



Adult Social Care

SERVICES FOR PEOPLE WITH BOTH SIGHT AND HEARING LOSS OR IMPAIRMENT



**HARTLEPOOL
BOROUGH COUNCIL**

Review Date: August 2025

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

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

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**