

# Deaf Mental Health Charter



‘Towards Equity and Access’

## *Handbook for Staff*

The term deaf is used within this document as shorthand for all deaf and hard of hearing people, including deafblind people.

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## Foreword from the Chairman



I am delighted to write the forward to this staff handbook which addresses issues that we all need to think about when working with people who are deaf. This project has a personal ring to me after watching my mother cope for 20 years of profound deafness while living for most of that time on her own. They were, without doubt, the most frustrating and difficult years of her very long life.

The needs of people who are deaf are often overlooked or we may think that we know how to meet their needs without specific training and guidance. This is unlikely to be the case and it often leads people who are deaf to experience a real sense of frustration and alienation.

This handbook is the result of a highly successful partnership between the Cumbria Deaf Association, the County Council's Adult Social Care Directorate and our own NHS Trust. This partnership developed some years ago when the Department of Health (DH) sent out a consultation paper into the needs of people who are deaf. This paper had particular emphasis for members of the deaf community who use the British Sign Language as their first language and those who are both deaf and blind. The partnership arrangement allowed us to make a joint response.

The outcome was the DH guidance called 'Towards Equality of Access' or the TEA Report as it became known. This staff handbook draws on that report – I commend it to you.

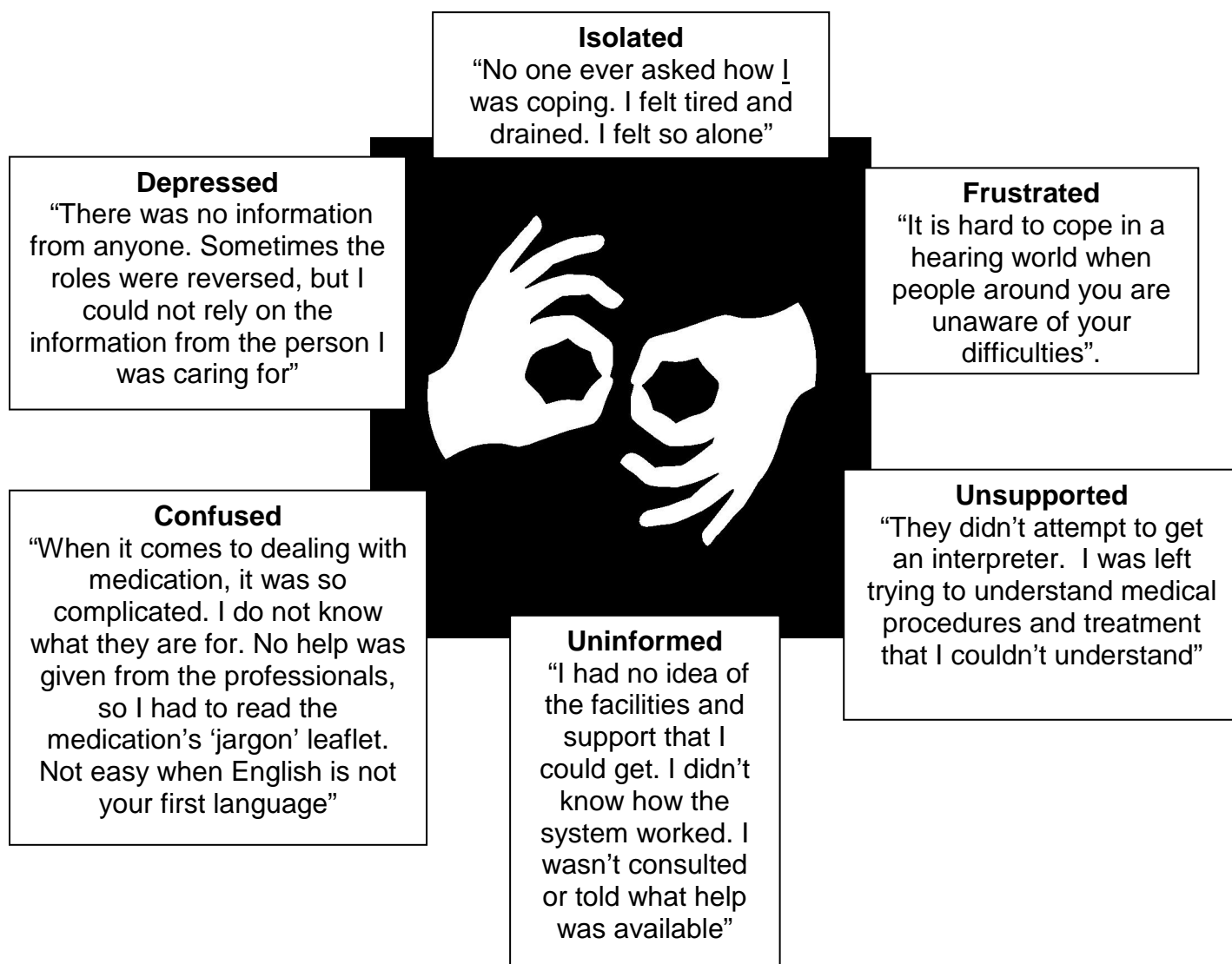
***Bryan Betterton***  
***Chair, Cumbria Partnership NHS Foundation Trust***

