learnt to talk as a child. Most use British Sign Language and live in the Deaf World, i.e. share a common culture, language and community.

### 2. Partially Deaf / Partially Hearing:

People have difficulty in following speech without a hearing aid and in noisy situations. Some have a positive Deaf identity and therefore describe themselves as being Partially Deaf and they can mix and communicate in both the Deaf and hearing worlds. Others who mix only in the hearing world describe themselves as partially hearing and may also struggle to accept their deafness.

### 3. Hard of Hearing:

Most people in this group are elderly whose hearing has deteriorated with age. With hearing aids they can usually carry on as before but have additional communication needs e.g. need a quiet background & better in 1-1 situations. 54% of people over 60 are hard of hearing.

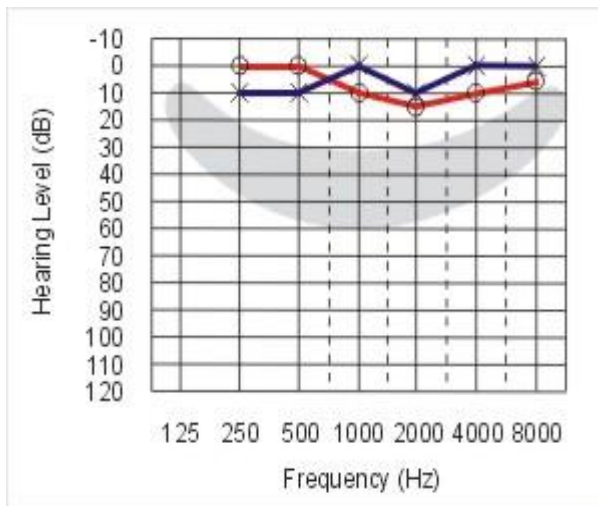
### 4. Deafened:

People who have lost their hearing at any age perhaps through illness (such as meningitis), working in a noisy environment, accident or injury. Most still see themselves as hearing people, living in a hearing world, although their confidence can often drop as they can then struggle to cope. Some will find hard to overcome their loss but many can manage with the right support and positive attitude, such as using hearing aids & accessing local support services.

## Testing for deafness...

The hearing tests can be done on the NHS or privately and usually lasts about 20 minutes. The D/deaf person wears headphones and listens to sounds of differing frequencies (pitch) and levels of loudness into each ear. The person has to press a button each time they hear a sound. The results are drawn on a chart called an audiogram.

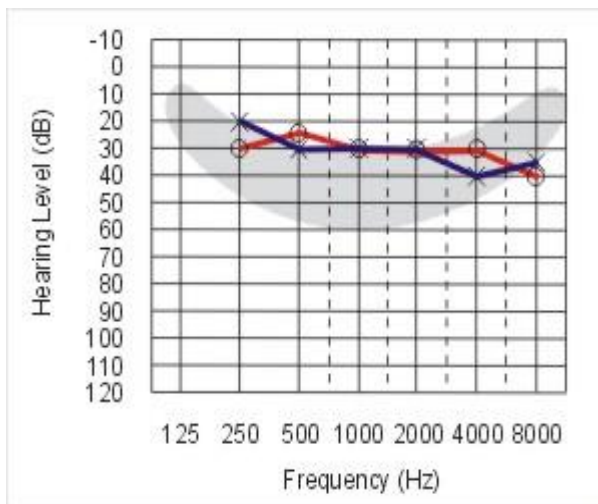
The two main components that are graphed are frequency and intensity. Frequency or pitch is measured in Hertz (Hz). Frequencies range from low-pitch to high-pitch and read from left to right on the audiogram. The intensity is measured in decibels (dB). The intensity relates to how loud or soft a sound is. Each horizontal line represents a different intensity level. The softest sounds are at the top of the chart and the loudest sounds at the bottom. The grey area shows where speech sounds are normally heard.



X shows the left ear. O shows the right ear.

All the X and O are above the 20 line.

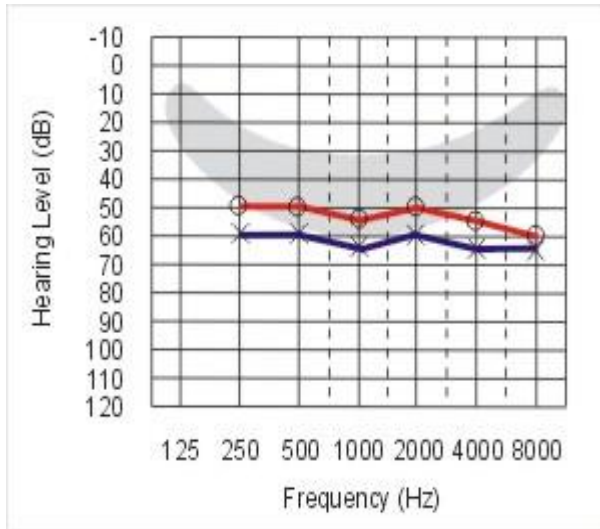
This means hearing is 'normal'.



All the X and O are between the 21 and 40 lines. This is a 'mild' loss.

People with mild hearing loss:-

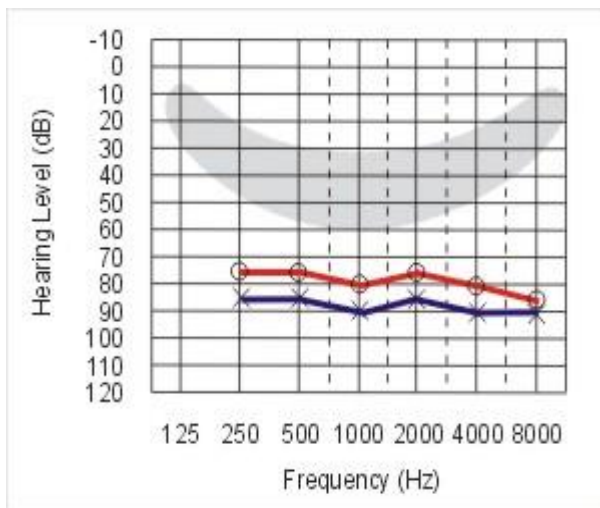
- May experience some difficulty understanding speech, especially in noisy situations.
- May benefit from a hearing aid and may lipread.
- May no longer hear sounds such as birdsong or people whispering.



All the X and O are between 41 and 70. This is a 'moderate' loss.

