

Response to Request for Information

Reference FOI 001359
Date 26 July 2017

People who are deaf or have hearing loss

Request:

I am writing, under the Freedom Of Information Act 2000, to request information on specialist adult social workers for people who are d/Deaf.

Q1. Does the local authority adult social services department have a sensory loss team?

Please select the option that applies

- a) Yes
- b) No
- c) Other – please state**

We have sensory (VI) rehab workers and HI technician based with OT and telecare

Q2. How many specialist social workers for people who are d/Deaf or have hearing loss are employed by the local authority*? **Please select the option that applies**

- a) 0**
- b) 1
- c) 2
- d) 3 or more
- e) Don't know

***By specialist, we mean a qualified social worker who is specially trained and/or has in-depth knowledge in providing an assessment, care management, advice, counselling, or support for people who are d/Deaf or have hearing loss**

Q3. We are interested to learn more about the characteristics, typical qualifications and roles and responsibilities of specialist social workers for people who are d/Deaf or have hearing loss, social workers and other staff employed by the local authority.

For all specialist social workers for people who are deaf d/Deaf or have hearing loss and other staff employed by the local authority, **please select all the options that apply:**

- a) Specialist social workers for people who are d/Deaf or have hearing loss use BSL as their first or preferred language
- b) Specialist social workers for people who are d/Deaf or have hearing loss are trained to BSL level 1 or 2

- c) Specialist social workers for people who are d/Deaf or have hearing loss are trained to BSL level 3 or above
- d) Specialist social workers for people who are d/Deaf or have hearing loss hold a case load
- e) Specialist social workers for people who are d/Deaf or have hearing loss hold commissioning responsibility and/or are involved in commissioning decisions
- f) Non-specialist social workers and/or other staff employed by the local authority have expertise in deafness and hearing loss issues (e.g. they are trained in BSL and/or good communication with people who are d/Deaf or have hearing loss)
- g) Don't know
- h) Other – please state

n/a

Q4. Has the local authority made changes to the number of specialist social workers for people who are d/Deaf or have hearing loss employed the by the local authority over last two financial years (2015/16 and 2016/17) ? **Please select all the options that apply**

- a) The number of specialist social worker roles for people who are d/Deaf or have hearing loss has increased
- b) The number of specialist social worker roles for people who are d/Deaf or have hearing loss has reduced
- c) The working hours of specialist social workers for people who are d/Deaf or have hearing loss have been increased
- d) The working hours of specialist social workers for people who are d/Deaf or have hearing loss have been reduced
- e) Specialist social workers for people who are d/Deaf or have hearing loss have been re-deployed in non-specialist social work roles
- f) No changes have been made**
- g) Don't know
- h) Other - please state

Q5. Are there plans to reduce the number of specialist social workers for people who are d/Deaf or have hearing loss in this financial year (2017/18)? **Please select the option that applies**

- a) Yes
- b) No**
- c) Don't know

(Optional) Please provide further information on planned changes

Q6. Does the local authority collect any local data* on the number of people who are d/Deaf or have hearing loss who access care and support services? **Please select all the options that apply**

- a) Data is collected on the number of people who are d/Deaf or have hearing loss who contact the local authority
- b) Data is collected on the number of people who are d/Deaf or have hearing loss who receive an assessment

- c) Data is collected on the number of people who are d/Deaf or have hearing loss who receive care and support
- d) Don't know
- e) **Other – please state**

Data is collected when people have a specialist sensory impairment assessment and data is collected in generic assessments but doesn't differentiate between Deaf/hearing loss.

***By local data, we mean specific data on people who are d/Deaf or have hearing loss, as opposed to general data on people with physical disabilities, sensory loss or other conditions.**

- Q7.** We are interested to learn more about the local authority's assessment process for community equipment or aids for the home or other forms of intermediate care, re-ablement or rehabilitation support, otherwise known as "prevention" services

How does the local authority assess needs of people who are d/Deaf or have hearing loss who may need to access these services? **Please provide details of the local authority's assessment criteria (if available).**

Worker completes a specialist sensory assessment

- Q8.** We are interested to learn more about the local authorities' assessment process for people who are deaf or have hearing loss with multiple or complex care and support needs such as physical or learning disabilities, autism or other conditions, who may require a more intensive needs assessment.

How does the local authority assess people who are d/Deaf or have hearing loss with multiple or complex care and support needs? **Please select all the options that apply**

- a) A specialist social worker for people who are d/Deaf or have hearing loss is involved in social care assessments
- b) **A qualified appropriate communication professional, such as a BSL interpreter, is provided for social care assessments, if the person needs one**
- c) Knowledge and advice is sought from an internal or external expert, who may or may not be present at face-to-face assessments
- d) Multiple assessments are carried out over a period of time and/or take account of the person's care and support history
- e) Don't know
- f) Other, please state

- Q9.** What forms of care and support does the local authority for people who is d/Deaf or has hearing loss who meet the eligibility criteria does the local authority provide or fund? **Please select the options that apply**

- a) Equipment provision
- b) Advice
- c) Support planning and on-going care management

- d) Information and advisory services (e.g. on information and advice benefits, Access to Work, or products and equipment that may benefit people who are d/Deaf or have hearing loss)
- e) Communication support
- f) Advocacy
- g) Other – please state

All of the above dependent on individual needs and solutions identified in support planning.
Additional information can be found on the WIN site

Q10. What forms of specialist* care and support for people who are d/Deaf with multiple or complex needs who do meet the eligibility criteria does the local authority provide or fund? **Please select the options that apply**

- a) Supported living
- b) Home care
- c) Residential care
- d) Community outreach services or day centres
- e) Respite care and support for carers
- f) Other – please state**

The Local Authority assess people with complex and multiple needs on an individual basis. The Local Authority would source support to meet their needs or signpost to the appropriate organisation or providers

***By specialist, we mean care and support provided for other conditions that recognises the importance of good communication for people who are d/Deaf or have hearing loss and takes account of the unique values and culture of the Deaf community.**

Q11. What kind of support do you offer to people who are d/Deaf or have hearing loss that do not meet the eligibility criteria? **Please select the options that apply**

- a) Signposting other charities or organisations that support people who are d/Deaf or have hearing loss
- b) Signposting to community support networks such as clubs for people who are d/Deaf or have hearing loss
- c) Signposting to hearing aid support services provided by charities or other organisations
- d) Signposting to lip-reading classes
- e) Other – please state

All of the above