This handbook has been produced by the Mental Health and Deafness Steering Group. The group would like to thank the following people for their contribution and for their work within the group:

- Jane. A. Kilgour
- Marie Louise Charlton
- Cumbria Deaf Association
- The Catholic Caring Services, Bridging the Gap Project
- Patient Advice and Liaison Service
- Cumbria Partnership NHS Trust
- Cumbria County Council, Adult Social Care
- Cumbria Primary Care Trust
- Sign and the Mental Health Foundation
- The Interpreters provided by Cumbria Deaf Association

## Why have a separate Charter for the Deaf?

We asked a profoundly deaf carer and sufferer of mental illness 'how did you feel when you first came into contact with mental health services'? This is their response:



These thoughts reflect the need for the Department of Health Document, Towards Equity and Access, as well as the need for the Deaf Mental Health Charter produced by Sign and the Mental Health Foundation. Together these documents provide the NHS with a range of recommendations. This handbook has been developed to work towards meeting those recommendations. **Please note they are recommendations for all health and social services not just mental health services.** We have tried to ensure that this handbook can be used by staff in other organisations.

### Did you know:

- **35%** of deaf people had experienced difficulty communicating with their GP or nurse
- **15%** said they avoid going to see their GP; this doubles among sign language users
- **28%** found it difficult to contact their GP surgery to get an appointment
- **35%** had been left unclear about their condition
- **33%** of sign language users were either unsure about instructions for medication, or had taken the wrong amount of a medication

- **24%** had missed an appointment for simple reasons such as not being able to hear staff calling their name; 19% of whom had missed more than five appointments in a year
- **42%** of deaf and hard of hearing people who had visited a hospital (non-emergency) had found it difficult to communicate with NHS staff. This increased to 66% for sign language users.
- **70%** of sign language users admitted to A&E units were not provided with a BSL/English Interpreter to enable communication.
- **40%** of Deaf children have some kind of mental health problem, compared to 25% of hearing children
- Deaf people spend roughly twice as long in hospital or in prison
- While it is generally known that deaf people have the same range of mental health problems as hearing people, the incidence of mental illness amongst deaf people is estimated to be about **4 times greater** than in the general population.

It is important to recognise that deafness may present special problems in the diagnosis and treatment of mental illness; because of poor communication mental illness may go unrecognised in deaf people or mental impairment may remain undiagnosed.

It is also important to recognise that the problems deaf people experience in mental health services are similar to those experienced in other health care settings.



## 1. Information



Deaf people should be provided with information they can use. This means having access to easily understood information in appropriate formats, such as plain language, Braille, visual representations, in BSL and subtitled DVDs and videos.

More complex information about people's health (including mental health) and different options for care and treatment need to be clearly communicated.

Service providers must ensure that all reasonable steps have been taken to reach deaf people and to ensure that the communication is effective. This requires them to regularly consult deaf people about their information requirements.

The Trusts Communications Department is able to arrange information in alternative formats.

