

Multi-agency and multidisciplinary support services for, to and with dDeaf and Hard of Hearing Children and Adults



The dDeaf Partnership Board



Charities, Voluntary Organisations

Health & Social Services
States of Jersey

FORUMS



Family Nursing and Home Care



Education, Sports & Culture
Department
States of Jersey

Adult Education



Social Security
Department
States of Jersey

May 2008



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The Jersey dDeaf Partnership Board

The Jersey dDeaf Partnership Board was established in March 2006. This was on the recommendation that such a group should be formed from a mixed and representative Forum that widely consulted and commissioned a Report 'Positive and Best Practise Standards with dDeaf and Hard of Hearing, Children, Young People and their Families' (Angela Goddard and Steve McVay, October 2004). This was all related to Jersey experience; its current service provision; and the best practice guidelines, or Standards, for professionals and agencies providing services to these groups and communities.

Its main recommendation was to form a Multi-agency Partnership Board for **all age groups**. This was to include representation from relevant Charities, Voluntary Organisations and people who represent or experience life as dDeaf or hard of hearing people; or access services as a parent or carer to them.

The Jersey dDeaf Partnership Board is a Forum where people from various States agencies, Voluntary and Charitable organisations who provide support to dDeaf and hard of hearing people in Jersey, **and** dDeaf and hard of hearing people, parent or carer representatives, meet as equal members.

It is a new (ad)venture for us all but we all have a commitment to look at improving and developing services in a co-ordinated and cooperative way to increase awareness, understanding and a better quality of life. To do this, we have on our Board representatives who are dDeaf or Hard of Hearing; parents or carers to dDeaf or Hard of Hearing children and young people; and Jersey's two Societies who represent and support dDeaf and Hard of Hearing children, young people, adults and their families.

The Board's primary function is to provide a Forum where expertise can be shared by professionals, users and carers to formulate Joint Business Plans and Strategic medium and long term planning for dDeaf and hard of hearing people in Jersey.

Another of the dDeaf Partnership Board's main functions is to provide a Forum for identifying good practices, service gaps and Service Developments. This Partnership encourages strategic developments through Business Planning.

The Board has no finances, which leads to joint bids for monies for projects and developments.

The Board is currently also working on four of the agreed recommendations from the Report: *Positive and Best Practice Standards* (2004). These relate to improved access, information, awareness and knowledge of the needs and issues for hard of hearing, deafened and dDeaf people, their families and communities. It includes the development of an Information Directory and development of better communication awareness and support to all Islanders including hearing people and the development of communication support services.

2008 : Representation from:

States of Jersey, Health and Social Services Department

Speech and Language Therapy,
Audiology
Children's Social Services
Adult Social Services
Social Services with dDeaf and hard of hearing Children and Adults
Hearing Resource Centre

States of Jersey Education, Sports and Culture Department

Adult Education, / Highlands College
Teacher of the Deaf / Total Communication Centre, St Clements School
Peripatetic Teacher of the Deaf / Educational Audiologist
Educational Psychologist
Youth Services

States of Jersey Social Services Department

Workwise, Employment Services

Voluntary Sector

Jersey Society for Deaf Children and Young Adults;
Jersey Society for Deaf and Hard of hearing People
Family Nursing and Home Care
Hearing Resource Centre Association
Youth Inclusion Project

Service User Representatives

British Sign Language Users / Deaf People communicating in BSL;
Deaf / Hard of Hearing Adults communicating in English;
Parents of dDeaf children young people

