



Including You



An information guide for hard of hearing people
in Fife



2nd Edition



Introduction

Losing your hearing can be a distressing experience. It can cut you off from friends and family, groups and social situations and lead to feelings of isolation and even depression. Added to this, people around you may underestimate the sometimes devastating effects of acquired hearing loss.

“I was really struggling with my deafness – I stopped going out and my marriage was suffering. No-one can give me my hearing back but I’ve learned so much and am starting to cope much better”

However, the negative effects of acquired hearing loss are not inevitable and with the right support and information, hard of hearing people can continue to enjoy a high quality of life.

This guide is designed to provide you and your friends, family and supporters with a full range of advice and information to ensure that you continue to live life to the full. It was produced by Deaf Action to help improve the quality of life for hard of hearing people. This updated version of the guide (pub. Oct 2014) was funded by:

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Throughout this guide, contact details for services printed in ***bold italic*** can be found in Section 8, Contact Details, Alphabetical List.

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Section 1

You think you have a hearing loss – what happens next?

Do you have a hearing loss?

It is estimated that over 60,000 people in Fife have a hearing loss*. Are you one of them?

Do you:

- Miss parts of conversations when more than one person is talking?
- Have difficulty hearing voices, particularly children?
- Sometimes misunderstand what people are saying?
- Feel that people often seem to be mumbling or speaking quietly?
- Avoid social situations because you struggle to follow what is going on?

If this sounds familiar, you may want to discuss it with your GP. There are simple tests that he or she can do in the surgery to check if you do have a hearing loss. If appropriate, you can then be referred to your local NHS Audiology Department.

What happens at an Audiology Department appointment?

There are two **NHS Audiology** centres in Fife, as well as hearing aid repair clinics throughout Fife.

Adult Audiology services are located at

- Victoria Hospital, Kirkcaldy
- Queen Margaret Hospital, Dunfermline

People who live in North East Fife and the East Neuk may prefer to attend Kings Cross Audiology Department in Dundee.

You can be referred to Audiology by your GP or other health workers. You will receive an appointment detailing the date, time and venue for your initial consultation. If this is unsuitable or you need additional support to attend such as communication support (see page 16 for more details), you should advise the Audiology Department.

Hearing tests take place in a sound-proof room, where you wear a set of headphones and tell the audiologist when you hear different sounds. The audiologist is then able to determine your hearing loss, explain this to you, and carry out any other tests that may be needed.

Audiology staff can refer you to other services to help you to cope with your hearing loss including counselling, a hearing therapist, a specialist tinnitus service or for balance assessments and rehabilitation.

*The National Study of Hearing, A. Davis and population estimates for Scotland

Getting your hearing aid

The Audiology team will make an appointment so you can be issued with your hearing aid(s). At the appointment aids will be chosen for you according to your needs and requirements.

Hearing aids can be described as either analogue or digital, depending on the technology they use to process sound. In the past the NHS issued mainly analogue hearing aids but now you will be offered more modern digital hearing aids.

Digital hearing aids

These use a tiny computer to process sound and can be programmed to suit your particular hearing loss and different listening conditions.

If your hearing loss changes, they can be re-programmed to match changes in your hearing levels. Many digital aids use directional microphones which can help you hear sounds from in front of you more easily.

Your aid(s) can be programmed for different functions such as listening to music, automatic telephone adjustment and for using induction loop systems (see page 10 for more information). These are just a few options available; your audiologist should discuss all of the options with you. He or she should discuss your hobbies and interests with you to help you to decide which settings would be best for your lifestyle; for example if you like to attend concerts, then a music setting may help.

You should get verbal and written instructions on how to use your hearing aid(s). The instructions should cover:

- The controls on the hearing aid
- Hearing aid maintenance
- Insertion of the hearing aid
- How to get batteries
- How to access the hearing aid repair service

It may take time for you to get used to wearing a hearing aid and the many different sounds you will hear. A hearing aid will not restore your normal hearing. Unlike the human ear, hearing aids are not able to filter out the sounds that you do not want to actively listen to – the aid will amplify all sounds including background noise. It takes practice to learn how to ignore background noise and it is best to build up the time you spend using your hearing aid(s).

If you do not feel you have received enough information about your hearing aid(s), it is important that you ask your audiologist for the information you need. This will help you to cope with the hearing aid as much as possible.



Review of hearing aids

Once you have been fitted with a hearing aid for the first time, you will be offered an appointment to come back and check that all is well – this is called a review appointment. At this appointment your progress will be checked to ensure everything is as it should be and changes can be made if needed. Many people feel that there is a lot of information to take in when they first get their hearing aid(s) and reviews can be beneficial. A review will also be offered to existing hearing aid users if they are experiencing difficulties with their current aid. This is usually by telephone, however, a face to face review may be offered if the audiologist or you feel it is necessary.

After you have had an aid for three years, you can request a re-assessment of your hearing directly from the Audiology Department.

Audiology Repair Clinics

A repair and general maintenance service for people with an NHS hearing aid is provided at locations throughout Fife. You will be seen by a member of the Audiology team who will check your ear, hearing aid and ear mould. They will discuss their findings with you and recommend a course of action.

If your hearing aid(s) has been issued from Kings Cross, you may prefer to use the repair clinic based in St Andrews Community Hospital to have your hearing aid(s) repaired and collect batteries. You may also attend Kings Cross Hospital in Dundee. These clinics are by appointment only.

The table below shows hearing aid repair services in Fife and how to access them. Addresses and contact details are provided in Section 8, under **NHS Audiology Departments and Repair Clinics**.

Clinic	Day and Time	Access arrangements
<i>Randolph Wemyss Memorial Hospital</i>	Fri 9.00am – 12.30noon	Appointment required. Book via Victoria Hospital Audiology department – Tel 01592 643 355
<i>Cupar Health Centre</i>	Mon 2.00pm – 4.00pm	Appointment required. Book via Victoria Hospital Audiology department – Tel 01592 643 355
<i>St Andrews Community Hospital</i>	Tues 10.00am – 1.00pm	Appointment required. Book via Victoria Hospital Audiology department – Tel 01592 643 355 Service for people issued hearing aids from NHS Fife Hospitals.
<i>St Andrews Community Hospital</i>	Monday (ENT) 9.00am – 4.30pm Tuesday & Friday (Audiology clinic) 9.00am - 5.00pm	Appointment required. Book via Kings Cross Audiology department – Tel 01382 592 965 Service for people issued NHS hearing aids from Kings Cross Audiology, Dundee only.
<i>Queen Margaret Hospital, Dunfermline</i>	Mon to Fri 9.00am – 5.00pm	Appointment required – Tel 01383 627 094
<i>Victoria Hospital, Kirkcaldy</i>	Mon to Fri 9.00am – 6.00pm	Appointment required – Tel 01592 643 355



Hearing aid batteries

The normal life span of a hearing aid battery is only around 5 to 10 days. This depends on the type of hearing aid you wear and how you use it - using programs such as the loop system or music will use more battery power. You can get batteries for NHS hearing aids free of charge from Audiology Departments and repair clinics and from some health centres.

Cleaning your hearing aid

To get the best out of your hearing aid, it should be cleaned regularly. Even a slight blockage of ear wax or moisture in the tubing can cause whistling and reduce the sound quality.

The tubing and ear mould can be detached from the hearing aid in order to be cleaned. The mould and tubing can be put in warm water with a little mild detergent and cleaned with a cloth. They need to be completely dry before re-attaching to the hearing aid so it may help to clean the mould and tubing last thing at night and leave it to dry overnight. At no point should the hearing aid itself be in contact with water. If you do not feel comfortable detaching and re-attaching the tubing, the mould can be cleaned daily with a wet wipe. Small cleaning instruments such as a brush or hook can be used to remove ear wax from the hearing aid. You should receive cleaning instruments when you are issued with your hearing aid or you can request them from your local Audiology Department for a small fee.

Cochlear Implants

A cochlear implant is a surgically implanted electronic device, for people who have a severe to profound hearing loss in both ears, who gain little or no benefit from conventional acoustic hearing aids. A cochlear implant does not restore normal hearing but provides the person with a sense of hearing. The aim of a cochlear implant is to give the individual access to spoken language. Those over the age of five will only be considered for a cochlear implant if they became deafened after they developed functional spoken language.

A cochlear implant has internal and external components. An implant in the cochlear is connected to a receiver surgically implanted below the skin. An external speech processor, worn behind the ear, picks up and processes sound and transmits it to the implant. The cochlear implant system is powered by a battery.