People with moderate hearing loss:-

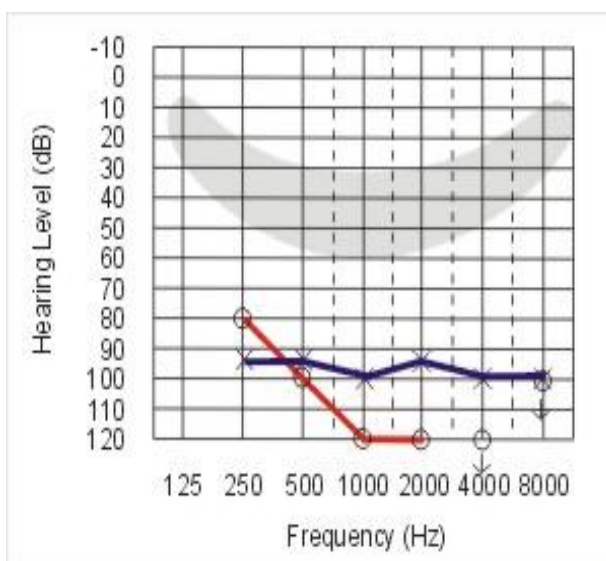
- May experience difficulty understanding speech without the use of a hearing aid, even in ordinary conditions.
- Most can use a voice telephone with an amplifier and /or inductive coupler if they wear a hearing aid.
- May miss out on many speech sounds.



All the X and O are between 71 and 95. This is a 'severe' loss

People with severe hearing loss:-

- May find it difficult to understand speech, even with a hearing aid.
- Will rely more on lipreading.
- Find it difficult to use a voice telephone, even with a powerful amplification.
- May be born severely deaf or become deaf in childhood or may have become deaf as adults
- May not hear noises such as lorries etc.
- May need a textphone or videophone.



The X and O are mostly below the 95 line. This is a 'profound' loss.

People with very profound hearing losses can feel loud low sounds and:-

- May find hearing aids will be of very little or no benefit
- Rely heavily on lipreading
- May use sign language
- May be unable to use a voice telephone, even with amplification.
- May use a textphone or videophone.
- May not hear sounds such as pneumatic drill, aircraft etc.

## **Statistics on D/deaf people in the UK**

- 60 million people live in the UK.
- Approximately 9 million people (1 in 7 people) have some form of hearing loss. Most are hard of hearing (approx. 8.3 million) and would benefit from hearing aids.
- Just over 6.5 million D/deaf people are over 60 years old.
- Hearing loss increases sharply with age, so that by 61 -70 years of age; around one third have a significant hearing loss. In the 70 years and over age group, three quarters have a significant hearing loss.
- There are approximately 123,000 deafened people in the UK – people who become profoundly deaf as teenagers or adults. Approximately 11,000 deafened people are under 60 years of age.
- Approximately 50,000 deaf people in the UK use Sign Language although commonly quoted figure for this group is 62,000.
- Over 90% of deaf children are born to hearing parents.
- Approximately one in every 1,000 children is born deaf.
- There are approximately 24,000 deafblind people of whom 16,000 are over 70 years old. Deafblind people are those with “a severe degree of combined visual and auditory impairment resulting in problems of communication, information and mobility”.

(These statistics were quoted by Council in Advancement of Communication with Deaf People (CACDP) – now known as Signature)

## Deafness terminology... DEAF ~~AND DUMB!~~

It is important to remember that careless use of words can cause great offence.

The description 'Deaf & Dumb' or 'Deaf-Mute' is inaccurate. Most Deaf people are not dumb in the medical sense, they often do not speak simply because they have never heard words and from the responses they get they know their speech suggests limited intelligence. Dumb in its modern usage implies stupidity so a more accurate alternative might be "John is Deaf and uses British Sign Language" – longer but more accurate.

- |   |   |
|---|---|
| ✘ Deaf & Dumb<br>Deaf Mute  | These are the most offensive terms to use because of the negative connotations.   |
| ✘ Hearing Impaired<br>Hearing Problem   | These terms give a negative view implying that there is something missing or damaged.   |
| ✘ Deaf without Speech<br>Deaf & Speech Impaired<br>Deaf Without Intelligent<br>Speech<br>Deaf With Unrecognisable<br>Speech | Most Deaf people can vocalise but it is unnecessary as British Sign Language is a silent visual language.<br><br>Deaf people may dislike these terms. |
| ✘ Are You Deaf or What?<br>Turning A Deaf Ear?  | Same as above. These phrases are used to mean 'ignoring'. Many Deaf people may not be aware that someone is speaking to them.                         |
| ✓ Hearing Loss<br>Deafened  | These terms apply to people who have some hearing or who have had hearing, not ALL Deaf people.   |
| ✓ Hard of Hearing   | Applies to one type of deafness, not ALL Deaf people.   |
| ✓ Deaf<br>B.S.L. User   | Conveys a positive image of Deafness.   |

## **Five Golden Rules of Communication...**

Being aware of Deaf and Hard of Hearing People's needs mean understanding communication.

Think what it's like trying to talk to someone when everyone sounds muffled and distant, or is speaking a foreign language! Deaf People have to face that all the time. Deaf People may not realised you are talking to them, or may find it difficult to understand what you are saying – but this is **only** because they cannot hear you.

*Please follow these simple five Golden Rules.*



### **1. DON'T SHOUT**

Shouting at someone who uses a hearing aid can cause great discomfort. It reduces clarity of speech. Shouting distorts the shape of the mouth – you'd have a job lip-reading the person in the photograph.



### **2. SPEAK CLEARLY**

Speak at a steady pace and be prepared to use different words if understanding seems difficult. Some words are much more difficult than others to lip-read, whilst some words look the same but mean something completely different.



### **3. FACE THE LIGHT**

Don't speak with bright light behind you otherwise your face will be in shadow – like the person in the photo. Make sure you are standing in good light, so that your face can be clearly seen.



### **4. BE PATIENT**

Be prepared to write things down or to use different words. Don't get flustered or embarrassed if you are not able to make yourself understood. Your embarrassment will only make things worse.



### **5. INCLUDE THE PERSON WHO IS DEAF**

Explain what is happening and tell them what you are talking about. Give the Deaf Person your full attention and let them see what you are saying. Don't expect someone to be able to lip-read you if you are eating, reading or writing at the same time.

Some more useful communication tips:

- Don't cover your mouth as this makes lipreading difficult
- If stuck – write things down
- Don't give up if you are not understood immediately
- Remember your lips are being read
- Gestures may help

## What is lipreading?



Lipreading should be called **SPEECHREADING** if the name is to describe accurately the skill involved.

