

## About this guide

Adult social care provides care and support services for adults who need them. Our aim is to support adults to live independently for as long as possible. We do this by making sure you have the support you need, when you need it, for as long as you need it.

This guide explains....

- The definition of sensory impairments
- What is in place to make contacting us accessible
- Equipment and home adaptations available to you
- Equipment maintenance

If there is anything in this guidance that you do not understand, please speak to your health or social care worker using the contact details provided at the end of the guide.

Redcar & Cleveland Borough Council  
Adult Social Care

Public Guidance

This is your guide to sensory support

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## 1. What is a Sensory Impairment?

A sensory impairment is when you have any type of difficulty with one or more of your senses. Deafness, blindness, visual impairment, hearing impairment and deafblindness are examples of sensory impairments. Adults with sensory impairments are more likely to require additional support to maintain their independence and safety. There is a range of support and services available to improve day to day living.

## 2. Contacting us

We have a dedicated email address ([adultsensorysupport@redcar-cleveland.gov.uk](mailto:adultsensorysupport@redcar-cleveland.gov.uk)), specifically for adults with a sensory impairment and their representatives. This email address is monitored 8:30am-5:00pm Monday to Thursday and 8:30am-4:30pm on a Friday.

The Relay UK app brings relay services for deaf, hard-of-hearing, and speech impaired people, helping you communicate using your smartphone, tablet, or computer.

Relay UK is a regulated service which complies with strict guidelines and criteria that apply to all providers of the Relay services. Relay UK's performance is regularly reviewed by Ofcom and all Relay employees receive mandatory training on data protection and privacy and information security.

When you make a call on the Relay UK app, a Relay Assistant will introduce the call and explain how the Relay UK service works if necessary. The Relay Assistant will then type the other person's conversation for you to read in the app as needed. You can either type your reply or just speak through the phone as normal.

Your allocated practitioner will support you with accessing Relay UK if this is a service you chose to use.



### 3. Equipment and minor adaptations

When you contact us, you will be allocated a social care worker, and they will complete a needs assessment with you. If required, an interpreter will be present. The needs assessment will indicate whether you are eligible to receive equipment and/or adaptations to your home to support you to live independently.

Your social care worker will work with you to develop a support plan to meet your needs. If you are eligible, equipment and minor home adaptations costing up to £1,000 will be provided to you free of charge. We will also provide you with information on other available equipment that you may wish to purchase yourself to support you in your home.

### 4. Equipment maintenance and review

**Electrical Equipment** if you are issued with electrical: equipment to support your needs your equipment will be reviewed annually and responsibility for maintenance/replacement of the equipment will be with the Council.

**Nonelectrical equipment:** if you are issued with nonelectrical equipment following a needs assessment and you are **not** in receipt of any other services from adult social care, your case will be closed. The maintenance responsibility for the equipment will transfer to you. You can contact us at any point following your discharge if any problems occur.

If the equipment is no longer meeting your assessed needs or the user has passed away, we should be made aware of this. We will discuss with you whether you can safely dispose of the equipment yourself or if it needs to be returned to us.

#### Contact Details Adult Social Care

Directorate of Adults & Communities  
Adult Social Care  
Redcar and Cleveland Borough Council  
Seafield House  
Kirkleatham Street  
Redcar  
Yorkshire  
TS10 1SP

Telephone: 01642 771500

Email: [contactus@redcar-cleveland.gov.uk](mailto:contactus@redcar-cleveland.gov.uk)

Website: [www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.

If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team: 01642 524552.