**For more information please contact your local Communications Department:**

- Cumbria Partnership NHS Foundation Trust: 01228 603890
- Cumbria Primary Care NHS Trust: 01228 603755
- North Cumbria Acute Hospitals NHS Trust: 01228 523444
- Cumbria County Council Adult Social Care: 01539 773379
- University Hospitals of Morecambe Bay: 01539 795366

Forest Books are specialists in sign language and deaf issues and stock a vast range of books and other materials that would be useful to yourself and your client. For more information see [www.forestbooks.com](http://www.forestbooks.com)

## 2. Environments

The environment for the delivery of services, including inpatient and outpatient facilities, day services or work settings must be appropriate for deaf people.

This means that visual fire safety provisions have been installed or alternative procedures put in place and that deaf people have access to alerting and telephone services, through reasonable adjustments, i.e. minicomms, flashing fire alarms, visual alerts, pagers and inclusive ways of operating remote door-entry systems, etc. You must also think about the evacuation procedure for any premises. You have a responsibility to ensure that any persons are assisted in the evacuation procedure.

Those people who benefit from hearing aid technology should have access to loops, where appropriate, and to amplification.

TVs should have teletext and thus enable access to subtitled programme facilities.

Things to think about:

In Reception areas:

- Do you have a Loop system?
- Do you know how to use it?
- Do you know what typetalk and textdirect are?
- Is there a Textphone facility?

In Bedrooms on wards or in care homes:

- Do you have flashing door alerts for patients so that they are not frightened when someone walks into the room?
- Do you provide alarm clocks that vibrate or flash?
- Does the TV have a facility for subtitles

In Communal lounges

- Do you have a loop system connected to the TV? (this is for hearing aid users)
- Or a portable loop with headphones? (for non-hearing aid users)
- Does your TV have the facility to play subtitles?

If you are in a Meeting:

- Does the room have a hearing loop installed?
- Are you able to provide a portable listener with neck loop and headsets?
- Does the service user, carer or staff need an interpreter?

In all areas:

- Do you have smoke alarms? You should have flashing smoke alarms in communal rooms and pager systems connected to smoke alarms for bedrooms.

**If you need help or advice in your area of work, please call the Technical Equipment service at Cumbria Deaf Association on 01228 606434.**

### 3. Communication Support

All deaf people have the right to the communication support of their choice.

People who use BSL as their first or preferred form of communication have the right to qualified interpreter support. Deaf people who use English and hearing aids have the right to loop systems, and the use of lip speakers, cued speech transliterators or speech to text transcription, if required.



Deafblind service users should have access to deafblind manual communication depending on their needs.

Carers with communication support needs should be enabled to participate in consultations and discussions relating to the care and treatment of those people they support. All language service professionals should be appropriately trained, registered and qualified.

**It is essential that patients and staff have access to interpreters.**

We know that some Deaf clients use their hearing relatives, even their young children, to act as communicators. This can be inappropriate, it is necessary to recognise the needs of both parties in terms of information provision and support.

**Provision of Interpreters within the NHS is clearly laid out in ‘*Doubly Disabled: Equality for Disabled People in the new NHS Access to Services*’.**

The Communication Support Unit at Cumbria Deaf Association (CDA) provides BSL (British Sign Language), Sign Supported English, Deafblind Communication, Lip-speaking and note taking.

Cumbria Primary Care Trust has commissioned CDA to provide this service to all NHS Trusts within Cumbria.

**To access an Interpreter or other communication support, contact CDA on: 01228 606434**

*Please also read: Working with interpreters, guidance for staff produced by Cumbria Partnership Trust. This is available on the Trusts intranet site under Equality and Diversity.*

### 4. Health Promotion

Mental health promotion programmes need to ensure that they promote the mental and social well being of all deaf people. Any health information should be accessible.

Primary care organisations (e.g. Primary Care Trusts) should develop inclusive health promotion programmes for preventing mental ill health in deaf people. These should be designed in close cooperation with deaf organisations and be delivered locally to deaf organisations.

Different means of promotion, such as face-to-face delivery in BSL, may be more effective in reaching Deaf people.



