



Central
Bedfordshire

Bedford Borough Council and
Central Bedfordshire Council
working together

Help for people who are deaf and hard of hearing

Deaf & Hearing Impairment Team



Adults and Community Services

About us

The Deaf and Hearing Impairment Team provides a specialist service for people of all ages and covers both Bedford Borough and Central Bedfordshire.

Our aim

We aim to provide a specialist service to enable people to live as safely and independently as possible in the community.

We will work to:

- Maintain and improve your independence
- Improve choice and control in every day life choice and control in your daily life
- Help 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 a range of services including:

- A direct payment to purchase appropriate equipment
- Advice and information on local and national support services
- Carers assessment (if you are caring for someone or someone is caring for you)
- Guidance on appropriate benefits
- Information for families and carers
- Specific training for Deaf/Blind people
- Deaf and hard of hearing awareness guidance
- Signposting to other relevant services

Eligibility and access

We work with people who have a hearing loss. If you experience hearing loss which cannot be treated by medical intervention or hearing aids, 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 of the service(s) you need and will arrange for an assessment of your financial circumstances. We can also discuss whether there are any benefits that you may be 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. 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

To give us feedback on the service you have received, please speak to the manager or staff in the Deaf and Hearing 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**  **enquiries@cqc.org.uk**

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



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 Deaf and Hearing Impairment Team



01234 718318



01234 276186



07748760192

Minicom: 01234 228219



Deaf and Hearing Impairment Team

Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP



@ care@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
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