



Sensory Services Aberdeenshire

Directory of sensory services available for everyone living in Aberdeenshire with a sight or hearing loss.



Current support for people with sensory loss in Aberdeenshire

Below is an outline of the services providing support in Aberdeenshire for people who are Deaf, have hearing loss or sight loss. It includes information about each service and what is being provided during the Covid19 pandemic. Services will be subject to adjustments in line with changing government guidelines.

NHS24

Tel: 111

Available for non-emergency support with health needs.

NHS Grampian

Tel: 0345 456 6000 main switchboard

For help with accessing all hospital departments to check on appointments and support available when visiting hospital clinics and wards.

Community Optometry

For any sight issues contact your local Optometrist. They are able to deal with a wide range of eye related issues and will refer you to the eye clinic as needed.

Community Audiology

Hearing testing is available in the community. An initial referral is required from your GP, once you have been seen by audiology you are able to contact them directly for further support.

Eye Clinic

Referral through the GP and high street Optometrist. They are continuing to investigate and treat eye and sight issues.

The North East Sensory Services Hospital Information Officer (Eddie Carroll), based at the Eye Clinic, will make onward referrals to services in Aberdeenshire. He is currently working from home on Mondays and at the clinic Wednesdays and Fridays.

Audiology

Hearing aid repair number – 01224 556158

Audiology are providing a postal service for hearing aid repairs.

Paediatrics audiology – 01224 550188

Audiology numbers are not staffed please leave a message, they will get back to you.



Aberdeenshire Council, Visual Impairment Team

Tel: 01467 536 700

Email: visualimpairment@aberdeenshire.gov.uk

Website: www.aberdeenshire.gov.uk

Provides support to people with sight loss in Aberdeenshire. We are part of the Aberdeenshire Health and Social Care Partnership and provide services to people of any age with severe, permanent sight loss. We offer services relating to :

- getting around, either indoors or outdoors;
- communication, support with using various equipment for communication including phones, computers, reading and writing;
- day to day activities, support with managing daily living activities where there are issues relating to sight loss;
- support with accessing benefits relating specifically to sight loss;
- scanning and reading strategies including eccentric viewing

We also provide equipment on long term loan free of charge following an assessment of need.

Current support/service:

We follow the current government guidance and take all precautions when visiting. Our first option is to provide support remotely, either via phone or virtual options. We provide urgent support where needed. Outdoor and indoor visits are available dependent on the current guidance. We are able to post out equipment to meet the persons needs following phone/virtual assessment.



RNIB Eye Clinic Liaison Officer – RNIB (Royal National Institute of Blind People)

Tel: Laura Lilley 07759 365138

Email: laura.lilley@rnib.org.uk

The Aberdeenshire Eye Clinic Liaison Officer (ECLO) post is part funded by Aberdeenshire Council and employed by RNIB and supports the work of the Aberdeenshire Council Visual Impairment Team. Our Eye Clinic Liaison Officer (ECLO) in Aberdeenshire provides emotional and practical support for people with a sight condition, providing support to adults and children, their family members and carers.

Current support/services: phone contact to people with sight loss to identify their needs, provide onward referral and post out basic equipment following a needs assessment.

General RNIB support

Tel: 03031239999 RNIB support line

Website: www.rnib.org.uk

RNIB support people with sight loss in the following ways:

- Advice, information and onward referral to local and national services.
- Access services to meet others with sight loss.
- Understand the benefits of registration and the registration process.
- Better understand their eye condition and treatment compliance.
- Apply for benefits and concessions.
- Use technology.
- Start and remain in employment or education
- Continue enjoying leisure activities.
- Support mental health and emotional wellbeing.
- Provide support and advice for children and families.
- Legal and Welfare Rights support.
- Connect with others with a sight condition



Deaf Action

Tel: Sam Reid – 07772 105 015

Tel: Rosemary Mitchell – 07772 104 700

Email: aberdeenshire@deafaction.org

Website: www.deafaction.org

Deaf Action provide a free Information, Advice and Guidance service (which includes specialist equipment i.e. flashing/loud doorbells, amplified telephones, neck loops, TV headphones, vibrating alarm clocks) to anyone living in Aberdeenshire with a diagnosed hearing loss. This includes people who are hard of hearing, deafened, deafblind and BSL users. We can accept referrals from all sources, including self-referral. We visit service users at home, where we provide an assessment and then install equipment, if required. The equipment is provided on a long-term loan basis, free of charge and we will also repair or replace faulty equipment.

Current support/service:

We are able to post out hearing aid batteries and can arrange a non-contact home visit to retube hearing aids as required. Urgent home visits for equipment support is available. Contact Sam or Rosemary for further advice.