Only 30% of the English language can be seen on the lips therefore not all words are lipreadable. However, by putting this together with any sounds heard a fuller message may be understood.

There are some shapes that are very visible on the lips, shapes such as 'P', 'F', 'W', 'TH' and 'SH'. Watch in the mirror while you say the following words:-

**POPPY      FORGETFUL      WILLOWY      THANK      SURELY**

However, other shapes cannot be identified, e.g. 'K', 'Y', 'H'. Watch while you say these words: -

**PEEL   MEAL      FEW   VIEW      WHITE   QUITE      SHEEP   CHEAP**

So, whilst some shapes are very clear to see it is important to be aware of other shapes that may look similar.

Since lipreading shapes has its limitations it is important to use any other clues available to supplement this information.

This may mean watching facial **EXPRESSIONS** and **GESTURES**; thinking about the **CONTEXT** of a conversation, **ANTICIPATING** what might come next; putting **2 AND 2 TOGETHER** to fill in gaps where you may have missed or misheard certain words; **CONCENTRATING** as well as possible and using other people to help expand on what you may have heard.

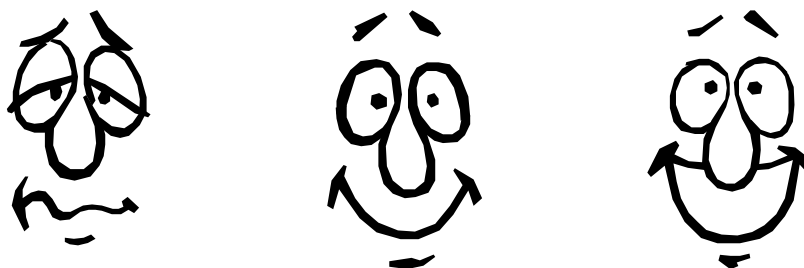
It is also important to ensure the conditions for speechreading are ideal, i.e. plenty of light, visible faces, little background noise, proximity or speaker.

**If you ensure conditions are as favourable as possible and use every clue available to you then reading someone's speech should become easier.**

## **Making lipreading easier...**

You can make it easier for someone else to lipread you in the following ways:

- Keep eye contact at all times
- Sit or stand at the same level and three to six feet away from the lipreader.
- Face the light, or your face will be in shadow.
- Make sure the lipreader is looking at you before you speak.
- Introduce the topic of conversation.
- Speak clearly at a moderate pace, without raising your voice or over-emphasising your speech.
- Use natural facial expressions, gestures and body language.
- Keep your face visible. Do not put your hands near it or wear sunglasses & try not to turn away while you are talking.
- Be prepared to repeat or rephrase something if the lipreader finds it difficult to follow you – if a word is impossible to lipread it does not matter how many times you repeat it it will not get any easier.
- From time to time, check that the lipreader is following you.
- Be patient and take time to communicate properly.



It is important to remember that some D/deaf people will lipread easier than others. This depends on their use of the English language as you can not lipread a word if you don't know it...could you lipread someone speaking in Greek?! People's lipreading ability is affected by their level of hearing loss and when they lost their hearing (i.e. before or after acquiring language as a child).

## What is Deaf Culture?

The term Deaf Culture is used to describe the way in which Deaf people are bound together by similar life experiences. The culture includes:



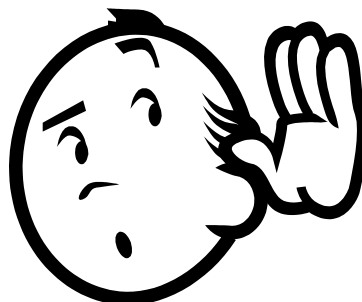
- The traditions, values and lifestyle of Deaf People
- How and where Deaf people socialise together
- Deaf pride - having their own identity as a deaf person
- Sharing a common language - British Sign Language
- Deaf humour
- Folklore & storytelling often passed down through generations
- Deaf art and theatre
- Deaf history
- Deaf education – school friends often last a lifetime and pupils continue their association with pupils from other deaf schools by going to Deaf Centres or by joining organisations of deaf people.
- Deaf sports – sporting events organised at local, national and international level e.g. the Deaflympics.
- Organisations at local, national and international level run by Deaf people to represent Deaf interests e.g. World Federation of the Deaf.

### **How Deaf Culture is passed on:**

- Between generations of families who have a history of deafness.
- Via schools for deaf children and deaf community centres.
- As only a small percentage of deaf children have deaf parents then only a minority of members of the Deaf Community acquire their cultural identity and distinctive social skills at home. As most deaf children are born to hearing parents then most learn about Deaf Culture in schools.

## **Things to remember when communicating with D/deaf people...**

- DO: Sign Language depends on vision. To begin a conversation you must make eye contact with the person you want to sign/talk to. If this person is not looking at you, you can try waving to catch their eye.
- DON'T: When you wave in this way, don't wave in the person's face or use huge waving gestures if you are close by. A small flapping movement of the hand is usually enough.
- DO: If waving fails and if you are near enough, tap the person's shoulder. Do not feel hesitant about this tapping, even with strangers: Deaf Community members are used to such contact.
- DON'T: When touching a person to get attention don't tap too lightly or just once, nor too often. Two or three firm but not heavy taps should be enough. Shoulders are the best places to tap, until you know the person well!! Remember, if you can get attention with a wave, there is no need to tap.
- DO: Keep eye contact with the Deaf Person
- DON'T: Turn away if someone distracts you, or calls your name without letting the Deaf Person know someone else wants you.
- DO: Try to use gestures, pointing, miming or some signs to help along the conversation.
- DON'T: Turn away to answer the telephone if it rings without first informing the Deaf Person that the phone is ringing!



## **More about British Sign Language...**

British Sign Language (BSL) is used by approximately 50,000 Deaf people in the UK, for whom English may be a second or third language. BSL is the language of the British Deaf Community.

BSL users usually become deaf before acquiring speech.

BSL is the fourth indigenous language in the UK (after English, Welsh or Scots Gaelic) with its own vocabulary, structure and grammar which is different from English. BSL is not a word for word translation of English. It is possible to convey a great deal of information through some sign, which might take many words to explain in Spoken English.

BSL is a visual-gestural language, which uses handshapes, facial, and bodily expressions and gestures to express meaning. The meaning of a sign varies depending on how it is made, where it is placed and the facial or bodily expression/movement that accompanies it.

BSL has regional variations, just as spoken English has accents and local dialects. Hearing people may experience difficulties understanding what is being said in certain areas of the United Kingdom – they have to get used to the way of speaking. In a similar way, deaf people may also be unfamiliar with some regional variations in Sign Language e.g. numbers are often signed differently in different parts of the UK.