Quick Contact Guide

Name and Address	Contact Details
Adult And Children's Social Services Maison Le Pape The Parade St Helier JE2 3PU www.gov.je	Tel 443500 Fax 443598
Adult and Children's Social Services for dDeaf and Hard of Hearing People Senior Practitioner Hearing Resources Centre Westmount Road St Helier JE1 3UH	Tel 443094 Fax 443095 Minicom textphone 443037 (this is NOT a fax line) SMS 07797 831 841 Email a.goddard@health.gov.je
Audiology Department (Hearing Aids) Jersey General Hospital Gloucester Street St Helier JE2 3QS www.gov.je	Tel 442551 Fax 442637
Occupational Therapy Department (Environmental Equipment / Aids) Overdale Westmount Road St Helier JE1 3UH www.gov.je	Tel 443068 Fax 443052
Speech and Language Therapy Services William Knott Centre Overdale Westmount Road St Helier JE2 3LP	Tel 444500 Fax 444502 www.gov.je
Education, Sport and Culture PO Box 142 Highlands Campus St Saviour JE4 8QJ www.gov.je	Tel 445504 Fax 445524 Email esc@gov.je (EST): Direct Dial Tel 449424)
Adult Education Highlands College, PO Box 1000, St Saviour JE4 9QA www.highlands.ac.uk/	Tel 608608 Fax 608600 Email laura.goldstein@highlands.ac.uk Email hcadulteducation@highlands.ac.uk

Names And Addresses	Contact Details
Jersey Society for Deaf Children and Young Adults www.jdcs.org.je	Malcolm Perree (Chairperson) Tel/Fax 875882 malcolm@jdcs.org.je Corrina McDermott Tel 638078 Email corrinamcd@jdcs.org.je
Jersey Society for Deaf and Hard of Hearing People www.jerseydeafsociety.org	Debbie Reynolds (Secretary) Tel / Fax 631675 SMS 07797 818 718 Email JsyDeafSoc@yahoo.co.uk
Family Nursing and Home Care Le Bas Centre St Saviour's Road St Helier JE2 4RP www.gov.je/Health/hospital_services/family_nursing/.htm	Tel 789950 Fax 780850 Email enquires@fnhc.org.je
Social Security Centre for work, pensions and benefits. PO Box 55 Philip Le Feuvre House La Motte Street St Helier JE4 8PE www.gov.je/	Tel 445505 Fax 445525 Email ss@gov.je
dDeaf Tutors Forum	Via Adult Education (as above)
dDeaf (BSL) Forum	Postal contact only C/O Hearing Resources Centre Westmount Road St Helier JE1 3UH
Emergency Fax to '999' Services Police HQ / Control Room Fire / Ambulance Control Room	Available on request and after completion of registration form re personal emergency contact details and supported information re deafness / hearing loss Contacts: Social services / Audiology / Mrs E Williams, Control Centre Manager, States of Jersey Ambulance Service, Rouge Bouillon, St Helier, JE2 3ZA
Jersey dDeaf Partnership Board	Via Angela Goddard – details as above for Adult and Children's Social Services for dDeaf and Hard of Hearing People.

Communication Guide*

(dDeaf, Hard of Hearing and Hearing Communicating together)

Respect all Communication Needs:

People like British Signing Language, Hard of Hearing, Deaf English, Hearing, Deaf, Cochlear

Patience

Take in turn to talk and wait when person finish talking

Being aware of different Language needs:

Person can show facial expressions and body language understand their feelings, e.g. happy sad or angry

People have their own language like Signed support English, British Sign Language,

Clarify information, and stick to the topic

Working in the team:

Share information, help each other

Respect all Equipment needs;

Loop system Interpreter, hearing aids, microphone.

Use an appropriate room:

Need good light, quiet place and seats in circle so we can all see e.g. Deaf, BSL, HOH Lipread and see the Signs.

ALL have 5 minute break every half hour:

People get very tired to concentrate and getting all information in whole hour, so could miss some information.

DON'T BE AFRAID TO ASK 

***NB this is a native British Sign Language Users translation into written English**

Communication Guide*

(dDeaf, Hard of Hearing and Hearing Communicating together)

Respect all Communication Needs:

People use different communication styles – listening, speaking and signing.

People have individual experiences of deafness, hearing and the support gained from their hearing aids.

Patience

Take it in turns to talk and wait for each other to finish talking before you reply.

Being aware of different Language needs:

Through body language and facial expressions people show how they are feeling e.g. happy, sad, angry.

