



Central  
Bedfordshire

Bedford Borough Council and  
Central Bedfordshire Council  
working together

# Help for people with a visual impairment

Visual Impairment Team



*Adults and Community Services*

## About us

The Visual Impairment Team provides a specialist service for people of all ages and covers both Bedford Borough and Central Bedfordshire. The team is based in Bedford with one team member based in the Dunstable area.

## Our aim

We aim to provide you with a prompt, easily accessible specialist service to support you practically and emotionally in understanding and coping with your sight loss.

### **We will work with you to:**

- Maintain and increase your independence
- Increase choice and control in your daily life
- Enable you to access other support services
- Maintain and improve your quality of life

## Services we provide

### **Following a specialist assessment of your needs we can provide:**

- Individual rehabilitation training to enable you to manage daily tasks such as cooking, reading, shopping and getting about safely outdoors
- Guidance on appropriate benefits
- Advice and information on local and national services
- A direct payment to purchase appropriate specialist equipment

- Carers assessments (if you are caring for someone or someone is caring for you)
- Information and support for families and carers
- Signposting to other relevant services
- Visual awareness guidance
- Specific training for Deafblind people

## **Eligibility and access**

We work with people who have impaired vision. If you experience sight loss which cannot be treated by medical intervention or glasses, you can request an assessment of your needs. The assessment will be carried out by a specialist worker and determines whether you are eligible for services. It also helps us give priority as fairly as we can to those in greatest need of support.

There is no charge for the assessment. The worker will talk to you about any costs relating to the service(s) you need with you and will arrange for an assessment of your financial circumstances. We can also assess whether there are any benefits that you are entitled to receive.

## **Safeguarding Adults**

Abuse is mistreatment by any other person that violates your human and civil rights. Bedford Borough Council is committed to safeguarding vulnerable adults from abuse (SOVA). If you are being abused or suspect that someone you know may be the victim of abuse contact Adults and Community Services on 01234 267422. Your concerns will be taken seriously and will receive prompt

attention.

## Having your say


We would like you to tell us how you think Bedford Borough Council's Adults and community Services have worked for you and what you think of our services. Our staff will ask for your views throughout your contact with us.

To give us feedback on the service you have received, please speak to the manager or staff in the Visual Impairment Team or write to us at the address on the back page.

Bedford Borough Council's Adults and Community Services are independently regulated by the Care Quality Commission (CQC). If you want to discuss our service(s) with them they can be contacted at:



 **03000 616161**

 **Care Quality Commission**  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

 **enquiries@cqc.org.uk**

## Notes

## Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

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برای اطلاع

Per Informazione

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Informacja

Za Informacije

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## Contact The Visual Impairment Team



01234 718318



01234 276563



**Visual Impairment Team**

Bedford Borough Council  
Borough Hall  
Cauldwell Street  
Bedford  
MK42 9AP



visualimpairment@bedford.gov.uk

## General Enquiries



01234 267422



**Adults and Community Services**

Bedford Borough Council  
Borough Hall  
Cauldwell Street  
Bedford  
MK42 9AP



care@bedford.gov.uk

**Ask for leaflet  
AS131\_13**