If you are writing health material, carrying out research, involving service users and carers or holding any sort of event or health promotion programme. **Do not forget the needs of those people who are deaf.** For more information about Health Promotion please contact Public Health on 01228 603506.

### ***Service User and Carer Involvement***

Information and advice about 'involvement' can be obtained from:

- Cumbria Partnership NHS Foundation Trust: 01228 602774
- North Cumbria Acute Hospitals NHS Trust: 01228 814425
- Cumbria County Council Adult Social Care: 01228 607113
- Cumbria Primary Care Trust: 01539 797878
- University Hospitals of Morecambe Bay: 01539 795476

### ***Writing Health Information***

Information and advice about writing health material can be obtained from your Communications Department or Cumbria Deaf Association:

- Cumbria Partnership NHS Foundation Trust: 01228 603890
- Cumbria Primary Care NHS Trust: 01228 603755
- North Cumbria Acute Hospitals NHS Trust: 01228 523444
- Cumbria County Council Adult Social Care: 01539 773379
- University Hospitals of Morecambe Bay: 01539 795366
- Cumbria Deaf Association: 01228 606434

## **5. Assessment, Care and Treatment**

When seeking or receiving any health or social services deaf people have the right to be assessed by a trained worker who has deaf/deafblind awareness and skills in working with people with the whole range of hearing related communication needs. The assessment, planning, provision, and review of care and treatment for deaf people with mental health problems, whether in a hospital or community setting, should also follow the same standards and procedures for people without a hearing disability, but with the appropriate additional communication support, according to the individual's needs.

### **Do you feel competent enough?**

The Towards Equity and Access report recommends that NHS and Social Services staff are offered training in deaf awareness and BSL, if you are interested please see the courses available which should be in your Trusts Training Directory.

If a trained worker is not available a specialist worker co-working with the generic worker should be brought in. This arrangement may still require the additional use of a qualified language services professional. The use of deaf advisors or support workers as link workers is one way of incorporating deaf awareness into mainstream services. There is also a place for deaf specific advocacy services. Using deaf specialist expertise and appropriate communication support aims to ensure that the deaf person can fully participate in any assessment and discussion of services.



Cumbria Deaf Association provides a specialist social worker service in partnership with Cumbria County Council.

Social work provision includes:

- Holistic assessments to identify need.
- Joint working with professionals from other agencies
- Assistance to make choices about how people live their lives
- Arranging specialist packages of care
- Encouragement given to hearing and deaf services users to understand the developmental and emotional implications of being deaf.
- Support and counselling during difficult times.
- Minimum intervention commensurate with acceptable levels of risk
- Support with tasks of daily living that are made more difficult because of communication difficulties, general knowledge and understanding of some service users who are deaf.
- Support and signposting to appropriate services for advice in employment and training, benefits and finance.
- Assistance to access services via the communication method of choice
- Safeguarding Adults and Children and subsequent referrals to the statutory authority

To refer to the Social Work Service or for further information please contact Cumbria Deaf Association on 01228 606434.

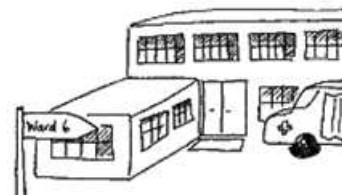
## 6. Placements

Any placement decisions should take into account the deaf person's preferred communication method and language. For instance, users of BSL should not be placed in environments where there is no effective communication with staff or other service users.

**This applies to care homes, nursing homes, secure accommodation, psychiatric services and prisons as well as in managing transitions, e.g. from hospital or supported accommodation to independent accommodation.**

Cumbria Deaf Association Social Work Service can help arrange specialist support packages. To contact the Social Work Service please telephone 01228 606434.

The local specialist mental health provider is:  
**John Denmark Unit**, Prestwich Hospital Site,  
Bury New Road, Prestwich, Manchester, M25 3BL,  
Tel: 0161 772 3400



This service provides a comprehensive Mental Health Service to deaf people of all ages who may experience emotional/ behavioural issues, personality difficulties, drug and alcohol abuse, learning difficulties and many more. The service provides in-patient, day-patient, outpatient and community based services care.