If you are interested in exploring this further speak to your audiologist, ENT consultant or GP and they will provide advice and make arrangements for you to be referred for assessment. The **Scottish Cochlear Implant Programme** is located at Crosshouse Hospital in Kilmarnock. You can get more information from their website and/or from the **British Cochlear Implant Group**.

Section 2

Home, family and friends

Communication

Communication is the single biggest hurdle faced by hard of hearing people in everyday life. Good communication in the home with family and friends is crucial to maintaining your quality of life.

Hard of hearing people usually communicate using speech. The difficulties, of course, lie in trying to understand what other people say. For this reason, the actions of the speaker are crucial to making sure that you are able to participate in the conversation.

When talking to others, even though you might not be aware of it, you probably use a range of “tools” at your disposal – residual hearing, hearing aids, lipreading skills, concentration and sometimes a degree of guesswork. All of this takes a lot of energy so you may find yourself getting tired when trying to lipread for longer periods.

This section provides advice on getting the most out of spoken communication. You may want to share photocopies of this section with family, friends and all those who want to communicate with you.

“good communication in the home, with family and friends is crucial to maintaining your quality of life”



Guidelines for communicating with a hard of hearing person

- Get the attention of the hard of hearing person before you start to speak. If he or she is not looking at your face before you start speaking, they will not be able to use lipreading skills and may miss the topic of the conversation.
- Speak at your normal volume and slightly more slowly. Do not shout or exaggerate your lip patterns as this will distort the message. Lack of clarity of speech sounds is often more of a problem than lack of volume. For example, people who have difficulty hearing consonant sounds (which are commonly lost with a high-frequency hearing loss) won't be helped by the speaker simply increasing in volume.
- Make sure that the hard of hearing person knows the topic of your conversation.
- Use natural gestures and facial expressions to help get your message across such as nodding or shaking your head when appropriate.
- Do not turn away or cover your mouth when you are speaking. Many hard of hearing people use lipreading (even though they may not be aware of it) and need to see your face clearly.

- Make sure that your face is well-lit and there is no bright light or window behind you which can cast your face into shadow.
- Try to reduce background noise or find a quieter room for your conversation. Soft furnishings will absorb noise and reduce echo.
- Write things down if necessary, particularly important information like dates and times.
- Be patient and remember that lipreading is difficult and tiring for a number of reasons; only 25-30 % of speech is lip readable in ideal situations. Some sounds are invisible on the lips, such as "h" as in "hill", "g" as in "goat" and "k" as in "kick"; while some sounds look exactly the same as others, such as "m", "p" and "b" as in "man", "pan" and "ban".
- If the hard of hearing person does not hear what you have said, try rephrasing it. It may be that the words you have used are difficult to lipread - try different words.
- To get an idea of the difficulties of lipreading, try watching a newsreader on TV with the sound turned down!

Specialist Equipment for the home

Have any of these happened to you?

- You have missed a friend, caller or delivery because you did not hear the doorbell?
- You have given up on a telephone call because you could not hear the instructions on an automated telephone system?
- You have slept in because you did not hear the alarm clock?
- Someone has got annoyed with you because of the volume of your TV?
- Someone has said “never mind, it doesn’t matter” when you have missed part of a conversation?

These experiences can be upsetting and are all too common for people with a hearing loss. However, solutions can be found in the use of specialist equipment for hard of hearing people.

Below is an overview of equipment and services that are available:

Induction Loop systems

A room loop system has a microphone to pick up sound and a wire placed around the edge of a room which transmits the sound directly to your hearing aid when it is on the loop setting. Loops are effective in reducing background noise and provide much more clarity in hearing spoken messages. They can be used in conversation, to



listen to television, radio and music systems as well as outside the home in meetings, one-to-one consultations and at reception desks.

Listening devices

There is a variety of specialist equipment to help you talk to friends and family, listen to television, radio or enjoy music including personal loop systems and systems that use infrared technology.

Alerting devices

These use lights or vibrating pads to alert you to a variety of things including doorbells, smoke detectors, baby alarms and alarm clocks.

Telephones

There is a variety of adapted telephones available including those that use amplification, those that incorporate induction loops and text telephones (sometimes called Minicom).

Mobile phones/SMS texting

Some mobile phones can work with your hearing aids on the loop setting and/or have increased amplification and powerful speakerphone functions. There are also neck loops and ear hooks that can be used to enable you to hear on a mobile phone. Texting enables you to type and receive short messages on your mobile phone. This can be a

very effective in way of keeping in touch with friends and family.

Smartphones/Mobile Device Apps

Apps are programs that perform specific tasks on a smartphone or other mobile device. There are Apps that can help people with a hearing loss to communicate, network and enjoy entertainment more. You can download Apps from the internet for free or for a small charge.

Text Relay is a national telephone relay service for deaf and speech impaired people (formerly known as Action on Hearing Loss's Type Talk). If you are using a textphone or you are calling someone from a standard telephone and think the person at the other end may have a textphone, Text Relay will connect you. It is a fully automated service so, when required, relay operators provide a text-to-voice and voice-to-text translation service.

If you are deaf and use a textphone to call someone using a standard voice telephone, dial **18001** followed by the full dialing code and telephone number. This will put you in touch with an operator who will relay your typed message to the person you are calling. If you are using a standard voice telephone and expect that the person answering uses a textphone, dial **18002** followed by the full dialing code and telephone number. This will put you in touch with an operator who will use a textphone to type your spoken message to the deaf person.

Calls are charged at your telecommunications provider's standard rates. You may also be able to get a refund from your provider for the text

“It has been great just hearing people again on the telephone – being independent again was fantastic!”

part of your call. All calls are confidential and the service operates 24 hours every day.

The **Next Generation Text (NGT) service** will replace the Text Relay service - check the website for details about when the service will become available.

NGT will work in a similar way to Text Relay but will use an internet connection as well as a telephone line meaning you can use your own smartphone, computer or tablet instead of a textphone. To use the service you would need to download a free NGT App from the website. A range of new features will also be available.

Textphones will continue to be supported and will work in the same way as described in **Text Relay**.

Specialist Equipment providers

Fife Council's Specialist Equipment Service

You may be eligible for some equipment, supplied on free loan from Fife Council, subject to a referral and assessment process. In order to meet the criteria for this service, you must use hearing aids issued by the NHS and have been seen by Audiology within the last 18 months. To find out more contact **Fife Council's Deaf Communication Service**.

Some equipment is available for purchase such as doorbells and alarm clocks from stores like B&Q and Argos or from specialist suppliers including the **Fife Hearing Loss Early Intervention Project, Deaf Action's Specialist Equipment Service, Connevens, Sarabec** and the **Action on Hearing Loss Shop**.

BT Try Before You Buy Scheme

The **Fife Hearing Loss Early Intervention Project** and **Fife Council's Deaf Communication Service** are BT Try Before You Buy Centres. You can make an appointment to see someone to get specialist advice and to see and try a variety of telephones to find the right one to suit your needs in a friendly, non-sales environment.

Assistance Dogs

Some people find that hearing dogs provide great benefits in terms of maintaining independence and providing companionship, whether in the home or out in public. **Hearing Dogs for Deaf People** train dogs to alert deaf people to specific sounds such as the alarm clock, doorbell, telephone or smoke alarm. You can apply for a hearing dog if you are severely hard of hearing or profoundly deaf. To apply for a dog, you need to be able to provide proper exercise, grooming, food and medical care (help may be given if this is difficult for you) and be willing to build a working partnership with the dog.

"I now understand more about hearing loss and how I can help myself."

Social Work

Fife Council's Social Work Service provides assessment, support and a range of practical advice. Once referred to the service, a home assessment will be completed to identify your needs.

Self-Directed Support

Self-Directed Support (SDS) allows people to choose how care or support services are received from the local authority. The person directing their own care could choose to purchase services from a support organisation, hire a personal assistant or a combination of the two and the support can be managed in different ways.

If you would like to know more about SDS for people with a hearing loss, the following organisations may be able to offer support:

Deaf Action, in partnership with Fife Society for the Blind and funded by the Scottish Government, is delivering a **Sensory Self-Directed Support Project** aimed at ensuring that people with sensory needs have full access to information and support to access the Self-Directed Support process.

If you already have a **Social Worker** contact him or her for further information. Otherwise you can contact **Fife Council's Self-Directed Support Team** who can provide general support and information. For general information see the **Scottish Government's Self-Directed Support** website.

Information, Advice and Guidance

The **Fife Hearing Loss Early Intervention Project** is funded by Fife Sensory Impairment Services. The HLEI Team can provide you with the information and advice you need so that you can continue making independent decisions and maintaining a high quality of life.

