



Adult Social Care

**SERVICES FOR
PEOPLE WHO ARE
DEAF OR HARD
HEARING**



**HARTLEPOOL
BOROUGH COUNCIL**

This factsheet provides information about services if you are deaf or hard of hearing.

The department offers support, information and advice for individuals and their families with regard to local services and support groups. We can demonstrate equipment designed to help you to hear your television, telephone, smoke alarm and/or door bell.

For more information go to www.hartlepoolnow.co.uk

Hartlepool Borough Council provides a specialist service for people of all ages who are deaf or hard of hearing and who have been assessed as being eligible for services.

For more information on eligibility for services see Factsheet '[*deciding what support you need*](#)'.

See below for further information on services that you may want to contact.

● **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 alarms available.

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

☎ 01429 872311

✉ info@clevelandfire.gov.uk

● **North East Association for Sensory Support (NRASS)**

NRASS promote the everyday welfare and wellbeing of people with a sensory loss condition. The charity provides Advocacy, Debt and Welfare Rights advice, thereby promoting independence, respect, health and wellbeing, equal access, anti-discriminatory practice and confidentiality.

☎ 07789967927

✉ office@nrass.org.uk

🌐 www.nrass.org

● Hartlepool Deaf Centre

Hartlepool Deaf Centre provides information, advice, support and activities for deaf, deafened and hearing impaired people from their base in Café One77, 177 York Road, Hartlepool.

Activities include art and crafts, health awareness events, bowling lessons and a social club. A BSL Interpreter is provided at all events.

☎ 07872607124

✉ wendy@hf1.org.uk


If you are having difficulties with your hearing, 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.

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care.](#)

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**