

## Services for people who are hard of hearing

Our Sensory Loss team provides information, support and advice to people who are having problems with their hearing. The team offers advice and information to those who are hard of hearing. They may be able to provide you with equipment to help you hear your television, telephone and smoke alarm. They can explain the different kinds of door bells that are available to buy.

If you are having difficulties with your hearing:

### 1. Tell your doctor

Hearing loss can be caused by many different things so, if you are struggling to hear, it is important that you tell your doctor. He or she will check your ears and may carry out some simple hearing tests. Your doctor may arrange for you to see an **audiologist** (hearing specialist), too.

An audiologist can carry out different tests in order to diagnose your hearing difficulties. They will talk to you about the things they can do to help you.

### 2. Talk to us

If, after your appointment with the audiologist, you are still having problems with your hearing, our Sensory Loss team may be able to help.

Our specialist workers are experienced in helping people with hearing difficulties. They can give you advice and information, and will demonstrate equipment designed to help you to hear your television, telephone, smoke alarm and/or door bell.

A worker from the Sensory Loss team can visit you at home, or you may make an appointment to visit the team at the Centre for Independent Living (CIL) in Burbank Street.

To ask for a home visit or to make an appointment to visit the CIL, please contact the Early Intervention Team by:

- **Telephone:** 01429 523390
- **Textphone:** 01429 284130
- **Email:** [dutyteam@hartlepool.gcsx.gov.uk](mailto:dutyteam@hartlepool.gcsx.gov.uk)

**Home visits and appointments with the Sensory Loss team are free of charge.**

### 3. Ask the Fire Brigade for a free Home Fire Safety Visit

Cleveland Fire Brigade will supply and fit smoke alarms – including special alarms for people who are hard of hearing – free of charge for those who need them. Anyone living in Hartlepool can ask Cleveland Fire Brigade for a free home visit. Brigade staff will come to your home to check for hazards, advise you on an escape plan, and explain the different types of smoke alarm available.

To book a Home Fire Safety Visit, contact Cleveland Fire Brigade by:

- **Telephone:** 01429 872311
- **Textphone:** 01429 874125
- **Fax:** 01429 872340
- **Email:** [info@clevelandfire.gov.uk](mailto:info@clevelandfire.gov.uk)

#### » Contact us

You can contact the Early Intervention Team by letter, telephone or email. If you want to speak to someone in person, visit reception at Civic Centre and ask to see a social worker. If English is not your first language, we can provide a translation service.

#### » Our opening times

We open at 8:30am every weekday. We close at 5:00pm Monday to Thursday. On Friday we close at 4:30pm



Telephone: 01429 523390



Textphone: 01429 284130



Email: [dutyteam@hartlepool.gcsx.gov.uk](mailto:dutyteam@hartlepool.gcsx.gov.uk)



Postal address: Child & Adult Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

## » About this factsheet

This factsheet explains some of the things you can do if you are struggling with your hearing. We published this factsheet in January 2013 and updated it in November 2014. We will check the information is up to date in November 2016.



You can download all of our factsheets from

[www.hartlepool.gov.uk/factsheetsandpublications](http://www.hartlepool.gov.uk/factsheetsandpublications)