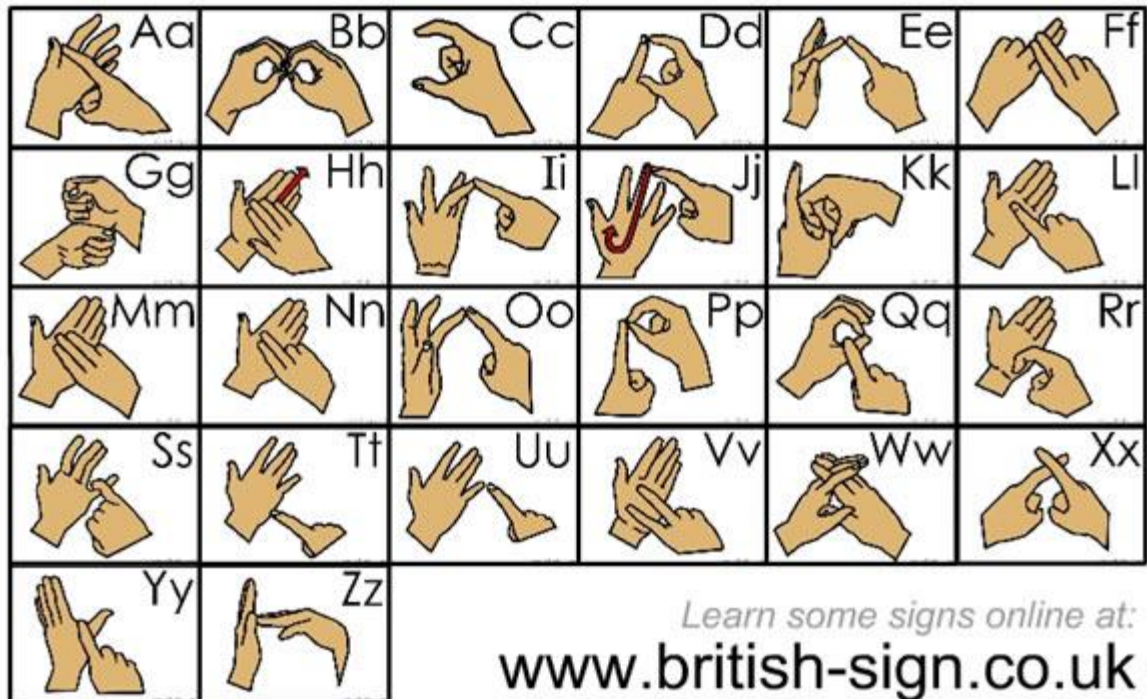
BSL has no written form, although there is a linguistic notational form used in the BSL/English Dictionary. Like all languages, BSL is constantly evolving as new signs are developed in the same way that new words are introduced into English. For example, the lottery sign of crossed fingers.

Individual countries have their own Sign Language – each one is a different language just as each county's spoken language may be different. Even American Sign Language and BSL are quite different.

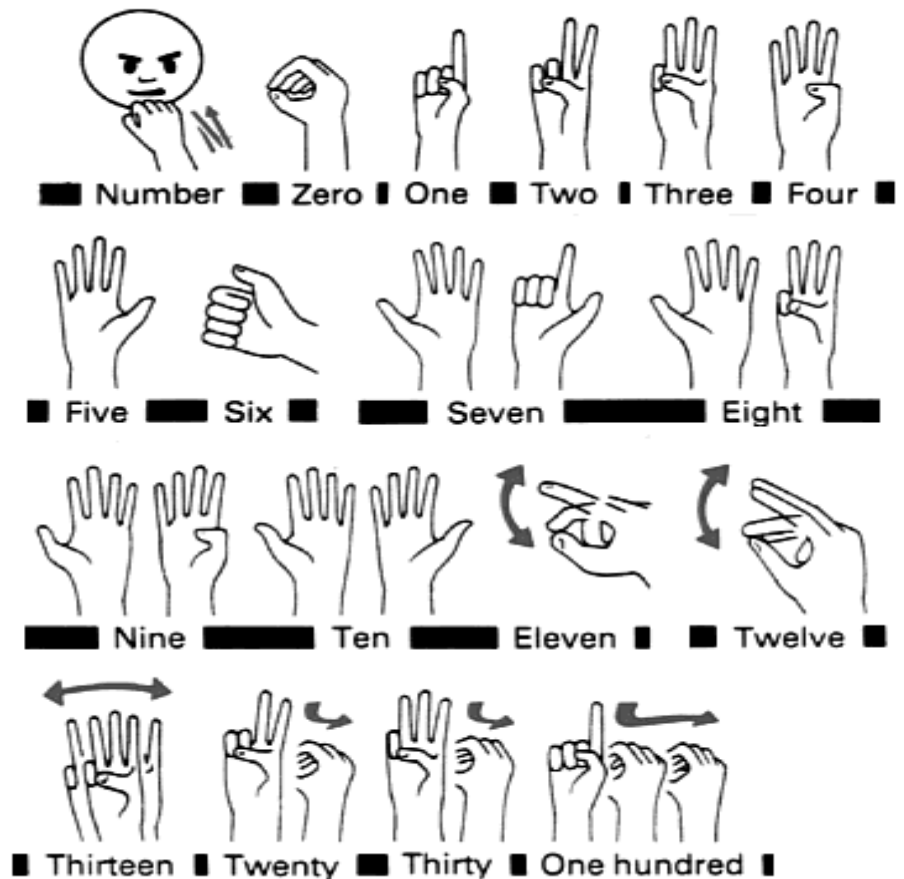
The Sign Languages of some countries are recognised in law as official languages (e.g. Sweden). The status of Sign Languages in other countries varies greatly. In the UK, BSL is recognised for some purposes (e.g. in courts) and Deaf BSL users have some rights to access services using their language and interpreters.