Deaf people have their own language comparable to English e.g. Sign Supported English, British Sign Language

Clarify Information and stick to the point (requires no translation)

Working in teams or groups:

Share information, help each other

Respect all Equipment needs;

Deaf and Hard of Hearing People with hearing aids or cochlear implants can benefit from hearing aids, loop systems.

Deaf and deafened people can benefit from interpreters or speech to text translations being available to them.

Hearing people and Hard of Hearing People can benefit from conference microphones.

Use an appropriate room:

For the best communication rooms that have good lighting in quiet areas with no background noise to interfere with hearing aids and distractions help.

Placing seats in circles or semi circles help everybody to see each other clearly, gain the most information and be able to participate the most e.g. Deaf People can see BSL, Hard of Hearing People can see lip patterns and Hearing people know when it is their turn to speak.

ALL have 5 minute break every half hour:

People get very tired when concentrating to get all the information in a full hour if there are no breaks. This means they could lose information.

Everybody can concentrate fully for about 20minutes then we start to daydream for a while. Deaf and Hard of Hearing people have to concentrate hard on visual signs or lip patterns making it more tiring to concentrate.

DON'T BE AFRAID TO ASK 

* NB written English translation of British Sign Language

Communicating Using TypeTalk / Text Direct

dDeaf and hard of hearing people may choose to communicate directly with hearing people through different communication links such as

- ✓ In person
- ✓ Facsimile (Fax)
- ✓ Electronic mail (Email)
- ✓ Postal services
- ✓ SMS Text on mobile telephones (usually means a person is unable to hear conversation over the telephone so requires written text)
- ✓ Text telephones (keypad telephone)
- ✓ TypeTalk / Text Direct (enables voice telephones to communicate with keypad telephones direct and vice versa i.e. hearing people and deaf people talking to each other direct over the telephone.)

Communicating using TypeTalk / TextDirect.

It is important that hearing and deaf people are aware of this so that each can confidently use the telephone direct to talk to each other by using the right telephone equipment to suit them and the right prefix number to get connected properly.. Here are a few tips to help

Hearing people making a call to a dDeaf / hard of hearing person using TypeTalk / TextDirect need to dial 18002 + (area code) + (individual number) (be aware that if you dial '9' for an outside line you may need to get the prefix number 18002 released. Some residential lines also have this number barred at the exchange believing it to be an international number. This can be released or unbarred by Jersey Telecoms. There is no charge for this).

1. They will hear a recorded message that it is a telephone line for hearing impaired people
2. They will hear a recorded message that their call is being connected
3. They will hear a pause and an open line – (do not hang up wait)
4. they will hear 'you are connected to a typetalk operator' and be asked if you have used the service before
 - a. if it is your first time the typetalk operator will be explain to you what to do.
 - b. If you have used the service before the operator will say 'go ahead' you speak now i.e. announce who you are and who you want to talk to and say go ahead.
5. wait – the operator will talk back to you the information typed from the deaf person **OR**
6. wait – the deaf or hard of hearing person will talk to you when they say go ahead – wait – you will hear a click and the line will seem dead /open for a paused moment – the operator will say go ahead
7. Be aware it is similar to two way radio communication and can be a longer call
8. at the end of your telephone conversation say bye and wait before you hang up – the operator / or deaf person may want to respond with more conversation or will say bye. Once you have both said goodbye hang up.!

Hearing people receiving a call from TypeTalk / TextDirect

Hearing people often mistake a TypeTalk / TextDirect telephone call as a 'cold call' i.e. somebody wanting to sell you something. This is because you will hear a pause whilst the operator is advising the dDeaf or hard of hearing person using the service that you have picked up the phone and they are being connected. The dDeaf / hard of hearing person is reading this information as the operator types it.

There is another pause whilst you are being connected to the operator. The operator will advise you that a dDeaf or hearing impaired person is making the call and ask if you have used the service before. If you have they will be typing to the dDeaf / hard of hearing person that they are connected. Sometimes you will hear the operator's voice sometimes it will be the dDeaf / Hard of hearing person's voice. Either way you wait for them to say go ahead before you respond back.

dDeaf / hard of hearing people making a call using TypeTalk / TextDirect need to dial 18001 + (area code) + (individual number)

Depending on whether they will be using the operator's voice over of their text or will be using their own voice will make a difference to the experience of using TypeTalk / Text Direct.

