

Are you Deaf or Hearing Impaired?

Fact Sheet 3

(November 2023)

In Carmarthenshire there are a range of services available to help people with a sensory impairment keep as much independence and control over their lives as possible.

This leaflet tells you about these services and how to find out more about them.

What is Sensory Impairment?

Sensory impairment is the term used to describe disabilities such as:

- **Deaf/hearing impaired**
- **Blind/visually impaired**
- **Deafblind (dual sensory impaired)**

If you are deaf or hearing impaired, you may be experiencing frustrating problems at home.

Perhaps you have difficulty hearing conversations, television programs, you don't always hear the telephone or doorbell ring or there may be some other practical difficulties caused by your hearing problems.

If any of these situations apply to you then it is likely you will be entitled to an assessment for care and support from Carmarthenshire County Council which may be able to help with the provision of specialist equipment.

If you are profoundly deaf, you may find that a vibrating pager system or flashing light may be more suited to your needs. Equipment like this can alert you to callers at the door or the phone ringing. There are also smoke detector systems especially for deaf or hard of hearing people available from Mid and West Wales Fire and Rescue Service (MAWWFRS).



For more information on social care services log onto:
www.carmarthenshire.gov.wales/socialcare

If you experience difficulty in accessing services because of hearing impairment we have trained staff who may be able to help you. If needed, we can help you to access a Sign Language Interpreter, Lip-Speaker or other communication support at any important appointments you may have.

If you are severely or profoundly deaf and experience frequent difficulties with communication, you may be entitled to Personal Independence Payment (formerly DLA). We can advise you about this.

We can provide you with information about the various Deaf, Hard of Hearing and Deafblind clubs in the area, as well as lipreading classes.



If you know of someone who is deafblind we can advise you on the services, both national and local, that are available to support that person.

How can I contact you?

You can contact our officers by telephoning our Information, Advice and Assistance service on 0300 333 2222 or by SMS: 0789 2345678 or by making a referral through our website www.carmarthenshire.gov.uk/socialcare

For hearing impaired children and young people, you can contact our 0-25 Disability Team via the Central Referral Team for children on 01554 742322
Email: CRTChildren@carmarthenshire.gov.uk

Other organisations that can help include:

British Deaf Association Wales	0207 697 4140
Deafblind UK	0800 132320
Llanelli Deaf Club	 07942373649  llanellideafclub@googlemail.com

Achieve Together	0808 808 0123 01554 700691
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Sense Cymru	0300 330 9280
Wales Council for Deaf People	01443 485687



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**Audiology (appointments and batteries) – Llanelli – 01554 783188
-Glangwili – 01267 227449**

**This factsheet is also available in Welsh.
If you would like this factsheet in any other format
telephone 01267 228703 or
Email: socialcare@carmarthenshire.gov.uk**



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