Workers also provide:

- One-to-one advice, in your own home if necessary
- Information on communication and coping tactics
- Advice on maintaining your hearing aids
- Information on local groups, services and communities in your area
- Helping family and friends communicate with you more effectively

Fife Council's Deaf Communication Service provides advice, information and support to people with a hearing loss, their families, friends, carers, service providers, employers and the general public and also offers a drop in service (contact the team for times).

Princess Royal Trust Fife Carers Centre
It is estimated that there are over 42,000 carers in Fife, coping with the care of a disabled, frail or ill person. The **Princess Royal Trust Fife Carers Centre** provides support, advice and information to anyone who is a carer in Fife. Those who are carers may have their own difficulties and they can talk about these either at the centre or at another place of their choice. The centre also has groups across Fife where carers can meet in a relaxed social way. Quarterly newsletters can be downloaded from the website or are available by post.

Disabilities Fife (formerly Fife Independent Disability Network) strives to include people with disabilities including hard of hearing people, in decision-making

and working towards inclusion of disabled people in all aspects of society in Fife. By meeting together, members share common experiences, overcome isolation and gain confidence to speak out to enable more equal working with professionals and to make use of members' expertise.

Hearing Link Scotland provides services to people with any amount of hearing loss as well as relatives, friends and colleagues. News and information is available from the website and through a members' magazine. Specially trained Community Support Volunteers can talk to you about deafness and give you useful information about how to cope and where to get help. A range of other information and support is also available which includes a helpdesk and email buddies.

The **Scottish Council on Deafness (SCoD)** is a Scotland-wide umbrella body that works with many deaf organisations across the country. As part of their work to provide comprehensive information to deaf people, they publish regular newsletters and bulletins which aim to keep deaf people up-to-date with local and national developments. Contact **SCoD** to join their information mailing list or access bulletins online at www.scod.org.uk/information/publications

Benefits

You may be eligible for a range of welfare benefits such as Personal Independence Payment (formerly Disability Living Allowance), Attendance Allowance, Pension Credit, Working Tax Credit and Child Tax Credit. **Citizens Advice and Rights Fife (CARF)** may be able to assist with providing information, making an application for a benefit or challenging a decision.

The **Department of Work and Pensions (DWP)**, which deal with applications for benefit, prefers people to contact them via the telephone or the internet. However, this can be difficult if you have a hearing loss and so they allow you to identify a representative to speak on your behalf. They also provide a Visiting Service to conduct home visits or to see customers at Information Points by appointment.

Section 3

Work

Whether you have been deaf for a long time, or lost your hearing more recently, coping with hearing loss in the workplace can present particular challenges. You might fear that you will not be able to carry out the tasks that you used to, such as using the telephone or taking part in meetings and this can leave you feeling vulnerable.

Difficulties often arise because employers do not know what their responsibilities are, what type of support is available or where to get advice. In fact, there is a range of support available to workers and employers to enable you to continue successfully in your job.

The legislative context

The Equality Act 2010 came into force on 1st October 2010 and was created to bring together, and to simplify, the legislation that was already in place. It replaced the existing equality laws: the Equal Pay Act (1970), the Sex Discrimination Act (1975), the Race Relations Act (1976), and the Disability Discrimination Act (1995).

Who does the law protect?

The Equality Act 2010 aims to protect disabled people and prevent disability discrimination. All employees and service users have the right to be treated fairly at work or when using services. It protects people from discrimination on the basis of certain characteristics. It also includes the concept of “discrimination arising from disability” where a disabled person is treated unfavourably “because of something arising in consequence of” the disability.

Employment rights and the Equality Act 2010

Disabled workers share the same general employment rights as other workers but there are also some special provisions for them. Under the Act, it is unlawful for employers to discriminate against disabled people or those associated with a disabled person, for reasons related to their disability, in all aspects of employment, unless this can be justified. The Act covers things like:

- application forms
- interview arrangements
- proficiency tests
- job offers
- terms of employment
- promotion, transfer or training opportunities
- work-related benefits such as access to recreation or refreshment facilities
- dismissal or redundancy.

Reasonable adjustments in the workplace

Under the Equality Act 2010, your employer has a duty to make 'reasonable adjustments' to make sure you are not put at a substantial disadvantage by employment arrangements or any physical feature of the workplace.

Equality Advisory and Support Service (EASS)

was commissioned by Government in 2012 to replace the ***Equality and Human Rights Commission (EHRC)***'s helpline which is now closed. Contact ***Equality Advisory and Support Service (EASS)*** if you need expert information, advice and support on discrimination and human rights issues and the applicable law, especially if you need more help than advice agencies and other local organisations can provide. This includes guidance and advice for you and your employer about the Equality Act 2010 and what adjustments might be reasonable. You can play an active role in discussing these adjustments with your employer.



Organisations providing support

Access to Work

Through this programme, employers can get advice on appropriate adjustments and possibly some financial help towards the cost of the adjustments. Access to Work may pay towards equipment, adapting premises to meet your needs or providing a support worker. For someone with a hearing loss this could mean providing an adapted telephone or listening devices for meetings. It could mean installing a loop system in your workplace or providing a communication support worker. More details about communication support and how it can be used in the workplace are provided on page 16. These types of support can be crucial to how you cope at work: it is your right to have access to them. Your employer may be required to contribute to the cost of support.

Citizens Advice and Rights Fife (CARF) can provide signposting to information and advice about employment, skills and training.

Fife Council's Deaf Communication Service can provide workplace assessments for anyone who employs or is about to employ a person with a hearing loss.

Communication Support

There is a variety of support available to assist with communication between deaf and hearing people such as note taking, lip speaking and British Sign Language/English Interpreting. This can be of great benefit to people in the workplace, for example in meetings, supervision and training. All professional communication support staff operate to a strict code of practice, including confidentiality.

In the workplace, communication support can be funded by **Access to Work** (see page 15).

For other settings such as health or council appointments, it is normally the responsibility of the service provider to pay for communication support.

Communication Support Provision in Fife Fife Council's Deaf Communication Service provides a communication support service and also has loop systems available for hire.

Deaf Action provides a communication support service. For advice on the type of support that is best for you, and to book, contact **Deaf Action's Communication Support Service**.

In most situations communication support needs to be booked in advance. Give as much notice of appointments as possible due to the shortage of communication support workers.

Information follows on the types of communication support that may be helpful to people with an acquired hearing loss. Information about communication support for people who use British Sign Language or who are deafblind can be found at www.deafaction.org

Lipspeakers

- are used by people who use lipreading as their main method of communication
- are trained to reproduce the shape, flow, rhythm, stress and phrasing of speech used by the speaker
- convey a speaker's message to a lipreader without using their voice
- use facial expression, gesture, and if requested, fingerspelling to aid in the lipreader's understanding

Electronic Notetakers

- type a summary of what is said during proceedings
- aim to ensure as full a coverage of information as possible (in negotiation with the wishes of the deaf person)
- are trained in speed and clarity
- may use a laptop which is connected to another laptop, on which the deaf person reads the transcription
- may use a laptop which is connected to a large screen in a conference / meeting setting, from which many deaf people in an audience can read the transcription

When booking communication support it is important to think about:

- The length of the session
- Helpful information to allow the communication support worker to prepare, for example the agenda for a meeting, or previous meeting minutes.

Deaf Awareness Training

Sometimes specialist Deaf Awareness training can be helpful in the workplace. This enables colleagues to learn what they can do to ensure that you are included, like anyone else in your workplace. This could involve training on topics such as communication tactics and specialist equipment. **Deaf Action's Training Team** and **Fife Council's Deaf Communication Service** can provide this service, tailoring the training to the particular work environment.



Section 4

Learning

Mainstream learning providers

There is a wealth of adult learning providers who offer a broad range of courses including evening and leisure courses, vocational training and further or higher education. Each of these providers has a responsibility, under the Equality Act 2010, to help meet your needs to access their courses and to make 'reasonable adjustments' to their provision in order for you to participate. This might include provision of specialist equipment in the learning environment such as a loop system or communication equipment. (See page 10 for information on equipment and page 16 for communication support that may be helpful.) Before you enrol on a mainstream course, contact the learning provider to let them know your needs and allow time for them to make the necessary arrangements.

Many learning providers, including colleges and universities, have dedicated staff to assess and make arrangements to meet your needs. They may have a variety of job titles such as Access Officer or Disability Adviser.