Generally if the dDeaf or hard of hearing person communicates using British Sign language and/or is not easily understood when using their voice to communicate with hearing people they will use the operator's voice. For those deaf people (or those with an acquired hearing loss) are restricted in using the telephone as they are unable to hear clearly even with amplification or using their hearing aid on the loop setting, use English / spoken language and/or their voice is easily understood will prefer to speak to the hearing person and switch to text to read their reply.

They will follow the same steps to communicating using TypeTalk / Text Direct but will be reading the information on their text screens from the operator concerning connection and the information spoken by the hearing person on the telephone to them.

Further information.

If you want more information about TypeTalk / TextDirect contact

Typetalk, PO Box 284, Liverpool, L69 3UZ

Tel 0800 7311 888 (hearing people)

18001 0800 500 888 (textphone users)

emails: helpline@rnid-typetalk.org.uk

website: www.typetalk.org. uk

if you are a dDeaf or hard of hearing person and think you may benefit from using TypeTalk / Text Direct and you are unsure if you have the right telephone equipment or would like to trial it please contact

Jacqui Krohn Occupational Therapy Services, Overdale, Westmount Road, St Helier JE2 3LP Tel: 443068 Fax: 443052 Email: j.krohn@health.gov.je



Standard of Developing Awareness and Communication with Deaf and DeafBlind People

Contact person Laura Goldstein, Highlands College Tel: (01534) 608608
Fax: (01534) 608500 Email: laura.goldstein@highlands.ac.uk

The Standard

This has been developed from dDeaf people advising of the difficulties they encounter everyday in home, social, community, work and Island life when communicating and accessing businesses and services.

The Standard has been developed in full consultation with 'The dDeaf Tutors Consortium'. They hold accredited tutor trainer for Adult Learners and approved as Highland College tutors and are accredited trainers to deliver The Council for the Advancement of Communication with Deaf People (CACDP) courses. With their diverse individual experience of dDeafness and its impact on all aspects of their lives, they are very aware of the potential positive impact this Standard will have on hearing, deaf and deafblind communities and the Island in general.

The Standard's Aim and Access to Training

The aim is for the Business / Service Provider to achieve 15%, 30% or 45% of its staff to be trained for their business / service to be awarded the achieved Standard level. To maintain the standard a review in 2 years with a refresher course (one off 'block' payment) plus cost of replacement staff to bring the number up to the percentage to be eligible for the existing award / next one up if desired.

However, this may not be practicable or the business / service provider may not initially understand the relevance of this training to all its business / service operation. In recognition of this a team or department within a business can be awarded the standard level their membership has achieved. Evidence of business or service provider; department; or team structure and membership needs to be provided.

Staff can access the training course with people from another business / service provider so it will have less impact on covering personnel.

Staff undertaking the training will retain their qualifications irrespective of whether they remain with the same employer. Potentially a new employer can benefit from this.

Learning commitment and qualifications gained (4 days training in total)

CACDP Level 1 Certificate in Developing Awareness and Communication with Deaf and Deafblind People = module certificate in Deaf Awareness = 2days and Module certificate in Communication Tactics = 1 day;

Highlands College Certificate Deaf Community and Culture (curriculum form previous CACDP Level 1 – no longer running) = ½ day; and

Highlands College Certificate in Lipreading Awareness = ½ day

The Three Standard Levels

Bronze Standard

15% of a team within a business / service provider;
15% of a department / faculty within a business /service provider 15% of a
15% of a business / service provider

Silver Standard

30% of a team within a business / service provider;
30% of a department / faculty within a business /service provider 15% of a
30% of a business / service provider

Gold Standard

45% of a team within a business / service provider;
45% of a department / faculty within a business /service provider 15% of a
45% of a business / service provider

In addition there is a Bronze, Silver and Gold Plus that links to appropriate assistive environmental equipment.

