

Are services free?

Social work services may charge you for some of their services, such as home care, respite care, day care or meals on wheels.

Do I have to pay for equipment?

No, from October 2003, you will definitely not be charged for equipment & aids you need to help with daily living and minor adaptations to your home.



What are direct payments?

If you meet the criteria for receiving a community care service you may want to ask for direct payments. This means you will be given the money to pay for services yourself, which can give you greater choice. You may prefer this if you want to make your own decisions on the sort of services you receive, for example, this means that you could employ your own care workers or buy your own equipment. Your local social work services office will give you advice about direct payments.

If I am not satisfied with the services, can I complain? How?

Yes, you have the right to complain. Social work services should provide clear information about how you can complain. You can ask the Director of Social Work for a copy of the procedure.

The Scottish Council on Deafness (SCoD) is:

The Scottish umbrella body representing the interests of local and national voluntary organisations, local authority social work, education and health departments working with Deaf Sign Language users, deafened, deafblind and hard of hearing people.

SCoD's aims are to:

- 👁️ Enable deaf people to contribute in shaping the policies which affect their lives
- 👁️ Work to challenge negative attitudes and to combat discriminatory practice
- 👁️ Raise public awareness of issues affecting deaf people and their views and experience
- 👁️ Campaign for equal opportunities for deaf people
- 👁️ Improve the social inclusion of deaf people
- 👁️ Support the recognition of British Sign Language
- 👁️ Promote the rights of deaf people and encourage improved practice

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**Scottish Council
on Deafness**

Social Work Services

*.....the Lead
Organisation for
Deaf Issues
in Scotland*

When I have a hearing loss

When you have a hearing loss, talking to other people can become difficult and frustrating. You can feel cut off, left out, ignored and lonely. It may affect your self confidence, which could stop you doing things you enjoy, like going out with friends. Hearing loss also prevents you from accessing a wide range of services. Despite the Disability Discrimination Act 1995 (DDA), the majority of service providers have little or no understanding about deaf people's needs.

What rights do I have?

Under the Human Rights Act and DDA, you have the following rights:

- 👂 To be well-informed
- 👂 To access all services including social services
- 👂 To have the same rights and opportunities as hearing people
- 👂 To be safe, healthy and protected from abuse, bullying and neglect
- 👂 To be independent and to make choices about things that affect your life
- 👂 To have your privacy and dignity respected in the home and in the community
- 👂 To a standard of living, equal to that enjoyed by hearing people

By law, local authorities have to deal with many different groups of people with particular needs including deaf children, and adults.

Who provides social work services?

Social work services are provided either:

- 👂 Directly by your local authority, or
- 👂 By local deaf organisations who work under contract to the local authority.

How can I find out what is available locally?

You can find out in any of the following ways:

- 👂 Contacting your local council
- 👂 Contacting your local social work office
- 👂 Contacting your local deaf organisation
- 👂 Looking in your local telephone book
- 👂 Asking your lipreading tutor
- 👂 Asking your hearing therapist
- 👂 Asking your audiologist
- 👂 Visiting the SCoD's website (directory)

What sort of help may be available?

The range of social work and other support services available to deaf people like yourself may vary from one local authority to another. Such services may include:

Equipment & Aids - social workers may advise, assess and/or refer you to "Special Equipment Services"

Rehabilitation - social workers may advise and refer you to a lipreading group, hearing therapist, counsellor or other kinds of services

Information & Advice - you may be given information & advice on benefits, services that are available from different organisations, e.g. NDCS, Hearing Concern, Tinnitus Self Help Groups, etc.

Practical help - you may receive help with your benefits/concessionary travel card applications

Housing - your social worker may help you with your housing needs by referring you to a housing department

Employment - you may receive advice on how & where to look for work, help with job applications and Access to Work support applications

Childcare - your social worker may help arrange childcare for your children; e.g. childminders, day care centres, fostering, etc.

Community Care - you may receive a community care package if needed - this may include home care, meals on wheels, Guide/Communicators, attendance at day care centres, etc.

Communication Services - if you require a BSL Interpreter, Lipspeaker or Guide/Communicator for your job interview or an appointment with a doctor, etc, your social worker can arrange for communication services to be provided for you

Am I entitled to have help from social services?

You will be assessed by a social worker to decide what equipment and services you need. This assessment usually takes place in your home. The social worker will look at your living circumstances, your needs and what equipment and other help would make you more independent.