Paying for your learning

Grants may be awarded by the **Student Awards Agency for Scotland** to help meet the extra course costs you can face as a direct result of a disability, including hearing loss. To apply for financial help through the Disabled Students' Allowance (DSA), both you and your chosen course must meet some conditions. You will need to check with the education provider that your course is eligible before making your application. Eligible full-time, part-time and postgraduate students can apply for a DSA. The amount you get does not depend on your household income. A DSA is paid on top of the standard student finance package and does not have to be paid back. The allowance can help pay for the specialist support you need for studying such as assistive listening devices and non-medical helpers such as a notetaker. You can apply if you are doing a full-time course that lasts at least one year (including a distance-learning course) or a part-time course that lasts at least one year and does not take more than twice as long to complete as an equivalent full-time course.

You may also be eligible for financial support to assist in paying for your class through a **Skills Development Scotland Individual Learning Account (ILA)**. Individual Learning Accounts are available for people who are 16 or over and living in Scotland. You must have an income of £22,000 a year or less or be on benefits to be eligible. You may get up to £200 towards the costs of learning or training. You can apply for an ILA if you do not have a degree or above, are not undertaking any secondary, further or higher education, training through the Employability Fund or Modern Apprenticeship or participating in the Community Jobs Scotland programme.



Specialist learning providers

Lipreading Classes

Some people, including those with and without a hearing loss, have unrealistic expectations about lipreading. In fact, lipreading is not an “exact science” that you can learn in order to overcome all your communication difficulties. Rather, it is a set of skills and strategies that you can use to enhance your ability to understand what others are saying. Bear in mind some of the points on page 9:

- only 25-30 % of speech is lipreadable in ideal situations
- some sounds are invisible on the lips, such as “h” as in “hill”, “g” as in “goat” and “k” as in “kick”
- some sounds look exactly the same as others, such as “m” “p” and “b”, as in “man”, “pan” and “ban”

Even so, improving your lipreading skills can have a dramatic impact on your communication.

In 2012 the **Scottish Course to Train Tutors of Lipreading** ran its first course for 7 years as a result of funding by the Scottish Government through the Scottish Lipreading Strategy Group. As a result, the number of qualified lipreading tutors will gradually increase and there should start to be more lipreading classes becoming available across Scotland. Applications to train to become a lipreading tutor are especially welcomed from people with a hearing loss.

Deaf Action’s Lipreading Classes help you to make the most of your lipreading skills and they provide information about services available. You get the opportunity to meet other people who



have a hearing loss and share experiences and coping strategies. Classes last 2 hours, are small in size and sometimes have guest speakers. Classes allow you to have fun while learning and to discuss issues around your hearing loss with others who understand.

Other providers may also offer lipreading classes in Fife. If there is a charge for the course you may be eligible for funding via an Individual Learning Account (see page 18). You can contact **Fife Lipreading Tutors** directly for details of their classes. Lipreading classes in Scotland are listed on the **Scottish Course to Train Tutors of Lipreading (SCTTL)** website. Classes run by qualified lipreading tutors and ATLA members can be found on the **Association of Teachers of Lipreading to Adults (ATLA)** website. If there is no lipreading class provided close to your home, or the course is full, you may find a **Sound Advice** course helpful.

Sound Advice courses

Deaf Action has developed a short course called ‘Sound Advice’ to help people to be more positive about living with the challenges of a hearing loss, to make the most of a hearing aid (if they have one) and to obtain useful information and advice. Courses are suitable for people who have recently experienced hearing loss or those who have had a hearing loss for a while but feel they would benefit from meeting others in a similar situation. Courses include information about services offered by the

Audiology Department, benefits and limitations of hearing aids, communication tactics, assertiveness, specialist equipment and services and support available. Wherever possible, courses are personalised to meet the individual needs of participants. Courses can be arranged by the **Fife Hearing Loss Early Intervention Project and Deaf Action's Learning Centre**.

Hearing Link Scotland organises group self-management courses, social gatherings and specialised rehabilitation programmes. The courses aim to help people adapt to their new circumstances and to equip them with skills and information to improve their quality of life.

Hearing Aid Maintenance Training

Training in simple hearing aid maintenance can be provided to staff working in Fife Council Care Homes by **Fife Council's Deaf Communication Service**. The **Fife Hearing Loss Early Intervention Project** can provide training to staff working in private care homes.

Hard of Hearing Groups

- **Cupar Hard of Hearing Group** meets on the last Monday of each month except July, August & December, from 2pm - to about 4pm.
- **Kirkcaldy Hard of Hearing Group** meets on the first and third Thursday of the month, between 10am and noon.

“I have learned a lot, laughed a lot and enjoyed the class and I am more confident in a crowd of people.”

At both of these groups, hard of hearing people meet with others to share information and advice and to learn about what services are available to them. They may have guest speakers and there is always the opportunity to meet others who understand the difficulties a hard of hearing person faces in everyday life.

Lead Scotland (Linking Education and Disability) is a voluntary organisation which aims to widen access to learning for disabled young people, adults and carers across Scotland including those who are deaf. The organisation can provide guidance on a range of learning opportunities and support you in your chosen course of study. Learners develop their own action plan and may be supported by a trained Lead volunteer.

Deaf Action's Training Team offers SQA accredited courses in British Sign Language (BSL) and Deaf Awareness as well as tailored courses to meet a group or organisation's specific requirements. Although most learners are hearing, learners with a hearing loss are also welcome. Some people who are losing their hearing are keen to learn BSL to help them with everyday communication. Bear in mind that, as well as learning the language yourself, the people around you will need to learn it too, in order for you to benefit. Deaf Action's **Learning Centre** sometimes organises BSL courses specifically for hard of hearing people – contact them for more information.

Section 5

Health

Section 1 provides more information about NHS services relating to Audiology and your hearing loss. This section provides more general information about health services for people with a hearing loss and how to access them.

Barriers to healthcare

Visiting the GP or other health appointments can present particular challenges to hard of hearing people. Research by the Action on Hearing Loss (formerly RNID) "A Simple Cure?" (2004) showed that:

- 28% of deaf and hard of hearing people found it difficult to contact their GP surgery to get an appointment because of their hearing loss
- 15% of deaf and hard of hearing people said they avoid going to see their GP because of communication problems
- 24% of patients had missed an appointment because of poor communication such as not being able to hear staff calling out their name
- 42% of deaf and hard of hearing people who had visited hospital (non-emergency) had found it difficult to communicate with NHS staff
- 35% of deaf and hard of hearing people had been left unclear about their condition because of communication problems with their GP or nurse

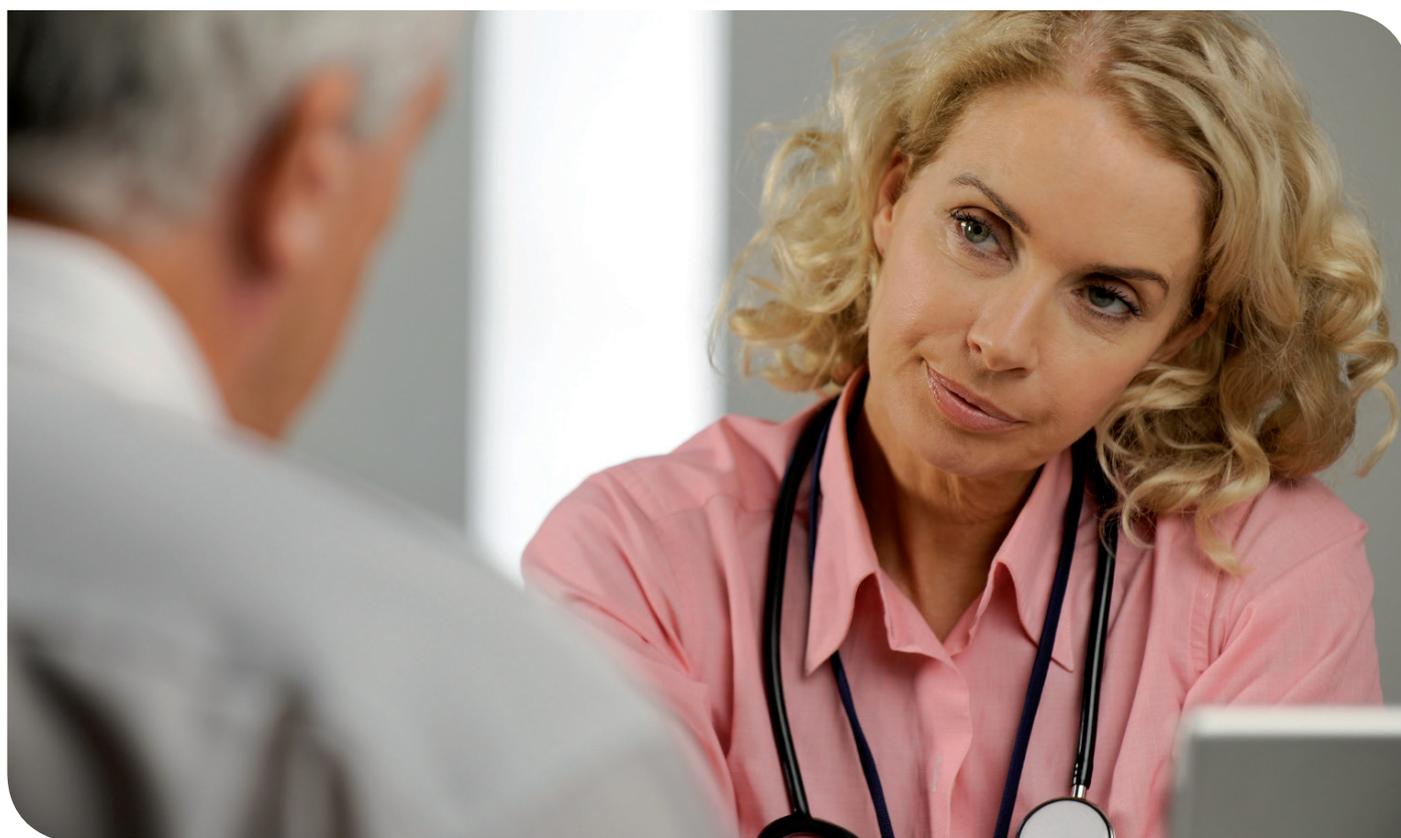
SignHealth looked at the results of the GP Surveys in 2008 and 2009 and found that many of these issues were contributory factors resulting in deaf people being less happy with certain aspects of primary care and also less healthy than their hearing peers. ("Why do you keep missing me? A report into Deaf People's Access to Primary Health Care", 2008)