Costs

The standard costs £286.00 per person (approx £70per person per day)
Should a business/service provider wish to train the percentage of staff to achieve Silver or Gold from the outset they will receive a 15% or 30% discount.

Contact Laura Goldstein to discuss / request table re costings and arrangements re venues and dates. For example courses can be delivered at your place of business and training does not have to be in a four day consecutive block.

Access to Training without the Award of a Standard Towards Developing Awareness and Communication with Deaf and Deafblind People

There is an option to train staff in CACDP Level 1 Certificate in Developing Awareness and Communication with Deaf and Deafblind People only, providing accredited nationally recognised training for personal and professional development at a cost = £ pp.

However, this option will not give an Award of The Standard at any level for the business, in part or full. This will mean that whilst service users or customers will benefit from the employee's increased deaf awareness and communication with deaf and deafblind people, there will be no instantly recognisable and visible logo or symbol to display this. This could potentially reduce a deaf or deafblind person's choice to use your services or buy from your business. (Comparison of costs is found on #10 - there is no discount available on this option).



Health

Directorate of Medicine

↪ Speech and Language Therapy

↪ Occupational Therapy

Directorate of Surgery

↪ Audiology

↪ ENT

↪ Ophthalmology

Maternity

↪ Newborn hearing screeners

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Directorate of Social Services

Children's Services

Adult Services

Special Needs Services

Children's Executive

Senior Practitioner (social services)

↪ Specialist Social Work Services with dDeaf and Hard of Hearing Children, Adults and Older People.



Children's Services

Adult Services

Special Needs Services

Children's Executive

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- ↪ Specialist Social Work Services with dDeaf and Hard of Hearing Children, Adults and Older People.
- ↪ **Senior Practitioner**
 - Key worker for Newborn Hearing Screen once diagnosis given.
 - Social Work Assessment Planning and Review
 - Input in Educational 'Record of Needs' & Review.
 - Information, consultation and advice re dDeaf and Hard of hearing issues.
 - Communication and interpreter advice / support.
 - Community Work with Adult British Sign Language Users.
 - Consultation with Service Users (current and potential), carers and families.
 - Development and Project Work
 - ⇒ E.g. British Sign Language Tutor in dDeaf and Hard of Hearing Provision
 - ⇒ Forum - dDeaf and Hard of Hearing Children, young people and families
 - ⇒ Report: Positive and Best Practice Standards with dDeaf and Hard of Hearing Children, Young People and their Families: [A Blueprint for the future](#)
 - ⇒ E.g. dDeaf Partnership Board
 - ⇒ E.g. Consortium of dDeaf Tutors with Adult and Community Education
 - ⇒ E.g. (Hearing) Siblings Group

Social Services

Lead Officer: Marnie Baudains, Directorate Manager

Location: Maison Le Pape, St Helier

Tel: (01534) 443500

Fax: (01534) 443598

:

What we do

Social Services is made up of three specialist services, the **Children's Service, Adult Services, and the Special Needs Service**, which work together to provide social care and support in the community. The service helps people who are experiencing difficulties in their daily lives to assess and understand the problems they face, and to find solutions. The intention is to help them to live more successfully and independently, or, if this is not possible, to be cared for in a setting that meets their needs.

We aim to treat all our clients with respect and consideration, and to provide them with choices and control over their lives.

People can access the service by being referred by someone such as a GP or health visitor, or they can contact the service direct. Two duty officers, one for children and one for adults, are available on a daily basis to provide advice, to arrange for assessment of need in appropriate cases, and to receive information about children or adults who may be at risk of harm. There is also a 24 hour emergency service for children who are in urgent need of help or protection (accessed through police headquarters by calling 00 44 (0) 1534 612612).