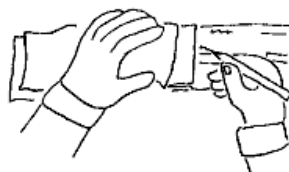
There is also a national specialist mental health provider:  
**National Deaf Services**, South West London and St George's Mental Health Services NHS Trust, Old Church, 146a Bedford Hill, London, SW12 9HW, Tel: 020 8675 2100, Minicom: 020 8675 2200, Videophone: 020 8675 9707, Fax: 020 8675 2266

The National Deaf Service provides a range of comprehensive mental health services to deaf people, including services for adults, a child and family service, psychotherapy and counselling and an established community home network.

## 7. Direct Payments

Deaf people with severe and enduring mental health problems should have the same rights as all other groups with disabilities to be assessed by social services to receive direct payments. Direct Payments can give you greater control and choice in:

- the services you receive,
- who provides these to you,
- when you receive them and where



Cumbria Deaf Association Social Workers are able to carry out a needs assessment and care plan involving the service user at every stage of the process. They liaise closely with the Direct Payments Advice and Information Service.

For more information contact:

Cumbria Deaf Association, Social Work Services 01228 606434

Or

The Direct Payments Advice and Information Service

Cumbria Direct payments Project, c/o DACE, Unit H, Kingmoor Business Park, Barron Way, Kingstown, Carlisle, CA6 4SJ

Tel: 01228 674882.

## 8. Advocacy

Deaf people have the right to independent advocacy in health, mental health services, education, employment and social care. This is to ensure that the person can fully participate in any assessment and discussion of services to make an informed choice.

Such advocacy needs to be provided by a specialist organisation with appropriate credentials and expertise in supporting deaf people.

**Sign Advocacy Service** has a national remit. For information, please contact:

Sign Advocacy, The Lodge, c/o 100 Bowfell Rd, Urmston, Manchester M41 5RR, Tel: 0161 7479700

**Where Sign Advocacy is not sought or not available, in many cases both an advocate and interpreter will be required.**

The role of the advocate is to assist the service user in accessing comprehensive, impartial information to enable them to make informed decisions. This might be information on legal rights, treatment options or services available. An advocate can also accompany a service user to a meeting, and represent their views to other people, if asked.

**General Advocacy is provided by Mind through Cumbria Minds' Advocacy Scheme.**

**The main contact number is 01768 899002** but you can also phone:

- 01228 543111 in Carlisle and District
- 01768 899002 in Eden
- 01229 82 70 94 in Barrow and District
- 01900 66518 in Copeland or Allerdale

**Crisis Advocacy is provided by Citizens Advice Bureau**

- CAB, Carlisle & Eden, Tel: 01768 891503
- CAB, Kendal, Tel: 0845 6031529
- CAB, Ulverston, Tel: 01229 585585
- CAB, West Cumbria, Tel: 01900 607302

Mind also provide Crisis Advocacy for short term issues.

**Advocacy for people with Learning Disabilities is provided by:**

- Mencap: 01768 868854
- People First, West and South Cumbria: 01900 607208
- People First, Carlisle and Penrith: 01228 674965

## **9. Service Commissioning, Evaluation and Monitoring**

Service commissioners should involve deaf people in consultations and make venues, meetings and documents fully accessible.

Deaf people's views and preferences on how they would like services for them shaped and delivered should be actively considered.

The same opportunities to engage with and participate in service provision, management and evaluation should apply to deaf people as to hearing people.



Deaf people's needs (communication preferences, etc.) and the results/outcomes of services and support received should be appropriately recorded, collated and used for quality assurance, future planning and service development. Service evaluation, health and social care research, including public and mental health studies, should be inclusive of deaf people's experiences.

If you are carrying out research, involving service users and carers or holding any sort of event or consultation. **Do not forget to involve deaf people.**

***Service User and Carer Involvement:***

See page 7 for who to contact for information and advice about 'involvement'.