Deaf Action's own survey and report "Speaking Up" (2008), found that hard of hearing people continue to struggle with communication as a result of poor deaf awareness on the part of service providers.

"My doctor keeps forgetting I have a hearing loss. He talks and doesn't move his lips"

"(They) tend to speak slowly to begin and then go off at a rate. I usually end up agreeing with them – it's easier".

"I tell my dentist I have to lipread but he still talks to me with his mask on. I can hear a sound but I don't know what he is saying. It makes me quite cross"



Experiences such as these can have a major, negative impact on confidence and independence and can reduce effective access to healthcare.

Solutions

Health services including hospitals, GPs, dentists and opticians have a statutory duty to enable you to access their services. This could mean provision of communication support such as a lipspeaker or notetaker for appointments. When making an appointment with a health professional, be sure to discuss any communication support you need to enable you to communicate effectively with the practitioner. NHS Fife are committed to ensuring that communication support is available to all people accessing health care services. This service is free to the user. When an appointment is made NHS Fife will provide the appropriate communication support (see page 16 for more information).

Many healthcare settings now have induction loops fitted at the reception area and sometimes in consulting rooms. It is very common, however, that

these are not working, not charged or the reception staff do not know how to use them. If that is the case, you can suggest they contact the loop provider who should be able to advise staff how to operate the loop.

You may prefer to ask health professionals to write down important information for you at your appointment. This might include details such as how to take medication. Many health professionals may be unaware of how best to communicate with you and may appreciate it if you provide a copy of the communication guidelines on page 9.

Sometimes you will find one doctor easier to communicate with than another and, if this is the case, it is worth asking to see that person where possible.

Some hard of hearing people find it helpful to tell GP practice staff to mark their file with a note or sticker indicating that they are hard of hearing. This can ensure that instead of simply calling your name at an appointment, for example, they would approach you personally to tell you when it was time for your appointment.

Specialist health services for deaf people

Counselling

Some people find that they need more support in coping with their hearing loss, or may have other issues in their lives which are exacerbated by their hearing loss. Counselling is a confidential and supportive relationship with someone who is trained and experienced in helping people cope with difficulties in their lives.

You might find counselling helpful if:

- you feel depressed, anxious or upset
- have problems with family and/or friends
- someone close to you has died
- you are unhappy at work/college
- you want to make changes to your life

There are some counsellors who have undergone special training or who themselves are deaf and are therefore well placed to support deaf people needing counselling. The **Scottish Council on Deafness** has information on their website for both deaf people and GPs supporting deaf patients.

Scottish Mental Health Service for Deaf People

This service provides specialist support for deaf people with mental health problems across Scotland. Working directly with mental health services in your area, they provide assessment and advice services for people with a hearing loss.

They can also offer short term treatments working in clinics around Scotland. They provide advice and assessment if a patient needs to be in hospital and support local mental health services to work with deaf people. They can provide training in deaf awareness and mental health issues for mental health staff.

NHS 24 is a service offering phone and online health information and self-care advice. If your GP surgery is closed and you are too ill to wait until it re-opens, you can call the service. They will put you through to a health professional such as a nurse, pharmacist or dental nurse who will talk to you about your symptoms and tell you what care they think you need. They might suggest that you treat yourself at home, that you see a doctor or other health professional or in some cases they might call an ambulance for you. You can contact **NHS 24** using **Text Relay**.

Breathing Space, part of **NHS 24**, is a free, confidential phone and web based service for people in Scotland experiencing low mood, depression or anxiety. In times of difficulty they provide a safe and supportive space by listening, offering advice and information. The website has information ranging from drug and alcohol problems, chronic pain, relationships and abuse. Calls are free from a landline and from some mobile networks. Breathing Space can also telephone you back to save you call charges if necessary. This service can be accessed in BSL at certain times see Section 8 for details.



Section 6

Police, emergencies and fire safety

Accessible emergency contacts

Getting the help you need in an emergency can be a real concern for people who are hard of hearing because of difficulties using the traditional methods of communication. You might find it useful to save the details in this section, eg mobile phone numbers in your phone, so you can easily access them in case of emergency.



Text Relay

By dialling **18000** on its own, and using your textphone, you will be put in direct contact with the emergency services.

SMS Text Messaging

In an emergency you can send an SMS message to **999**, but you must register your mobile with the Emergency SMS service first. You can register online at www.emergencysms.org.uk. You should do this as a priority, so that if something serious happens, you are already registered. Remember that, unlike telephones, during busy times text messages can take quite a while to reach the recipient.

Once you are registered, you can use the number in an emergency situation to contact the police, ambulance, fire, rescue and coastguard services.

You should send:

- Which service? Ambulance, police, fire, rescue or coastguard
- Your name
- Where you are
- Where the incident is taking place
- What is happening (brief details)

A text message will be sent back to your mobile phone, confirming that the police have received your text.

Contacting the police in non-emergency situations

Where help is not needed urgently and for general enquiries you can contact the police using a textphone via **TextRelay** on **18001 101**.

This is the number you use if you need to contact your local police, report a crime that has already happened, seek crime prevention advice or make them aware of any policing issues in your local area.

Crimestoppers is an anonymous service which allows you to report crimes via an online web form at <https://crimestoppers-uk.org/> or by **Text Relay 18001 0800 555 111**. If you have witnessed a crime but are perhaps reluctant or scared to report this to the police then you should contact Crimestoppers. Text Relay calls and web forms will not be traced and no one will know who you are. As Crimestoppers is not part of the police, you will not be required as a witness or asked to appear in court. You may even be entitled to a reward.

Hate Crime

A hate crime is a criminal offence committed against an individual or property that is motivated by a person's hatred or prejudice of someone because of his or her actual or perceived race, religion/faith, transgender identity, sexual orientation or disability. A hate incident is any incident that is not a criminal offence but something which is perceived by the victim or any other person to be motivated by hate or prejudice.

You can report a Hate Crime or incident as follows:

- By Telephone: Follow the instructions above for either an emergency or a non-emergency, whichever is relevant
- In person at any police office
- You can visit a Third Party reporting Centre (www.scotland.police.uk/assets/pdf/205073/hate-crime-3rd-party-reporting-centres).
- Or (for a non-emergency) complete an online Hate Crime Reporting Form: www.scotland.police.uk/hate-crime/

Fire Safety

Being safe in your home is an important consideration. You may be able to hear your audible smoke detector when your hearing aids are in, but it is important to consider if you would hear it with your aids out or if you were asleep. This is particularly important if you live alone. Housing providers have a responsibility to provide smoke detectors for their tenants that meet their needs. If you are the tenant of a housing association or a Council, let them know that you have a hearing loss and require an adapted smoke detector, such as a visible flashing light or a vibrating pad that goes under your pillow at night. If you are a home owner contact **Fife Council's Social Work Contact Centre** for further advice.