Our services

Social Services provides a range of advice, support and services in the following areas:

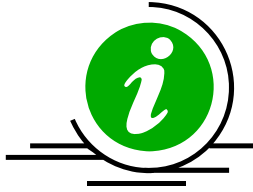
- children in need of protection as a result of any form of abuse or neglect;
- children who need additional services in order to reach a reasonable standard of health and development (for example children with disabilities);
- children who need to be provided with care because they cannot live with their own parents;

- adults with a learning disability or autistic spectrum disorder who require support to achieve independence and live a full and valued life;
- adults who require protection as a result of abuse or neglect;
- older people who require assessment in order to access appropriate nursing or residential care;
- adults who need additional services in order to maintain their health, safety and independence (for example people with a physical or sensory disability, people with a brain injury);
- people who provide care to elderly or disabled family members or others, who may need assistance.

For further information and details on:-

1. Adult Services
2. Children's Services
3. Special Needs Service

Please visit http://www.gov.je/Health/social_services



Senior Practitioner dDeaf and Hard of Hearing Children and Adults

The Senior Practitioner (Social Services) works with children and adults. Together, we can communicate with each other using clear lip patterns, voice and/or British Sign Language. The Senior Practitioner can also assist in helping hearing, hard of hearing or BSL users to communicate with others as necessary.

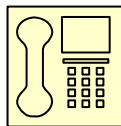
This includes:-

- Social work support with dDeaf, deafened and Hard of Hearing children, adults and their families or carers;
- Working with other professionals in Health and Social Services, Education, Employment and Social Security etc to support dDeaf and Hard of Hearing children and adults;
- Information and advice about communication, deafness or hearing loss, dDeaf and hearing awareness;
- Meeting with dDeaf and Hard of Hearing communities to learn more about their needs;
- Community and Service Developments e.g. The Jersey dDeaf Partnership Board.

Here are the ways you can contact to ask any questions or make an appointment.



Hearing Resources Centre
Westmount Road
St Helier JE1 3UH



Telephone: (01534) 443094
Fax: (01534) 443095
Text telephone: (01534) 443037
SMS: 07797 831 841



Email: a.goddard@health.gov.je



Maternity

Paediatrics

Child Development Team

Speech and Language Therapy

Children's Mental Health Services (CAMHS)

General and Acute Medical Services

Accident and Emergency

Adult Mental Health Services

Physiotherapy Department

Occupational Therapy Department

Ophthalmology Department

Ear, Nose and Throat Department

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Maternity Department

- ↻ Newborn Hearing Screening

Audiology Department

- ↻ Hearing Assessment, identification of deafness or hearing disability, and Review (Children, Adults and Older People)
- ↻ Hearing Aid fitting, maintenance and review
- ↻ Tinnitus Retraining Therapy
- ↻ Referral to Lip-reading classes via qualified lip reading tutor

Ear, Nose and Throat Department

- ↻ Diagnosis of deafness following Audiological Assessment.
- ↻ Ear infections, glue ear, syndromes.

Speech and Language Therapy

- ↻ Combined Paediatric Clinic with ENT.
- ↻ Speech and Language Therapist support for children in Education's Total Communication Resourced Provision.
- ↻ Speech and Language Therapy support for pre-school and school aged children with hearing disability at community clinics.

Occupational Therapy Department

- ↻ Assessment of environmental equipment in the home

Ophthalmology Department

- ↻ Routine assessment and review of vision for all children diagnosed with deafness or hearing disability

School Doctor

- ↻ Nursery/Reception and School Age hearing check and referral onto Audiology Department for further investigation if required.

Audiology Department

Lead Officer: Jenny Wilkinson Chief Audiologist

Location: Outpatients Department General Hospital

Tel: (01534) 442551

Fax(01534) 442637

What we do

Audiology is concerned with the science of hearing, particularly diagnostic testing and the rehabilitation of hearing-impaired individuals. The Audiology Department provides a comprehensive service to patients who have problems with their hearing and/or balance.

What services are provided?

Hearing Aid Service:

If you would like to be assessed for a hearing aid and do not already have one visit your doctor (GP) who can refer you. Behind-the-ear digital hearing aids are free of charge. We also offer an income generating service for the provision of all-in-the-ear hearing aids.

If you already have a hospital hearing aid and are experiencing problems contact the Audiology Department directly for an appointment.