***Evaluation and Monitoring:***

Information and Advice about evaluation and monitoring can be obtained from your local audit team:

- Cumbria Partnership NHS Foundation Trust: 01228 602802
- North Cumbria Acute Hospitals NHS Trust: 01228 814584
- Cumbria Primary Care NHS Trust: 01228 603928
- University Hospitals of Morecambe Bay: 01229 491021

## **10. Complaints**

Complaints processes and procedures should incorporate deaf-friendly adjustments. Deaf people should be signposted to these procedures and advocacy support be made routinely available.

If you are unable to resolve the complaints of the individual there are two processes to follow, it is the choice of the individual as to which option they choose.

### ***Option one: Informal process***

PALS can help people resolve concerns. PALS are able to access interpreters and will help the person in an informal way to resolve the complaint. PALS will act on behalf of the complainant (if they so wish) and keep in touch with them throughout the process.

### ***Option 2: Formal Process***

Advocacy services are available to support people with the formal process, (see below), usually, the person writes to the Chief Executive, however it is recognised that this is not always possible. The Complaints Manager is able to arrange to meet with the deaf person to discuss the complaint. Information will be provided in accordance with the needs of the individual.

### ***Complaints Advocacy***

The Independent Complaints Advocacy Service (ICAS) provides support for people who wish to make a formal complaint. The service provided by the Carers Federation is based at:

Independent Complaints Advocacy Service (ICAS), 5A Clifford Court, Cooper Way,  
Parkhouse Business Centre, Carlisle, CA3 0JG, Tel: 0845 1203735 or 01228 538267.

## **Working with people who are deaf (hints and tips):**

### ***Communicating with a person who is deaf:***

Firstly, establish how the deaf person communicates. If they are asking you a question using their voice, it is safe to assume that they will be expecting to lip-read your reply.

- Face the person directly, if you look away the deaf person cannot see your lips.
- Speak clearly at a normal pace
- Do not shout
- Make sure there are no bright lights behind you that could make it difficult to see your face.
- Use whole sentences rather than one word replies - lip-reading is 70% guess work and many words look the same. Using sentences gives contextual clues.
- Be patient, if you are asked to repeat something try changing the sentence slightly, it may make it easier to understand.
- Do not give up, if you cannot make yourself understood then try writing it down.

If the person is a sign language user, they will probably still expect to have to try and lip-read your reply. Sadly, very few hearing people can sign so deaf people are used to trying to communicate with hearing people.

Follow the points above, and in addition:

- Fingerspell any names or unusual words (see chart at the end of this handbook).
- Use gestures to help explain what you are saying. For example showing size and shape with your hands or backing up directions by pointing can be very helpful.
- Use facial expressions to help convey meaning
- **Most importantly, arrange an Interpreter**

### ***Helping hearing aid users:***

Hearing aids are provided free of charge by the NHS, they are provided 'on loan' and remain the property of the NHS. People can keep hearing aids for as long as they need them. People can also buy hearing aids privately, and still be entitled to one on the NHS. The NHS cannot however fix or replace a private hearing aid.

Common problems with hearing aids:

- The earmould on a hearing aid should be checked for wax/blockage on a regular basis
- The tubing needs changing every 6 months,
- The earmould needs changing every 12-18 months depending on use.
- Your local audiology department are responsible for servicing and repairing the hearing aid. They will replace if necessary. A charge will be made however if the hearing aid has been misused or damaged.
- Check that the hearing aid mould is in the ear properly, check for cracks and breakages. If the earmould does not fit properly, they can 'buzz', 'squeal' or 'whistle'.
- Check the volume is right for the person and the setting.

The audiology department are responsible for showing people how to look after their hearing aids, however people often have problems. Batteries are available free of charge from your local Audiology department or the Catholic Caring Service, Bridging the Gap

Project. There are colour coded batteries for different types of hearing aids; they come in blue, orange, and brown.

People often benefit from a portable loop system with neck loop – they must use this with their hearing aid on ‘T’ setting. Having a loop system helps the user distinguish noise easier. There are many other types of equipment available to help hearing aid users, for more information please contact Cumbria Deaf Association, Technical Equipment Service, Tel: 01228 606434.