Scottish Fire and Rescue offers free Home Fire Safety visits to help you to make sure that your home is as safe from fire as possible. You can arrange a visit using a telephone via **Text Relay** on **18001 0800 07731 999** or text **CHECK** to **61611** on your mobile phone.

Section 7

Hearing loss and related conditions

How we hear

During normal hearing, sound goes into the outer ear, passes through the middle ear where the auditory bones, the ossicles, stretch across the middle ear cavity to conduct sound from the eardrum to the inner ear. The sound is then processed by the inner ear before being sent as signals to your brain.

When sound waves enter the fluid of the cochlea in the inner ear, they move tiny hair cells, which then send electrical messages to the auditory nerve. Different frequencies of sound are picked up by different hair cells, depending where in the spiral tube they are located. The nerve passes impulses to your brain which recognises them as different sounds such as speech, music, footsteps, etc.

About acquired hearing loss

Acquired hearing loss is a very common condition affecting an estimated one in six people at some point in their lives. In Fife alone it is estimated that there are over 60,000 people with a hearing loss. The incidence of acquired hearing loss increases with age to the extent that three quarters of people over the age of seventy have a hearing loss.

Conductive hearing loss - outer or middle ear problems

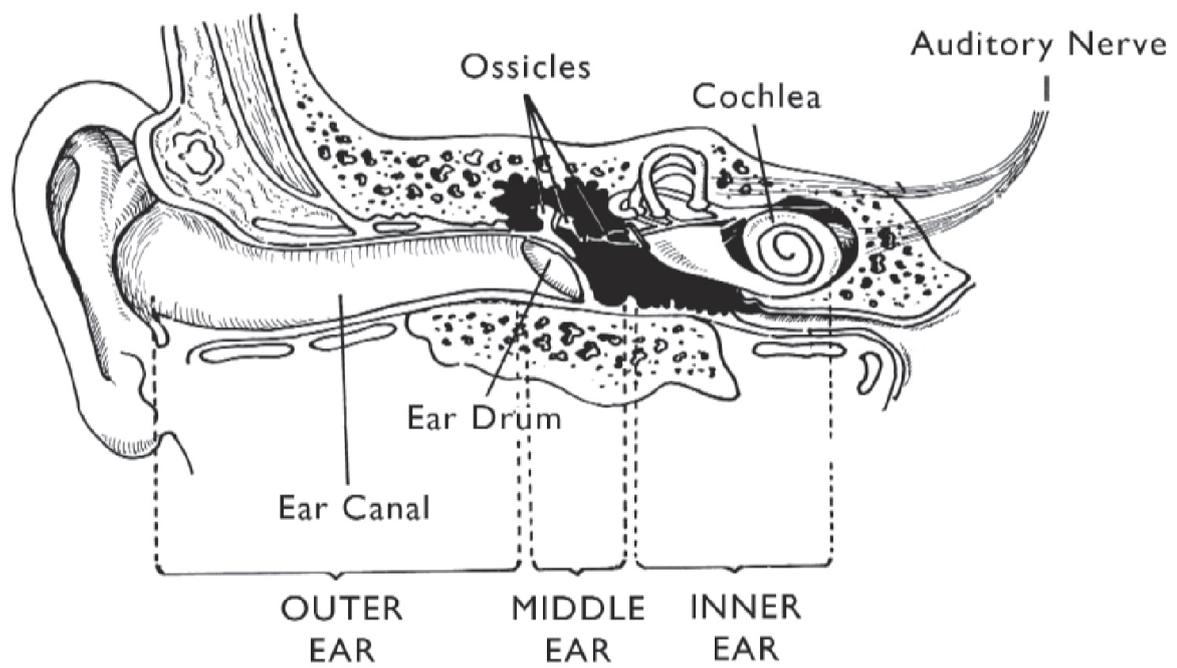
Conductive hearing loss can be caused by sound being unable to pass through the outer or middle ear. This may be because of:

- Restricted movement of the auditory bones in the middle ear, known as otosclerosis
- Hole in the ear drum, known as perforation
- Ear wax
- Glue ear – most commonly found in children

Sensorineural hearing loss - inner ear problems

This is caused by damage to the tiny hair cells within the cochlea in the inner ear. Sensorineural hearing loss is the most common cause of acquired hearing loss. Damage can be caused by a number of factors including:

- The ageing process
- Exposure to loud noise
- Traumatic injury such as a fall or a head injury
- Illness or infections such as measles, mumps or meningitis
- Ototoxic effects, that is, reactions to drugs or medications



Some other conditions

Tinnitus

Tinnitus is experienced as noises inside the head that do not come from an external source. It often sounds like buzzing, whistling, hissing or ringing or sometimes as songs or tunes. If the cochlea hair cells are damaged or overstimulated, this can cause irregular nerve signals to the brain, which perceives it as noise inside the head. Although not life-threatening, it can be extremely upsetting. It is a very common condition, thought to affect about one in ten. About one in a hundred people report that they have had tinnitus that severely affects their quality of life.

Tinnitus can affect you whether you have a hearing loss or not. It can be caused by hearing disorders related to ageing or exposure to loud noise and can be affected by emotional upset, injury, illness and the side effects of some drugs.

There is a range of treatments and therapies that can be useful for people with tinnitus. Tinnitus services are provided at the Victoria Hospital and Queen Margaret Hospital sites by a team of specialist Senior Audiologists. You can access the service via your GP or self-refer if you are an existing National Health Service digital hearing aid user. The team will identify care pathway most suited to your needs. This may involve a range of treatments and therapies that can be helpful for people with tinnitus.

The **British Tinnitus Association** and **Action on Hearing Loss' Tinnitus Information Helpline** can offer advice and support on the condition.

Ménière's Disease

This is a disease of the inner ear. It is a long term, progressive disease which damages both the balance and hearing parts of the inner ear. The main symptoms of the disease are vertigo, tinnitus and hearing loss.

Your GP can diagnose and offer management strategies for Ménière's disease and may refer you to an Ear, Nose and Throat (ENT) specialist for help to manage your symptoms. The **Ménière's Society** is a charitable organisation offering advice and information on Ménière's Disease. Information on treatment and coping strategies can be found on their website.

Hyperacusis

This is the name given to increased sensitivity to normal level sounds. People with hyperacusis may feel pain or discomfort when hearing sounds that most people are able to tolerate. The causes of the condition are not yet well understood but it is thought that the problems arise from faulty processing of sound in the inner ear. If you do not have an NHS hearing aid, you can consult your GP for advice and referral to an ENT specialist. Existing NHS hearing aid users can discuss this issue with the Audiology team. An appointment can be arranged to discuss your condition and advise on the most appropriate management options.

Balance disorders

Balance disorders that are related to the organ of balance within the ear can be assessed and rehabilitated by a multi-disciplinary team consisting of specialist Senior Audiologists and an Ear, Nose and Throat Consultant.

If you are experiencing dizziness or feel off-balance and are concerned about it, speak to your GP in the first instance. They may refer you to the Ear, Nose and Throat Outpatient Clinic at Victoria Hospital, Kirkcaldy for initial assessment. You may be referred on to the Audiology Team for advanced diagnostic assessment, treatment and/or rehabilitation. Sometimes you will be advised to bring someone with you or to leave your car at home as some tests can stimulate the balance disorder.

Deafblindness

People are regarded as deafblind if they have a severe degree of combined visual and auditory loss resulting in difficulties with communication, mobility and information. Most deafblind people are over the age of 60 and have acquired a dual sensory loss in later life.

Deafblind Scotland can provide a range of specialist support including project work and a Guide/Communicator service. Guide/Communicators relay information, facilitate communication with others and ensure that the deafblind person is able to get about safely. They enable deafblind people to make informed decisions by ensuring information (spoken, non-verbal, written and environmental) is delivered in an accessible way to suit the person's individual needs and using the deafblind person's preferred communication method such as British Sign Language, Deafblind Manual or hands-on-signing. The service may be funded by your local Social Work department, following an assessment of your needs which can be carried out by Deafblind Scotland staff. If you have both a hearing and a sight loss, you can become a member of Deafblind Scotland and keep up-to-date with relevant news and information.



Sense Scotland provides services for children and adults who have communication support, information, learning and mobility needs because of deafblindness, sensory impairment, learning and physical disabilities. Working closely with people, often on a one-to-one basis, the organisation aims to find out what their aspirations are and how they want to live their lives. In Fife the organisation also provides a number of housing support services.

