



**Adult Social Care**

**SERVICES FOR  
PEOPLE WITH BOTH  
SIGHT AND HEARING  
LOSS OR IMPAIRMENT**



**HARTLEPOOL  
BOROUGH COUNCIL**

This factsheet provides information about services if you are visually impaired.

An individual, parent or family may require assistance in order to access a particular service, such as talking newspapers, support groups or loaning equipment for use at school, home or work.

For more information go to [www.hartlepoolnow.co.uk](http://www.hartlepoolnow.co.uk)

Hartlepool Borough Council provides a specialist service for people of all ages who are visually impaired and who have been assessed as being eligible for services.

Help may be offered in the following areas:

- **Mobility:** to enable people to get around, become familiar with new territory and learn routes which they need to use regularly.
- **Communication:** to reach an individual a skill which will assist them to record and read information.
- **Daily Living Skills:** to practice tasks which are performed regularly such as making a drink or a snack.

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

## Blind Welfare Association

The Hartlepool Blind Welfare Association is a registered charity concerned with the welfare of visually impaired people of all ages living in Hartlepool.

The Blind Welfare Association gives support and information on all aspects of living with a visual impairment.


The Blind Welfare Centre is on Avenue Road opposite the Police Station. It is open Monday to Thursday from 9am to 5pm.

There is a selection of aids and equipment to try, some of which are available for home loan. For more information contact the Blind Welfare Association on 01429 272494.

# 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](mailto: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](mailto: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**