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	للمعلومات	ਜਾਣਕਾਰੀ ਲਈ
برای اطلاع	Per Informazione	معلومات کے لئی
Informacja	Za Informacije	তথ্যের জন্য

Contact The Visual Impairment Team

01234 408721 **01234 408720**

Visual Impairment Team
Adult Community Services
116 Bromham Road
Bedford
MK40 2QN

visualimpairment@bedford.gov.uk

General Enquiries

01234 267422

Adult Care Services
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP

care@bedford.gov.uk

Ask for leaflet AS015_09

AS004_10 Designed by DSD, Borough Hall, Bedford, MK42 9AP www.bedford.gov.uk

Bedford Borough Council and Central Bedfordshire Council working together

Help for people with a visual impairment

Visual Impairment Team

Adult 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 appropiate specialist equipment

- Carers assessments
- 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 discuss 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 Adult Services. 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 Adult 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 Adult Social Care 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:

Care Quality Commission

03000 616161

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

enquiries@cqc.org.uk