Simple training for staff in using and maintaining hearing aids can be provided by Cumbria Deaf Association, Technical Equipment Service, Tel: 01228 606434.

Help is also available from the Catholic Caring Services Bridging the Gap Project. The project offers drop-in surgeries across the county on a weekly basis, for NHS Battery exchange, advice and support with hearing aid use as well as information on specialist equipment, for example, telephones and loop systems. A home visiting service is also available for those who aren’t able to attend the surgeries. For information, Tel: 01228 562691

The HEAR Centre in Carlisle is also available for people to try out specialist equipment, get free advice and replacement NHS batteries, for information Tel: 01228 547561.

### ***Encourage Advance Statements:***

The aim of Advanced Statements is to enable service users to set out their wishes about care, treatment and domestic matters should they become unwell or lack capacity in the future.

Advance Statements encourage service users to think about their future and can empower them by ensuring they have expressed their preferences in relation to their treatment, care and support (either requested or refused). In turn this can reduce the detrimental effects of worrying about becoming unwell.

Communication with professionals and working in partnership can be enhanced when an Advance Statement is used as it provides clarity regarding the service user’s wishes.

## Local support for people who are deaf

### Cumbria Deaf Association

Carlisle Centre: 3 Compton Street, Carlisle, CA1 1HT  
 Tel/Textphone: 01228 606434  
 Fax: 01228 606433  
 Videophone: 82.68.19.61  
 E-mail: [office@cumbriadeaf.co.uk](mailto:office@cumbriadeaf.co.uk)  
 Website: [www.cumbriadeaf.co.uk](http://www.cumbriadeaf.co.uk)

Kendal Centre: 5 Castle Street, Kendal, LA9 7AD  
 Tel/Fax/Textphone: 01539 773131  
 Videophone: 82.68.19.69  
 E-mail: [office@kendal.cumbriadeaf.co.uk](mailto:office@kendal.cumbriadeaf.co.uk)

Whitehaven Centre: 41 Monkway Court, Kells, Whitehaven, CA28 9HD  
 Tel/Textphone: 01946 852888  
 Fax: 01946 852887  
 Videophone: 82.68.19.77  
 E-mail: [office@whitehaven.cumbriadeaf.co.uk](mailto:office@whitehaven.cumbriadeaf.co.uk),

Barrow Centre: 217 Duke Street, Barrow in Furness, LA14 1XT  
 Tel/Text/Fax 01229 894646  
 Videophone: 82.68.20.125  
 E-mail: [office@barrow.cumbriadeaf.co.uk](mailto:office@barrow.cumbriadeaf.co.uk),  
 Website: [www.cumbriadeaf.co.uk](http://www.cumbriadeaf.co.uk)

### Catholic Caring Services and Bridging the Gap

Carlisle: Chapel Court, 40-44 Cecil Street, Carlisle, CA1 1NT  
 Tel: 01228 810115  
 Fax: 01228 810115  
 Email: [info@catholiccaringservices.org.uk](mailto:info@catholiccaringservices.org.uk)

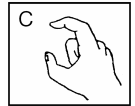
Barrow: 2 Rodney Street, Barrow in Furness, LA14 1ND  
 Tel: 01229 870349  
 Fax: 01229 813891  
 Email: [info@catholiccaringservices.org.uk](mailto:info@catholiccaringservices.org.uk)  
 Website: [www.catholiccaringservices.co.uk](http://www.catholiccaringservices.co.uk)

### The HEAR Centre

Carlisle: Unit 2, Chapel Court, Cecil Street, Carlisle CA1 1NT  
 Tel: 01228 547561

### Deaf Counselling Service

Face to Face Counselling Service, Unit 106, Ducie House, Ducie Street, Manchester, M1 2JW  
 Tel: 07792 963146  
 Website: [www.f2f.eu.com/](http://www.f2f.eu.com/)



## Local support for people who are Deafblind

**Cumbria Deaf Association** See page 21 for contact details

### **Action for Blind People**

Suite 2, Second Floor, English Gate Plaza, Botchergate, Carlisle, CA1 1 RP

Tel: 01228 595121

Fax 01228 595089

Email: [carlisle@actionforblindpeople.org.uk](mailto:carlisle@actionforblindpeople.org.uk)

