

# Community support for Disabled People in Harrow

## Service Specification

### Summary of service objectives:

#### Hearing Aid Maintenance Service

- To train 50 professional's/family members/friends in Deaf Awareness and hearing aid management this will enable them to communicate more effectively with Deaf and Hard of Hearing people;
- To offer counselling to 100 Hard of Hearing people so that they wear their hearing aids and gain confidence in using them;
- Train hearing aid users to maintain their own hearing aids where possible (*Many hearing aid users are found to be given hearing aids and not wear them*);
- Support the hearing aid user to make the best use of this aid so that they can hear and fully take part in hospital appointments and other situations;
- Support hearing aid users in basis hearing aid maintenance (*reduce the use Audiology Department for need*);

#### Mental Health and Learning Disability Services (MH)

- Provide Advocacy Service to disabled people addressing health inequalities
- Encourage communication and engagement assuring and facilitating so that needs are met, including mental and physical health needs;
- The service will provide case work advocacy and support for self-advocacy to Harrow disabled people, ensuring appropriate and equitable access to services.
- The service will be open to all people who are disabled, many will have other long term health conditions.
- Advocacy referrals can be for any issue but most commonly cover:
  - Lack of access to health and social care services not meeting their needs
  - Housing
  - Family or other service disputes
  - Disability discrimination
- The service will aim to meet a caseload of:
  - 20 people will receive Advocacy case work
  - 10 people will receive assistance with Self Advocacy
  - 10 signposting, guidance and support
  - 10 to receive self-assertiveness