

Useful Telephone Number and Addresses

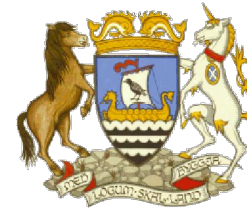
Duty Social Worker
Education and Social Care Department
Shetland Islands Council
92 St Olaf Street
Lerwick
Shetland
ZE1 0ES Tel: 01595 744400

Head of Community Care
Education and Social Care Department
Shetland Islands Council
Kantersted Office
Seafield Road
Lerwick
Shetland
ZE1 0WZ Tel: 01595 743819

Out of Hours Emergency
Tel: 01595 695611

Advocacy Shetland
Market House
14 Market Street
Lerwick
Shetland Tel: 01595 743929/743940

Care Commission
Rooms 205 & 222
Charlotte House
Commercial Road
Lerwick
Shetland Tel: 01595 696661



Sensory Impairment

Sensory and / or Communication Impairment

Sensory impairment usually refers to problems with sight and/or hearing and can include other communication difficulties. Sensory impairment may co-exist with other disabilities. There are a range of causes, with some people blind or deaf from birth and others becoming progressively impaired when they are older. A significant number of people with sensory impairments will have other impairments too.

Aim

To support people with sensory and/or communication impairments to minimise the impact of their impairment on their daily lives.

Needs Assessment

People with sensory and communication impairments have a wide spectrum of needs.

Some people need support to minimise the impact of their impairment on their daily lives. Others need support with general problems, such as parenting, which are made more complicated due to their sensory and/or communication impairment.

Sensory and/or communication impairments can be acquired at any age. However, a significant number of people with sensory and/or communication impairments will have other disabilities e.g. learning disabilities or problems associated with old age.

Action	Time-scale	Cost	Lead
NHS Audiology Service			
<ul style="list-style-type: none">Review to ensure it is in line with recommendations of Public Health Institute of Scotland's Needs Assessment on NHS Audiology Services (2003)	2006-8	WER	TBA

Action	Timescale	Cost	Lead
More specialist training			
<ul style="list-style-type: none"> Teams to identify needs via annual Training Needs Analysis (TNA) 	Annually	WER	Team managers or equivalent
<ul style="list-style-type: none"> Each team's TNA to be checked to ensure sensory and/or communication training has not been overlooked 	Annually	WER	Training Manager
<ul style="list-style-type: none"> Expansion of Community Care's OT Team to enable the development of this area of work 	Recruitment to Mobility and Rehabilitation Worker post in 2009	£18,982	Service Manager – Occupational Therapy

In the past Shetland's Social Care Service has concentrated all its resources for people with sensory and/or communication impairments in a singleton post. This has resulted in unmet need when the post-holder is absent or leaves. To avoid a re-occurrence of this situation Social Care is improving the skills and knowledge of a number of its staff in these areas.

Audiology services in Shetland have historically been from visiting providers, whether from the NHS or private sector. As part of a Scottish Executive Health Department initiative, a Shetland based modernised NHS audiology service has been set up.

Services Available

Access to non-hospital based specialist services, aids and equipment is via a referral to Community Care's Duty OT. An assessment will be carried out and several outcomes are possible, alone or in combination:

- ◇ Equipment
- ◇ Adaptations
- ◇ Advice
- ◇ Purchase of specialist service, e.g. BSL signer, mobility assessment
- ◇ No further action

Approval has been granted for recruitment to a part time Mobility and Rehabilitation worker. This person should be in post by September 2009.

Services Available (cont)

Additional specialist services from outwith Shetland are bought in as and when required when there is an assessed need which cannot be met locally. For example, CALL Centre input (advice on alternative and augmentative communication)

Access to the NHS Shetland Audiology Service for provision of hearing aids is via a general practitioner or by recall from the Audiology Service.

NHS Shetland provides Speech and Language Therapy Services, part funded by Shetland Islands Council.

The voluntary sector provides some social and support groups.

Expenditure

In addition to those budgets identified below, several generic budgets, such as training and occupational therapy adaptation budgets, are also used.

Budget 2009/10

NHS Audiology Service	90,000
SIC Mobility and Rehabilitation Officer	19,000
Specialist Equipment	10,000
Speech and Language Therapy	40,000
Total	159,000

Unmet Needs / Issues Identified

The assessment, rehabilitation and support services available to adults with sensory or communication impairments within Shetland are in the process of being developed. Joint working between the component parts is improving all the time.

Additional training is on-going for OTs, EGRC and Newcraigielea staff and other front line staff to better equip them to meet the needs of people with sensory and communication impairments.

Some needs can only be met via practitioners from off Shetland, although these will become less frequent once the mobility and rehabilitation worker is in post.

Access to BSL signers is patchy. There is no one qualified to interpreter standard in Shetland. A more robust arrangement is being set up by SIC's Policy Unit.

A central bank of sensory equipment is under development to be sited at Market House where it will be available for the public to trial. Plans to set up a Vision Support Service in conjunction with the RNIB, operating from Market House, are also in progress.

Use has been made of the Eyecare review monies to review the needs of visually impaired and blind people within Shetland.

Work to establish a route for commissioning specialist independent advocacy services via Advocacy Shetland has started.