Right Handed

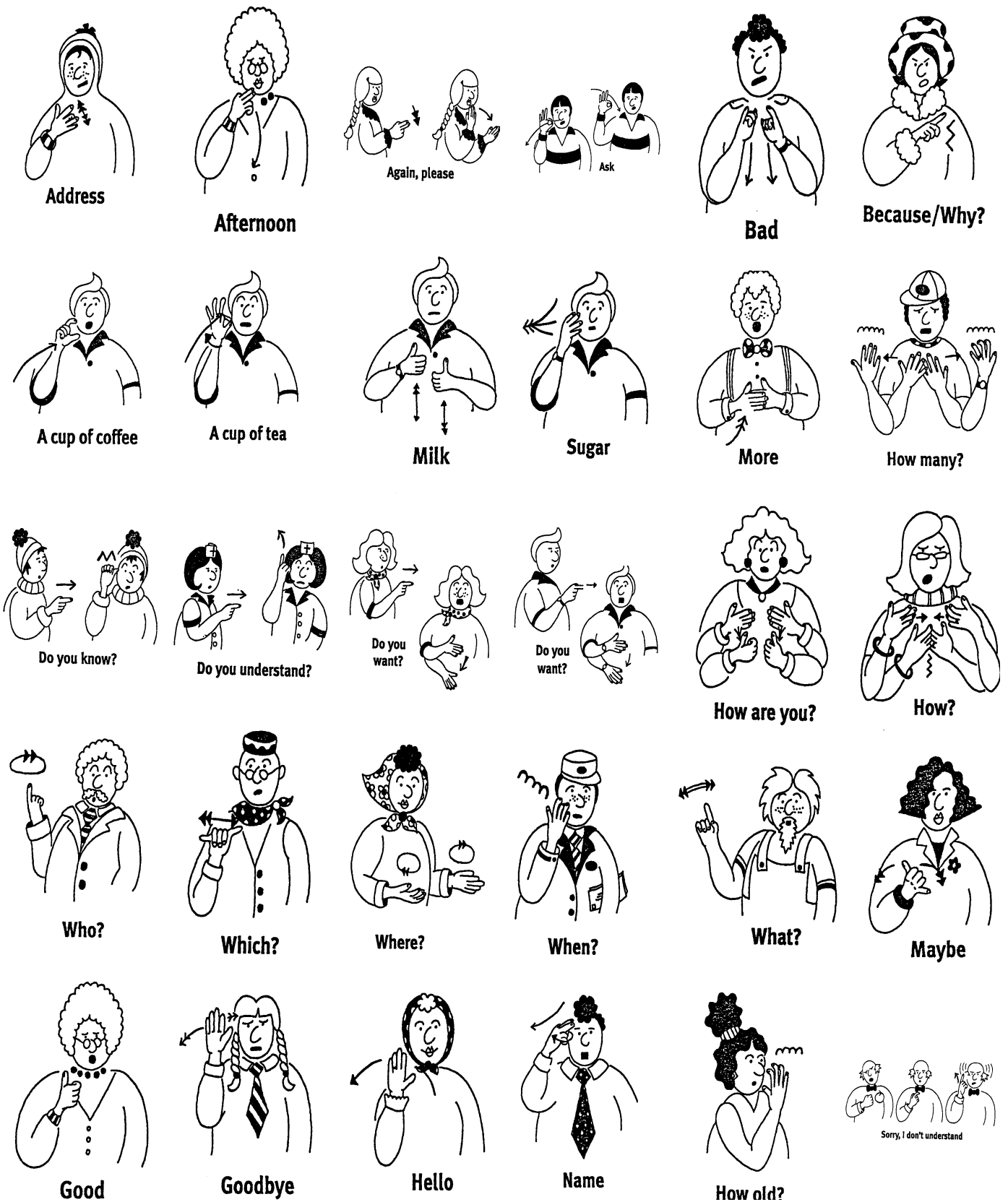
## Two Handed Fingerspelling Alphabet



## Numbers



# Teach yourself a few signs!



Taken from RNID leaflet on basic British Sign Language. Illustrations of signs by Isabelle Foulkes.

## **British Sign Language Courses...**

If you are interested in learning more about BSL then contact your local college for more information. They often run a range of courses for different levels from beginners up to advanced at various times throughout the year.

Signature (formerly C.A.C.D.P.) have set down and established curriculums and examinations at 3 levels of sign language proficiency.

Level I	Beginners
Level II	Intermediate
NVQ Level III	Advanced

New College Nottingham, Castle College and South Nottingham College, through the further education system offer the following courses:-

B.S.L Level I Part time:                      A one year part time course split into 3 units

B.S.L Level II:                                      A one year part time course

NVQ Level III in BSL:                              A 34 week part time course



If you are interested in learning sign language please contact:

<b>New College Nottingham</b> The Adams Building Stoney Street Nottingham NG1 1NG T: 0115 9100100 E: <a href="mailto:enquires@ncn.ac.uk">enquires@ncn.ac.uk</a> W: <a href="http://www.ncn.ac.uk">www.ncn.ac.uk</a>	<b>Castle College Nottingham</b> Maid Marion Way Nottingham NG1 6AB T: 0845 8450500 E: <a href="mailto:learn@castlecollege.ac.uk">learn@castlecollege.ac.uk</a> W: <a href="http://www.castlecollege.ac.uk">www.castlecollege.ac.uk</a>	<b>South Nottingham College</b> Greythorn Drive West Bridgford Nottingham NG2 7GA T: 0115 914 6464 E: <a href="mailto:enquires@snc.ac.uk">enquires@snc.ac.uk</a> W: <a href="http://www.snc.ac.uk">www.snc.ac.uk</a>
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There are also several websites where you can learn online. Click on search engine then type British Sign Language.

## Environmental equipment for D/deaf people



Deaf Alerter\* - a pager system linked to various devices around the home.



Baby Alarm\* which flashes to alert the parent to the baby crying.



Hearing Dog for the Deaf – specially trained dogs which alert the owner to different sounds e.g. doorbell, fire alarm.



Induction loop\* for hearing aid wearers to increase the speaker's volume without it being uncomfortable to others.



Minicom\* (Textphone Telephone)



SMS has fast become one of the easiest and most important methods to use for communication



ShakeAwake\* alarm clock clips to the pillow and shakes you awake!



BSL Interpreters



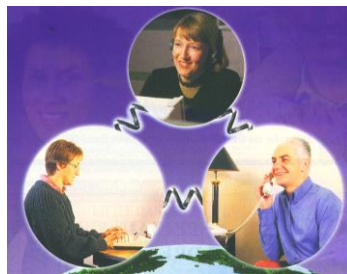
Videophone



Fax machine



Subtitling on TV



Text Relay (Typetalk)



Vibrating Alarm Clock\*

The equipment with \* is available on loan from  
Adult Social Care and Health for Deaf and Visual Impairment

<u>City Residents</u>	<u>County Residents</u>
Deaf Services, The Mary Potter Health Centre 76 Gregory Boulevard Nottingham NG7 5HY Tel: 0115 8838280	Adult Deaf and Visual Impairment Service Meadow House, Littleworth, Mansfield, NG18 2TB Tel: 08449 808080

Equipment can also be purchased from:

RNID Sound Advantage  
1 Haddonbrook Business Centre  
Fallodan Road  
Peterborough PE2 6YX

**Tel: 0870 7898855 Email: [solutions@rnid.org.uk](mailto:solutions@rnid.org.uk) Website: [www.rnid.org.uk/shops/](http://www.rnid.org.uk/shops/)**

Alternatively you can email [solutions@rnid.org.uk](mailto:solutions@rnid.org.uk) or phone 01733 361161 (telephone) or 01733 238020 (textphone) to order a free copy.