Deafness and dementia

Both deafness and dementia are conditions that become more prevalent with age. Some people who develop dementia will have been deaf from an early age, but for others, both deafness and dementia will have developed in later life. The difficulties which are part of dementia are made much worse when the person cannot hear properly. The response of others to this situation will have a huge effect on how people with deafness and dementia feel and what they are able to do.

In 2004 Deaf Action, in partnership with the University of Stirling Dementia Services Development Centre, carried out research and produced a report on deafness and dementia. The report is available to view via www.deafaction.org.uk or you can get a copy by contacting our head office. More information on dementia can be found by contacting **Alzheimer Scotland**.

Section 8

Contact Details – alphabetical list

Below is a list of services and contacts that are mentioned in this guide. We have provided as many accessible contact details as possible. Where only a voice phone number is provided, textphone users can use the Text Relay prefix **18001**. More details on how this service works are provided on page 11.

Access to Work

Jobcentre Plus
Access to Work Operational Support Unit
Anniesland JCP
Baird Street
Glasgow G90 8AN

Tel 0141 950 5327
Text 0845 602 5850
Fax 0141 950 5265
Email
atwosu.glasgow@jobcentreplus.gsi.gov.uk
Web
www.gov.uk/access-to-work/overview

Action on Hearing Loss

Head Office Scotland
Empire House
131 West Nile Street
Glasgow G1 2RX

Tel 0141 341 5330
Text 0141 341 5347
Email scotland@hearingloss.org.uk
Web www.actiononhearingloss.org.uk

Action on Hearing Loss Information Line

Tel 0808 808 0123
Text 0808 808 9000
Fax 020 7296 8199
SMS 0780 0000 360
Email
informationline@hearingloss.org.uk

Action on Hearing Loss Shop

Tel 01733 361199
Text 01733 238 020
Email solutions@hearingloss.org.uk

Action on Hearing Loss Tinnitus Information Line

Tel 0808 808 6666
Text 0808 808 9000
SMS 0780 0000 360
Email
tinnitushelpline@hearingloss.org.uk
Web
www.actiononhearingloss.org.uk/your-hearing/tinnitus.aspx

Alzheimer Scotland

22 Drumsheugh Gardens
Edinburgh EH3 7RN
Phone 0131 243 1453
Fax 0131 243 1450
Email alzheimer@alzscot.org

24 hour Dementia Helpline
Freephone 0808 808 3000

*“I look at **“Including You”** as my ‘directory’ of hearing loss.”*

Association of Teachers of Lipreading to Adults (ATLA)

c/o Hearing Link
27-28 The Waterfront
Eastbourne N23 5UZ

Email info@lipreading.org.uk
Web www.lipreading.org.uk

NHS Audiology Departments and Repair Clinics:

Appointments are required at all venues.

**Audiology Department
Queen Margaret Hospital**

Whitefield Road
Dunfermline
Fife KY12 0SU

Tel **01383 627 094**

**Audiology Department
Victoria Hospital**

Hayfield Road
Kirkcaldy
Fife KY2 5AH

Tel **01592 643 355**

**Audiology Department
King’s Cross Hospital**

Cleington Road
Dundee DD3 8EA

Tel **01382 592 965**
Fax **01382 425 669**

Cupar Health Centre*

Out Patients Department
Bank Street
Cupar
Fife KY15 4JN

* Book appointment via
Victoria Hospital Audiology, Kirkcaldy

Randolph Wemyss Memorial Hospital*

Wellesley Road
Buckhaven
Fife KY8 1HU

* Book appointment via
Victoria Hospital Audiology, Kirkcaldy

St Andrews Community Hospital*

Out Patients Department
Largo Road
St Andrews
Fife KY16 8AR

* Book appointment via
King’s Cross Audiology, Dundee

Breathing Space Scotland

Helpline **0800 838 587**

Web www.breathingspacescotland.co.uk

Helpline opening hours

Monday to Thursday 6pm to 2am and
Friday 6pm to Monday 6am)

BSL Service opening hours

Thursday 6pm – 10pm
Sunday 6pm – 9.30pm

British Cochlear Implant Group

Web www.bcig.org.uk

British Tinnitus Association

Ground Floor, Unit 5
Acorn Business Park
Woodseats Close
Sheffield S8 0TB

Freephone Helpline
0800 018 0527

Text 0114 258 5694
Fax 0114 258 2279
Email info@tinnitus.org.uk
Web www.tinnitus.org.uk

Citizens Advice & Rights Fife (CARF)

Head Office, Q8
Flemington Road
Glenrothes
Fife KY7 5QF
For local offices – see website for details
or telephone general enquiries.

Tel general enquiries
0345 1400 095

Welfare benefits advice
0345 1400 092

Debt advice 0345 1400 094

Web <http://carfweb.org>

Connevans

54 Albert Road North
Reigate
Surrey RH2 9YR

Tel 01737 247 571
Text 01737 243 134
Fax 01737 223 475
Email info@connevans.com
Web www.connevans.co.uk

Crimestoppers

Tel 0800 555 111
Text 18001 0800 555 111
Web <https://crimestoppers-uk.org/>

Cupar Hard of Hearing group

Secretary of Cupar Hard of Hearing Group
c/o Old Parish Centre
Short Lane
Cupar
Fife KY15 5EQ

or
email Monica Mackay on Imm_144@hotmail.com

Deaf Action

Main contact details

49 Albany Street
Edinburgh EH1 3QY

Tel 0131 556 3128
Text 0131 557 0419
Fax 0131 557 8283
SMS 07775 620 757
Email admin@deafaction.org
Web www.deafaction.org

Deaf Action's Communication

Support Service

49 Albany Street
Edinburgh EH1 3QY

Freephone 0800 014 1401
Text 0131 557 0419
Fax 0131 557 8283
SMS 07797 800 064
Email bookings@deafaction.org
Web www.deafaction.org.uk

Deaf Action's Lipreading Classes

Deaf Action Tayside
36 Roseangle
Dundee DD1 4LY

Tel 01382 221 124
Text 01382 227 052
Fax 01382 200 025
SMS 07797 800 064
Email lipreading@deafaction.org
Web www.deafaction.org.uk

Deaf Action's Training Team & Learning Centre

49 Albany Street
Edinburgh EH1 3QY

Tel 0131 556 3128
Text 0131 557 0419
Fax 0131 557 8283
SMS 07775 620 757
Email learn@deafaction.org
Web www.deafaction.org.uk

Deaf Action's Specialist Equipment Service

49 Albany Street
Edinburgh EH1 3QY

Tel 0131 556 3128
Text 0131 557 0419
Fax 0131 557 8283
SMS 07775 620 757
Email specialistequipment@deafaction.org
Web www.deafaction.org.uk

Deaf Communication Service

see *Fife Council's Deaf Communication Service*

Deafblind Scotland

21 Alexandra Avenue
Lenzie
Glasgow G66 5BG

Tel/ Text 0141 777 6111
Fax 0141 775 3311
Helpline 0800 132 320
Email info@deafblindscotland.org.uk
Web www.deafblindscotland.org.uk

Disabilities Fife (formerly Fife Independent Disability Network)

West Bridge Mill
Bridge Street
Kirkcaldy
Fife KY1 1TE

Tel 01592 203 993
Fax 01592 203 786
SMS 07841 504 318
Email enquiries@disabilitiesfife.org.uk
Web www.disabilitiesfife.org.uk

Emergency SMS 999 Service

Register your mobile phone at
www.emergencysms.org.uk
You can then text 999 in an emergency.