Sensory Support Service

Hearing Support Teachers and Vision Support Teachers

For general enquiries contact the Service Manager - Karen McKain

Tel: 0788 763 57 35 – please leave a message

Email: karen.mckain@aberdeenshire.gov.uk

Website: <http://asn-aberdeenshire.org/sensory-support-services/>

For specific enquiries about support for your child contact your sensory support teacher directly.

Aberdeenshire Sensory Support Service is a peripatetic, educational service, which specialises in working with children and young people who have a diagnosed visual impairment or hearing loss.

The service works with babies, children and young people (from birth to school leaving age), parents/carers, families, staff in schools, nurseries, other agencies and third sector organisations. They provide resources and advice to support families and to help pupils access the school curriculum.

Current support/service:

In person visits are subject to current government school guidelines. Pupils continue to be supported remotely. Please contact if you need more information.



Glaucoma UK

Helpline: 01233 64 81 70 open Monday to Friday - 9.30am to 5.00pm

Email: helpline@glaucoma.uk

Website: www.glaucoma.uk

Glaucoma UK is the only charity dedicated to supporting people with, and at risk of glaucoma in the UK. We run a variety of support services including a helpline, glaucoma support groups and information in a range of formats. We support research into glaucoma detection, monitoring and treatment and actively campaign to raise awareness of the condition and the need for regular sight tests.

Current support/service:

We provide regular digital support groups and helpline support. Leaflets and booklets are available free to post or download. Please check our website for regular updates.



Macular Society

Tel: Laura Gray 07948 352 967

Email: laura.gray@macularsociety.org

Advice and information line: 0300 30 30 111

Website: www.macularsociety.org

Our Macular Support Groups provide information and support to anyone with a macular condition, along with their family and friends. They are open to all ages and are a great place to develop friendships, increase confidence, and raise awareness and understanding of macular disease. We also offer free advice and information services, telephone befriending and counselling

Current support/service:

All local Macular Support Groups are running as telephone groups. Our virtual groups are an opportunity to share useful information and updates, listen to interesting speakers on a variety of subjects such as research, local projects and initiatives and share experiences and hints and tips on living with sight loss. We are also offering evening phone calls on informal and interesting topics, virtual patient information events and one-to-one calls.



Sight Scotland Veterans

Tel: Ingrid Penny 07934 299 037

Email: ingrid.penny@sightscotlandveterans.org.uk

Tel: Margaret Forrest 07584 705 563

Email: margaret.forrest@sightscotlandveterans.org.uk

General number: 0800 035 64 09

Email: hello@sightscotlandveterans.org.uk

Website: www.sightscotlandveterans.org.uk

Sight Scotland Veterans supports service veterans with visual impairments to maintain and increase their independence and improve their quality of life. We provide equipment and support that empowers veterans affected by sight loss in Scotland. We do this because veterans with sight loss deserve the opportunity to lead fulfilling lives.

We provide innovative and valuable support to keep visually impaired veterans independent through our outreach service.

Our new family support line is there if you need to talk to someone about sight loss:
08000 248 973

Current support/service:

We are providing emotional and practical support via the phone and issuing equipment. Our rehabilitation staff are able to provide direct support in urgent cases, please contact for more information. We will return face-to-face support as government guidelines allow.

Other useful services

Grampian Coronavirus (Covid19) Assistance Hub – 0808 196 3384 8am-8pm everyday.

ContactScotland BSL- Video relay service for BSL users. Calls can be made to any service provider, public or private and is available 24 hours per day every day. This is for making telephone calls only.

Website: www.contactsotland-bsl.org

NHS Inform - for BSL users

Website: www.nhsinform.scot/BSL

Reading:

Aberdeenshire Library and Information Service- are providing drop off/pick up slots and talking book postal services when libraries are open. Online services for downloads of text and audio books available.

Tel: 01467 532 929

North East Sensory Service - provide a postal service of audio books and local newspapers as Covid19 restrictions allow.

Tel: 0345 27 12345

Website: www.nesensoryservices.org

RNIB Library - Tel: 0303 123 9999

Talking Newspaper Association UK -Tel: 0303 123 9999

Calibre Audio – Tel: 01296 432 339

Exercise:**Scottish Disability Sport**

Tel: Alison Shaw 078 28 744 848

Email: alison.shaw@scottishdisabilitysport.com

website: www.scottishdisabilitysport.com

Sport and physical activity for all ages and abilities. Along with signposting to various activities they currently have a memory stick with simple exercises in an audio format available, particularly suitable for people with sight loss.