**Text Direct** the UK's text to voice relay service (formally known as Typetalk)

Some Deaf people use a textphone (minicom) to make telephone calls as they aren't able to use an ordinary telephone handset.

To enable Deaf people to call hearing people without a textphone and vice versa they use a free service called Text Relay.

To use the service you put a prefix in front of the number you are calling and the Text Relay system automatically steps in to relay the call via an operator.

When you talk to the operator he/she will type over to the Deaf person and voice back to you what the Deaf person has said, or vice versa.

### Receiving a call

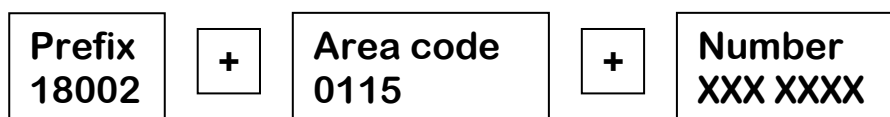
If you receive a call from Text Relay, you will hear the following recorded message: *"Please hold for an operator-assisted call from a textphone user."*

A relay operator will then be connected to the call. Once connected, you will hear the relay operator say: *"Hello, you have a call from a deaf or speech-impaired person and I will be relaying the call. Please say 'go ahead' when you have finished speaking."*

If you have not used Text Relay before, you can ask the relay operator to explain how it works.

### Starting a call using Text Relay

To start a call, dial 18002 then the full phone number of the person you want to call, including the area code.



If the person you're calling picks up using a textphone, you will hear a recorded Text Relay greeting message while you wait for a relay operator to join the call... *"Please hold for the next available relay assistant."*

If the person you're calling picks up using a telephone, the call will be treated like a standard telephone call, however, if at any point the call switches to a

textphone, you will hear a recorded Text Relay greeting message while you wait for a relay operator to rejoin the call.

More information is on their website: [www.textrelay.org](http://www.textrelay.org)

## **Some information on hearing aids...**

Hearing aids work by increasing the volume of sound into the ear.

### Behind the ear aid (BTE)

These are the most common aids used in the UK and the most prescribed on the NHS. The microphone, electronics and receiver are all fitted in a plastic case that fits behind the ear.

### In the ear hearing aid (ITE)

These aids are tiny and sit inside the ear so there is no tubing to the aid or any ear mould. As they are so small they are not suitable for people who need more powerful hearing aids.

### Completely in the canal (CIC)

These aids are fitted into the ear canal itself, they are more prone to breaking down due to wax getting into the mechanism. These kind of aids are not suitable for people with a severe hearing loss.

### Digital hearing aids

The NHS is now issuing digital aids which can be more selective in receiving sound, the tiny computer inside the aid can be programmed to cut down on the background noise and the quality of sound is usually better. However these aids are not perfect and are unable to cut out background noise altogether, then success of these aids really depends on the individuals hearing loss.

### Body worn aids

These aids are really only worn now by people who need a very powerful hearing aid or the elderly who can't use the small switches on the BTE aids. This hearing aid was the standard issue up until 1970 on the NHS.

### Spectacle aids

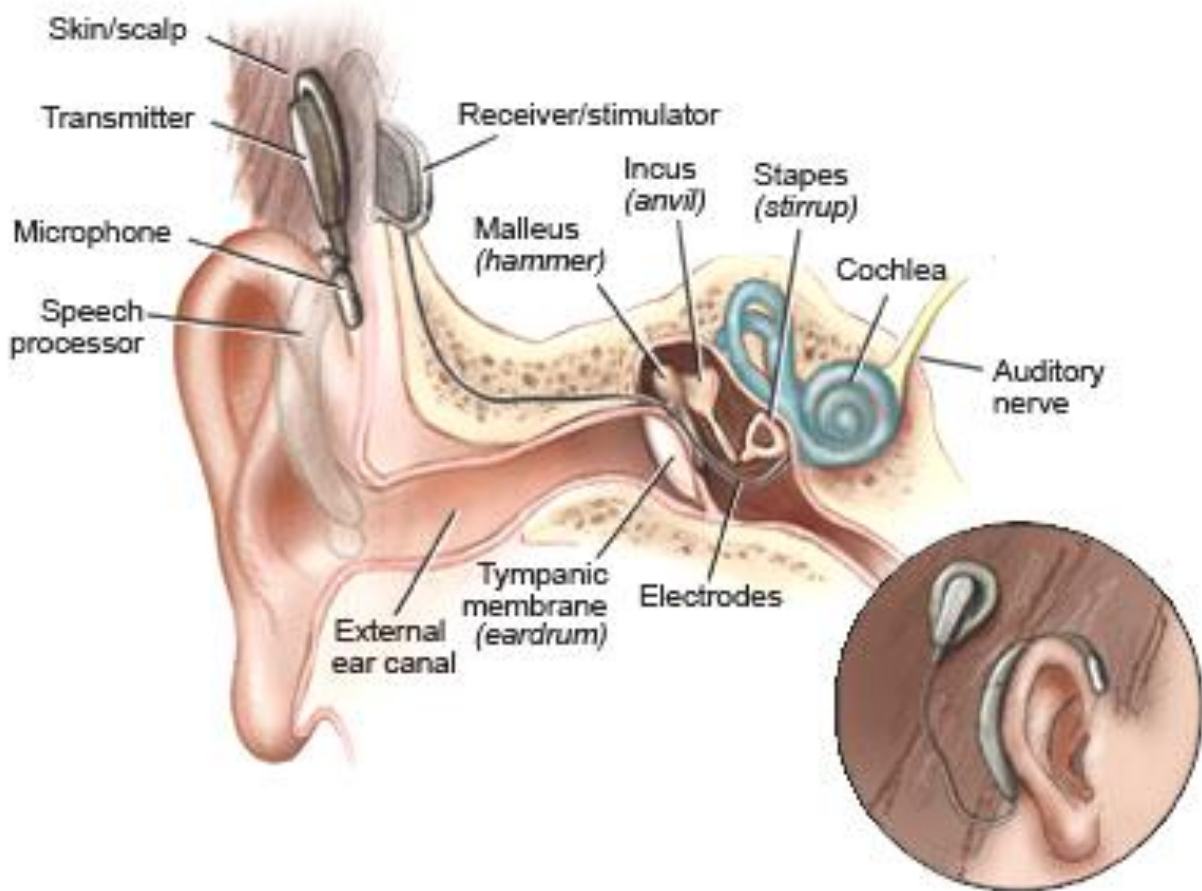
This aid is available privately and is specially made. The arm of the spectacles are made to incorporate the hearing aid components so instead of the hearing aid sitting behind the ear, the aid is inside the spectacles.