Website: [www.actionforblindpeople.org.uk/](http://www.actionforblindpeople.org.uk/)

### **Barrow and Districts Society for the Blind**

67-69 Cavendish Street, Barrow in Furness, Cumbria, LA14 1QD

Tel: 01229 820 698

Fax: 01229 826064

Website: <http://www.barrowblindsociety.org.uk/>

### **West Cumbria Society for the Blind**

22 Lowther Street, Whitehaven, Cumbria CA28 7DG

Tel: 01946 592474

Email: [info@wcsb.org.uk](mailto:info@wcsb.org.uk)

Website: <http://www.wcsb.org.uk>

### **South Lakeland Society for the Blind**

Strickland House, 92 Stricklandgate, Kendal LA9 4PU

Tel: 01539 726613

Email: [info@slsb.org.uk](mailto:info@slsb.org.uk)

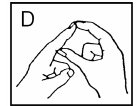
### **Carlisle Society for the Blind**

9 Brunswick Street, Carlisle, CA1 1PB

Tel: 01228 593104

Email: [info@carlisleb.f9.co.uk](mailto:info@carlisleb.f9.co.uk)





## **Support for Carers (whether young or old, hearing or deaf)**

### **Furness Carers Association**

Storey House, Storey Square, Barrow in Furness, Cumbria, LA14 2HU  
Tel: 01229 822 822  
Website: [www.furnesscarers.co.uk](http://www.furnesscarers.co.uk)

### **Carlisle Carers Association**

Chapel Court, 40-44 Cecil St., Carlisle, Cumbria, CA1 1NT  
Tel: 01228 542 156  
Fax: 01228 597 814  
E-mail: [carlislecarers@btconnect.com](mailto:carlislecarers@btconnect.com)

### **Eden Carers**

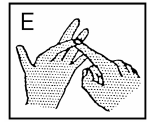
Gloucester Yard, Great Dockray, Penrith, Cumbria, CA11 8BJ  
Tel: 01768 890 280  
E-mail: [enquiries@edencarers.co.uk](mailto:enquiries@edencarers.co.uk)  
Website: [www.edencarers.co.uk](http://www.edencarers.co.uk), [www.edenyoungcarers.co.uk](http://www.edenyoungcarers.co.uk)

### **South Lakeland Carers Association**

Strickland Gate House, 92 Strickland Gate, Kendal, Cumbria, LA9 4PU  
Tel: 01539 732 927,  
Email: [carers@stricklandgate-house.org.uk](mailto:carers@stricklandgate-house.org.uk)

### **West Cumbria Carers**

133 Queen Street, Whitehaven, Cumbria, CA28 7QF  
Tel: 01946 592223  
E-mail: [elizabeth-jones@btconnect.com](mailto:elizabeth-jones@btconnect.com)



## Other Resources

### Information on Mental Health and Deafness:

Cumbria Deaf Association [www.cumbriadeaf.co.uk](http://www.cumbriadeaf.co.uk)  
Click on the deafness and mental health symbol



British Society for Mental Health and Deafness [www.bsmhd.org.uk](http://www.bsmhd.org.uk)

Sign Charity [www.signcharity.org.uk](http://www.signcharity.org.uk)

Deaf Info [www.deafinfo.org.uk](http://www.deafinfo.org.uk)

### Other Websites:

UK Council on Deafness [www.deafcouncil.org.uk](http://www.deafcouncil.org.uk)

Association of Sign Language Interpreters [www.asli.org.uk](http://www.asli.org.uk)

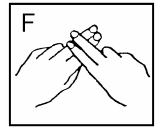
British Deaf Association [www.signcommunity.co.uk](http://www.signcommunity.co.uk)

**Forest Books**, sign language and deaf issues specialist. Recommended reading for people with deaf service users.

[www.forestbooks.com](http://www.forestbooks.com)

**Connevans**, Suppliers of equipment for people with hearing problems

[www.connevans.com](http://www.connevans.com)



Appendix

Finger Alphabet