Equality Advisory and Support Service (EASS)

Tel 0808 800 0082
(free from landlines and some mobiles)
Text 0808 800 0084
Website www.equalityadvisoryservice.com
Post: FREEPOST
Equality Advisory Support Service
FPN443 I

Opening hours:

09:00 to 20:00 Monday to Friday; 10:00 to 14:00
Saturday; closed Sundays and Bank Holidays

Equality and Human Rights Commission (EHRC)

151 West George Street
Glasgow G2 2JJ

Tel 0141 228 5910
(non helpline calls only)
Fax 0141 228 5912
Email scotland@equalityhumanrights.com
Web www.equalityhumanrights.com/scotland

Fife Carers Centre

see *Princess Royal Trust Fife Carers Centre*

Fife Council's Deaf Communication Service

Social Work Service

Town House
2 Wemyssfield
Kirkcaldy
Fife KY1 1XW

Drop-in Service:
Monday 1-3pm; Wednesday 10am-12noon;
Friday 1-3pm

Tel 01383 441177
Textphone 01592 583340
or 18001 01383 441177
Fax 01592 583 259
SMS 07985 761 908
Email
swinfo.deafcommunications@fife.gov.uk
Web www.fifedirect.org.uk/socialcare

Fife Council's Self-Directed Support Team

Rothesay House, 4th Floor
Rothesay Place
Glenrothes
Fife KY7 5PQ

A member of staff will be on duty:
Monday - Friday, 10am - 1pm

Tel 03451 442 944 or 0345 444 137
Web www.fifedirect.org.uk/SDS
Or contact **Fife Council's Social Work Contact Centre**

Fife Council's Social Work Contact Centre

Tel 01383 441177
Email Contact.Centre@fife.gov.uk
SMS 07781 480 185

Fife Elderly Forum

Mr John McKendrick, Co-ordinator
Office 1-2, Fraser Buildings
Millie Street
Kirkcaldy KY1 2NL

Tel 01592 643743
Fax 01592 644998
Email info@fife-elderly.org.uk
Web fife-elderly.org.uk

Fife Hearing Loss Early Intervention Project

Fife Sensory Impairment Centre
Wilson Avenue
Kirkcaldy
Fife KY2 5EF

Tel 01592 644979
Email Rosemary.Abbott@fsis.org.uk
or Glyn.Thompson@fsis.org.uk

Fife Sensory Impairment Services

Fife Sensory Impairment Centre
13 Wilson Avenue
Kirkcaldy KY2 5EF

Tel 01592 644979

Hearing Dogs for Deaf People

The Grange
Wycombe Road
Saunderton
Princes Risborough
Bucks HP27 9NS

Tel/Text 01844 348 100
Fax 01844 348 101
Email info@hearingdogs.org.uk
Web www.hearingdogs.org.uk

Hearing Link Scotland Helpdesk

The Eric Liddell Centre
15 Morningside Road
Edinburgh EH10 4DP

Tel 0131 447 9420
SMS 07564 916798
Email scotland@hearinglink.org
Web www.hearinglink.org

Individual Learning Account: Skills Development Scotland

Head Office
Alhambra House
45 Waterloo Street
Glasgow G2 6HS

Telephone helpdesk
0800 917 8000

Web
www.myworldofwork.co.uk/section/funding

Kirkcaldy Hard of Hearing Group

FAO Christine Jones
Kirkcaldy Hard of Hearing Group
c/o Fife Sensory Impairment Centre
Wilson Avenue
Kirkcaldy KY2 5EF

Tel 01592 644979

Lead Scotland (Linking Education and Disability)

Princes House
5 Shandwick Place
Edinburgh EH2 4RG

In Fife

Dawn Robb (Fife Learning Co-ordinator)
(Monday - Thursday)

Tel 01337 831 603
Email drobb@lead.org.uk
Helpdesk Freephone 0800 999 2568
(Tuesday - Thursday)

Email info@lead.org.uk
General:
Tel/Text 0131 228 9441
Fax 0131 229 6941
Email enquiries@lead.org.uk
Web www.lead.org.uk

Lipreading Tutors

Alison Pendlowski

Lipreading Tutor

Classes held in the evenings at Dunfermline High School Community Use

Tel 01383 602348

Email alilip@hotmail.co.uk

Susan Gibson

Lipreading Tutor

Classes held in the daytime at Fife Sensory Impairment Centre, Kirkcaldy
Evening classes may also be available elsewhere

Tel/SMS 07950 577323

Email sglipreading@gmail.com

Ménière's Society

The Rookery
Surrey Hills Business Park
Wotton
Dorking
Surrey RH5 6QT

Tel Helpline 0845 120 2975 or 01306 876 883

Fax 01306 876 057

Email info@menieres.org.uk

Web www.menieres.org.uk

Next Generation Text Service

see also *Text Relay*

Web <http://ngts.org.uk>

NHS 24

Tel Helpline 08454 24 24 24

(when your GP surgery is closed)

Text 18001 08454 24 24 24

Web www.nhs24.com

BSL service (pilot)

www.nhs24.com/ContactUs/OtherLanguages/videointerpretingservice

(Monday - Friday, 9am - midnight;
Saturday - Sunday, 8am - midnight)

Information helpline:

Tel **0800 22 44 88**
(8am - 10pm, 7 days)

Police Scotland

Emergency

Textphone (minicom) users should dial **18000** in an emergency

Emergency SMS text service for deaf, hard of hearing and speech-impaired users already registered with this service

(www.emergencysms.org.uk).

Non-emergency and general enquiries

Textphone (minicom) users should dial **18001 101**

Princess Royal Trust Fife Carers Centre

157 Commercial Street
Kirkcaldy
Fife KY1 2NS

Tel **01592 642 999**
Text **07881 691 391**
Fax **01592 263 910**
Email centre@fifecarers.co.uk
Web www.fifecarerscentre.org.uk

Sarabec

15 High Force Road
Middlesbrough TS2 1RH

Tel **01642 247789**
Text **01642 244148**
Fax **01642 230827**
Email mail@sarabec.co.uk
Web www.sarabec.com

Scottish Cochlear Implant Programme for Adults & Children

Crosshouse Hospital
Kilmarnock KA2 0BE

Tel **01563 827 323**
Fax **01563 827 507**
SMS **07824 598 277**
Email cochlear.implant@aaaht.scot.nhs.uk
Web www.sciponline.org.uk

Scottish Council on Deafness (SCoD)

Central Chambers, Suite 62
93 Hope Street
Glasgow G2 6LD

Tel **0141 248 2474 and 1854**
Text **0141 248 2477**
Fax **0141 248 2479**
SMS **07925 417 338**
Email admin@scod.org.uk
Web www.scod.org.uk

Scottish Course to Train Tutors of Lipreading (SCTTL)

Email cclipreading@gmail.com
Web www.scotlipreading.org.uk

Scottish Fire and Rescue

East HQ
76-78 Lauriston Place
Edinburgh EH3 9DE

Tel **0131 228 2401**
Web www.firescotland.gov.uk

Scottish Government's Self-Directed Support website

see *Self Directed Support in Scotland*

Scottish Mental Health Service for Deaf People

Mental Health Management Offices
Block 1/2, The Residences
St. John's Hospital
Howden Road West
Livingston EH54 6PP

Tel 01506 523 671

Text 01506 524 171

Fax 01506 523 812

Email

mhdeafservice@nhslothian.scot.nhs.uk

Web

www.nhslothian.scot.nhs.uk/mhdeafservice

Self-Directed Support

Fife Council's team

see *Fife Council's Self-Directed Support Team*

Sensory project

see *Sensory Self-Directed Support Project*

Scottish Government

see *Self-Directed Support in Scotland*

Self-Directed Support in Scotland

Web

www.selfdirectedsupportscotland.org.uk

Sense Scotland (Glasgow)

Touchbase, 43 Middlesex Street
Kinning Park
Glasgow G41 1EE

Tel 0141 429 0294

Text 0141 418 7177

Fax 0141 429 0295

Email info@sensescotland.org.uk

Web www.sensescotland.org.uk

Sense Scotland (Glenrothes)

Castleblair Business Centre
11 Edison House
Fullerton Road
Queensway Industrial Estate
Glenrothes
Fife KY7 5QR

Tel 01592 752005

Fax 01592 751121

Sensory Self-Directed Support Project (Joint Project with Deaf Action and Fife Society for the Blind, operating Scotland-wide)

Fife Sensory Impairment Centre
13 Wilson Avenue
Kirkcaldy KY2 5EF

Tel 01592 200 288

Email gthompson@deafaction.org

Social Work

see *Fife Council's Social Work Service*

Student Awards Agency for Scotland

Gyleview House
3 Redheughs Rigg
Edinburgh EH12 9HH

General enquiries

Tel 0300 555 0505

Text 0131 244 5107

Disabled Students' Allowance

Tel 0300 555 0505

Text 0131 244 5107

Fax 0131 244 5887

Web www.saas.gov.uk

Text Relay

see also *Next Generation Text Service*

c/o Internal Box 14

Telephone House

170-175 Moor Lane

Preston

Lancashire PR1 1BA

To use Text Relay

Tel 18002

(then the telephone number)

Text 18001

(and then telephone number)

Emergency 18000

Customer Support

Tel 0800 7311 888

Text 0800 500 888

Email helpline@textrelay.org

Web www.textrelay.org



Deaf Action Registered Office

49 Albany Street, Edinburgh EH1 3QY

Tel: 0131 556 3128 Text: 0131 557 0419 Fax: 0131 557 8283 SMS: 07775 620 757

Email: admin@deafaction.org Web: www.deafaction.org

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