*For more information contact Hearing Services, Ropewalk House, 113 The Ropewalk, Nottingham NG1 6HA Tel: 0115 9485525 Fax 0115 9485515 Minicom 0115 9507169.*

## What are cochlear implants?

Unlike hearing aids, cochlear implants require a medical operation. They are inserted by a surgeon who places the implant into the damaged cochlea (inner ear) to stimulate the hearing nerve directly. The child or adult then wears the microphone, speech processor and transmitter on their scalp as per the picture below. Each implant is individually programmed through a computer over a period of time with the aim of stimulating some hearing again.

Cochlear Implant



A large professional team is involved in the cochlear implant programme. Medical, audiological, educational (for children) psychological and speech and language specialists all have a special part to play in the rehabilitation process which can take time.

## **General guidance on access for D/deaf patients...**

- As many D/deaf people are unable to use the telephone then they will need access to other contact methods for making appointments etc e.g. a fax number, sms number or email address.
- It is recommended you ask patients their preferred method of communication and add a note to the persons records, e.g. if they are a BSL user then write 'NEEDS SIGN LANGUAGE INTERPRETER' on their notes so it can never be overlooked.
- Allow more time for appointments to allow for effective communication between the patient and health professional.
- Use a visual display system to announce the next appointment with the patient name and doctor/nurse's name. Many D/deaf people often miss their appointments as they have not heard their name being called out.
- Provide an induction loop in the reception area. This helps anyone who wears a hearing aid to cut down on background noise (of which there can be a lot in reception area!) and hear more clearly what the receptionist is saying to them.
- Remember the 5 golden rules of communication we talked about earlier.
- Consider the needs of the Deaf patient with regards to your fire evacuation procedure. If a D/deaf patient was in the toilet...how would they know an alarm was going off?

## **Nottinghamshire Sign Language Interpreting Service**



### **What is interpreting?**

Interpreting is a specialist skill. An interpreter uses their skill and knowledge of two different languages and cultures to receive information given in one language and pass it on in the other language.

### **What does a Sign Language Interpreter do?**

A Sign Language Interpreter ensures equal access to communication for all participants in any situation where deaf and hearing people are present.

When a Deaf person communicates in sign language, the interpreter voices the message in spoken English. When a hearing person speaks, the interpreter conveys the message in sign language.

### **Using an interpreter**

The interpreter needs to be next to the person speaking. The Deaf person can then see both the interpreter and the speaker. Deaf people need to be able to see the interpreter clearly. Lighting and background need to be carefully checked.

### **What is the Nottinghamshire Sign Language Interpreting Service?**

We are a team of interpreters who offer a quality interpreting service throughout the City and the County. We work in a wide variety of settings, for example: Health, Social Services, Education, Employment, Law, Arts and Leisure and special occasions.

### **Interpreting qualifications**

Signature (formerly known as Council for the Advancement of Communication with Deaf People (CACDP)) is the national governing body for sign language interpreters. At present, the minimum requirements to register as an interpreter are: CACDP (Advanced) NVQ III and an additional course on the theory and practice of interpreting.

### **Code of Ethics**

Interpreters must follow a Code of Ethics as laid down by Signature. This ensures their service is confidential, impartial and professional. All interpreters want to provide a good service. If you have any comments about the service you receive, whether good or bad, please contact the Team Manager of NSLIS.

To book an interpreter for a health appointment please contact:

<p><u>Weekday service</u></p> <p>Monday to Thursday 9am – 5pm Friday 9am - 4.30pm</p>	<p>The Co-ordinator NSLIS 22 Forest Road West Nottingham, NG7 4EQ Tel: 0115 9786984 (voice/minicom) Fax: 0115 9423729 E-mail: <b>NSLIS@nottsdeaf.org.uk</b></p>
<p><u>Evening / weekend service</u></p> <p>Monday - Friday 6pm to 11pm Saturday 9am to 11pm Sunday &amp; Bank Hols. 9am to 4pm</p>	<p>Frances Connor Emergency Interpreting Service Tel: 07974 396299</p>

Demand for interpreters is greater than supply. Give as much notice as possible of any bookings you wish to make and be prepared to supply the following information when making the booking:

- The name of the patient
- What the appointment is for e.g. blood test, doctor appointment etc.
- Who the appointment is with
- Where the appointment is and a contact person there

NHS Nottingham City and NHS Nottinghamshire PCT fund the interpreting service to all NHS GP's, dentists and opticians in Nottingham City and Nottingham County.

***Please Remember:***

If an appointment is cancelled for whatever reason, please let the interpreting service know as soon as possible. If the patient themselves cancels their appointment, please don't assume they have also cancelled the interpreter, it is your responsibility to phone and inform the interpreting service of the cancellation.

## Some local D/deaf organisations...

### **Education for local D/deaf children:**

Some deaf children with or without a Special Education Needs statement get support from the teams below to ensure they have access to education by providing communication support and other support services.

<u>City</u>	<u>County</u>
Sensory Support Team Leader, Pupil and Family Services Division, Nottingham City Council Education Dept, Sandfield Centre, Sandfield Road, Lenton, Nottingham, NG7 1QH  Tel: 0115 9150812 Textphone: 0115 9150818 Fax: 0115 8546027	Consultant Teacher of the Deaf, Inclusion Support Service, Nottinghamshire County Council, Education Department, South Base, Sir John Robinson Way, Arnold, Nottingham, NG5 6DA  Tel: 0115 854 6024 Textphone: 01623 433352 Fax 0115 854 6027

### **Social Services for local D/deaf people:**

<u>City</u>	<u>County</u>
Deaf Services, Mary Potter Centre, Gregory Boulevard, Nottingham, NG7 5HY Tel: 0115 8838280 Fax: 0115 8838281 E: <a href="mailto:deaf.team@nottinghamcity.gov.uk">deaf.team@nottinghamcity.gov.uk</a>	Adult Deaf and Visual Impairment Service, Meadow House, Littleworth, Mansfield, Nottinghamshire NG18 2TB Tel: 01623 433433 Fax: 01623 433644 E: <a href="mailto:customerservice.centre@nottsc.gov.uk">customerservice.centre@nottsc.gov.uk</a>

### **Mental health services:**

They offer help and support to deaf people with emotional or psychological problems. They also advise other deaf people who lose their hearing suddenly or when they get holder.

