



# Leeds Hearing & Sight Loss Service

Supporting people who are deaf, hard of hearing, sight impaired, severely sight impaired or deafblind.



# Welcome

## About the Service

The Leeds Hearing & Sight Loss Service supports Leeds residents from 16 years old who are **deaf, hard of hearing, sight impaired, severely sight impaired or deafblind.**

## About BID

Established over 145 years ago, BID Services deliver a range of services working with more than 6000 people each year, providing Advocacy, Employment, BSL Interpreting and training, Rehabilitation and Mobility training, Specialist Equipment, Residential Care, Social Work, Support for Tinnitus and Housing Related Services.

## About the Partnership

We are delivering the Leeds service in partnership with Feel Good Factor, Age UK Leeds and the Association of Blind Asians, who are all experts in delivering services to those with a sensory loss.

## Getting Support

We offer a large range of services designed to help people be as independent as possible and to stay healthy. Services are delivered from our accessible city centre location and within the community.



Doorbell Alerting System

# Our Services

## **Support & Signposting to Mental Health Services**

We will be providing group support for those diagnosed with sensory loss and mental health. We can also support deaf/blind individuals to access mental health services and counselling.

## **Information, Advice & Guidance**

We can support you by offering information and advice around issues relating to your hearing or sight loss, such as debt advice, help filling in forms, and signposting to other services.

## **Assessment & Support Planning**

We offer an assessment and support plan and you will then be signposted to services that meet your needs. You can refer yourself to the service or make enquiries for your family or friends.

## **Hospital Based Eye Clinic Liaison Service**

We can provide information, advice and emotional support to people newly diagnosed with an eye condition.

*“Just wanted to say thank you for making me feel at ease and very much supported yesterday. My equipment is working great.”*

## **Communicator Guides**

Communicator Guides can support you to do the things you want to do, such as travelling to the supermarket to do your weekly shop, or helping you attend a social group. This could be in your own home, in a care home or out and about in the community.

## **Assistive Technology**

This service can help you with technology at home or in the workplace. We can offer advice and practical support, such as how to access and use email and the internet.

## **Hearing Aid Advice and Repair Service**

Working closely with Leeds Audiology Service, we can support you with battery replacement, ear mould cleaning and minor repairs. We can also offer you advice and support on how to look after your hearing aid.

## **Social Work for Deaf Adults**

Our qualified Social Workers can support clients who are profoundly deaf with personalised support plans, to ensure their needs are being met.

*“Thank you for arranging a great day out - we had such a good day!”*

## **Social Groups & Community Based Activities**

There are a variety of local social groups and community-based activities that you can join. If you are looking for a new hobby or want to make new friends, then joining a new group could be for you. We work with individuals and volunteers to support these groups and are always looking for new volunteers, so if you have some free time, we would love to hear from you.

## **Young People leaving school**

We offer support to young people when they are leaving school to go to college, or into employment or independent living. We can help you find a job and can refer you to other services who may be able to help you.

## **Specialist Equipment**

For adults who are deaf or have a hearing loss, and struggle to hear the doorbell or television at home, we can provide specialist equipment to support you.

*“Thank you for all your help today - I was very happy with your level of signing - you have helped me lots.”*

## Opening Times

The Service is open 52 weeks a year excluding bank holidays, with services provided on a flexible basis.

Our city centre location is open:

**Monday to Thursday from 9:00am to 5:00pm**

**Friday from 9:00am to 4:30pm.**

Please note that services can be requested outside of these times.

Drop-in any time during opening hours.

## Getting in Touch

Please contact:

Information & Advice Officer,  
BID Services, Leeds Hearing & Sight Loss Service,  
Gallery House, 5th Floor, 123-131 Headrow, Leeds,  
LS1 5RD

**Tel:** 0113 288 5750

**Mobile:** 07702 940888

**Email:** [leedsinfo@bid.org.uk](mailto:leedsinfo@bid.org.uk)

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

Find us on Social Media:

 [bidleeds](https://www.facebook.com/bidleeds)

The Leeds Hearing & Sight Loss Service is delivered by BID Services in partnership with Feel Good Factor, Age UK Leeds & Association of Blind Asians, on behalf of Leeds City Council.

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**BID SERVICES**

**A charity promoting choice and independence**

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