Deaf Services Stonebridge Centre, Cardiff Street Carlton, Nottingham, NG2 2FH Tel: 0115 9483268 Fax: 0115 9859894 Text phone: 0115 8418826	Deaf Services Millbrook Unit, Kings Mill Hospital Mansfield Road, Sutton in Ashfield. Tel: 01623 785920 Fax: 01623 785920
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### **Audiology/hearing aids:**

Hearing Services Ropewalk House  
113 The Ropewalk  
Nottingham  
NG1 5DU

Tel: 0115 948 5546  
Fax: 0115 948 5515  
Email: [npcip@mail.qmcuhtr.trent.nhs.uk](mailto:npcip@mail.qmcuhtr.trent.nhs.uk)

### **National Deaf Children's Society Nottinghamshire (Local Branch):**

The local group consists of members of hearing and deaf parents of deaf children who give out information, advice and support to other parents of deaf children in Nottinghamshire.

Debbie Bent (Secretary)  
Tel: 0115 9520312  
Email: [d.bent@ntlworld.com](mailto:d.bent@ntlworld.com)  
Website: [www.nottsdcs.org](http://www.nottsdcs.org)

### **Places for People:**

Places for People focuses on creating places where people choose to live - whether that means providing brand new communities or transforming existing neighbourhoods into vibrant, popular areas to live and work. They can provide a range of housing solutions, specialist care and support services, employment and training opportunities, financial services and other community services to deaf people as they employed some deaf people to support deaf clients.

Places for People Individual Support  
12 Vivian Avenue  
Sherwood Rise  
Nottingham  
NG5 1AF  
Tel: 0115 9690208  
Fax: 0115 9692621

## **Some national D/deaf organisations...**

### **British Deaf Association Midlands**

10th Floor, Coventry Point , Market Way, Coventry, CV1 1EA  
Textphone: 02476 550393  
Telephone: 02476 550936  
Fax: 02476 221541  
Web: [www.bda.org.uk](http://www.bda.org.uk)

The BDA is the largest national organisation run by Deaf people, for Deaf people to represent the UK's Deaf community. Our vision is a world where Deaf sign language users enjoy the same rights, responsibilities and quality of life as everyone. Services include counselling, advocacy and youth services. BDA Helpline is a national helpline giving information and advice on a range of subjects such as the Disability Discrimination Act (DDA), welfare benefits, education and BSL; open 9am – 5pm Monday to Friday.

### **Signature (formerly known as CACDP)**

Mersey House, Mandale Business Park, Belmont, Durham DH1 1TH  
Tel: 0191 383 1155  
Text: 0191 383 7915  
Fax: 0191 383 7914  
Email: [durham@signature.org.uk](mailto:durham@signature.org.uk)  
Web: [www.signature.org.uk](http://www.signature.org.uk)

Signature is comprised of deaf and hearing representatives from the national organisations concerned with deafness. It aims to improve communication between deaf and hearing people and thus advance the welfare, status and opportunities of those who are deaf in a hearing world. It provides training and is the examining body for communication skills and administers the register of qualified interpreters.

### **Deafblind UK**

National Centre for Deafblindness, John and Lucille van Geest Place, Cygnet Road, Hampton, Peterborough PE7 8FD  
Tel: 01733 358100 (v/t)  
Fax: 01733 358356  
Information and Advice Line: 0800 132320  
Email: [info@deafblind.org.uk](mailto:info@deafblind.org.uk)  
Web: [www.deafblind.org.uk](http://www.deafblind.org.uk)

Formed in 1928 to help alleviate the isolation felt by those with dual sensory loss. A registered charity, whose headquarters are in Peterborough, it now has 800 deaf-blind adult members nationally. The league provides permanent homes for independent deaf-blind tenants, a short stay holiday/rehabilitation flat and a small guesthouse. Deaf-Blind UK is funded entirely through voluntary contributions.

### **Hearing Concern LINK**

19 Hartfield Road  
Eastbourne  
East Sussex  
BN21 2AR  
Tel: 01323 638230  
Minicom: 01323 739998  
Fax: 01323 642968  
Email: [info@hearingconcernlink.org](mailto:info@hearingconcernlink.org)

Hearing Concern LINK works with adults living with hearing loss, and their relatives, friends and colleagues. They also work with professionals who support adults with hearing loss. Their services and activities are delivered throughout the UK. They work closely with local, regional and national organisations across all sectors.

### **National Deaf Children's Society (NDCS)**

15 Dufferin Street, London EC1Y 8UR  
Tel: Free phone 0808 8008880  
Fax: 0207 251 5020  
Web: [www.ndcs.org.uk](http://www.ndcs.org.uk)  
Email; [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)

The NDCS is an organisation of families, parents and carers, which exists to enable Deaf children and young people to maximise their skills and abilities, and works to facilitate this process by every possible means. NDCS services include providing information, advice and support on audiology, technology, education and welfare benefits.

### **Royal National Institute for Deaf People (RNID)**

19-23 Featherstone Street, London EC1Y 8FL  
Information line tel: 0808 8080123 Textphone: 0808 8089000  
Fax: 0207 296 8199  
Web: [www.rnid.org.uk](http://www.rnid.org.uk) Email: [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)

The RNID is a voluntary organisation concerned with all aspects of deafness. It promotes the interests of deaf, deaf-blind and hard of hearing people. The RNID has a hearing advisory service and a comprehensive library and information service. It is also involved in medical, scientific and technical research.

**Sense (The National Deaf-Blind & Rubella Association)**

101 Pentonville Road, London N1 9LG

Tel: 0845 1270060    Textphone: 0845 1270062

Fax: 0845 1270061

Web: [www.sense.org.uk](http://www.sense.org.uk)

Sense is the national voluntary organisation that campaigns for the needs of deaf-blind children and young adults and provides advice, support, information and services for them, their families and professionals in the field.

*Produced by*

*Nottinghamshire Deaf Society  
22 Forest Road West  
Nottingham  
NG7 4EQ*