Open access hearing aid repair clinics:

Audiology Department, General Hospital: Mondays 09.00 - 12.00noon

Hearing Resource Centre, Overdale Hospital: Wednesdays 9.00- 12.00noon

Hearing tests:

If you do not have a hearing aid and would like an informal hearing test and advice an Audiologist is available at The Hearing Resource Centre, Overdale on Wednesdays 9.00 – 12.00noon

Audiology Department

Who we are?

Audiology Department – qualified Audiologists employed by Health and Social Services to provide a comprehensive diagnostic and rehabilitation service to dDeaf and hard of hearing people.

What we do:

Diagnostic services

- Working closely with ENT Department
- Testing for hearing and balance disorders
- New born hearing screening
- At risk children / young people e.g. Downs Syndrome, family history, premature babies (40+ weeks not earlier as neuropathy may be present)
- Bone anchored hearing aids

Rehabilitation

- Direct referrals
- Hearing aid fitting / follow up & fine tuning
- Adjustment to hearing loss / benefit profile
- Tinnitus retraining therapy
- Reassessment
- Open repair sessions
- 'Drop in' hearing tests
- Home visiting service
- Referrals to other services e.g. Lip Reading Teacher (adults), Occupational Therapy, Social worker, Cochlear Implant Centres
- Income generation provision of all-in-the ear hearing aids

People who work with us:

Volunteers: man the Audiology Clinic Reception at The Hearing Resource Centre, Overdale, on week day mornings. Volunteers attend a training course and are able to do simple hearing aid repairs, sell hearing aid batteries/sundries and give general advice about service provision.

Link Workers: Nurses and Care Assistants working with hearing aid users on hospital wards, residential/nursing homes and in the community. Training courses frequently run – understanding hearing loss/ able to do simple hearing aid repairs/care.

Referrals from

- Speech and Language Therapists
- School Doctors / nurses
- Health Visitors
- GPs (direct referrals for over 60s hearing aid provision / direct to ENT for all other queries / under 60s)
- Other consultants in hospital e.g. Oncologists, Elderly services
- Mental health Team / s
- Special Needs Team (adults)

Other organisations we link into:

ENT

- Medical conditions
- Joint clinic with Speech and Language Therapy
- Paediatrician – genetic, aetiology, hearing loss/syndrome
- Cochlear Implant Referrals (Off Island Assessment teams)

Occupational Therapy

Environmental Aids / Equipment

Social Services

Specialist Social Worker

dDeaf Partnership Board

Education

- Educational Audiologist
- Teachers of Deaf Children

Charities

- JSDC&YA
- JSDHOH
- HRCA

Speech and Language Therapy Services

Lead Officer Dr Lisa Perkins, Head of Speech & Language Therapy Services

Location The Speech and Language Therapy Service is based at the William Knott Centre, Overdale, Westmount Road, St Helier and services are delivered at various locations throughout the Island.

Tel: (01534) 444500

Fax: (01534) 444502

What we do

Speech and Language Therapists are specialists in communication disorders and work to assess, diagnose and develop a programme of care to maximise the communication potential of people referred to the service. Speech and Language Therapists also work to support people with swallowing, eating and drinking difficulties.

We work in close partnership with the client and their family as well as Education and other Health and Social Care professionals in order to best meet the individual's needs. We have an open referral system, accepting referrals from the client themselves, parents, carers and other professionals.

We work with all ages, from newborn babies with feeding and swallowing difficulties to adults who have suffered strokes, head and neck cancers or progressive neurological conditions such as Parkinson's disease or multiple sclerosis.

What services we provide

Children's Service

Most of the service is provided at community clinics (William Knott Centre at Overdale, Communicare Centre at St Brelade, The Bridge in St Saviour and the Pathways Centre in St Clement) although therapists may visit a child's nursery or school to undertake some assessment and to liaise with nursery or school staff. An initial appointment is offered within eight weeks of receipt of referral.

Children referred to the service may have:

- Delayed or disordered language development
- Difficulty with producing and using speech sounds

- Difficulty in understanding and/or using language
- A stammer
- Hearing impairment
- A voice disorder
- Eating, drinking or swallowing difficulties

Following an initial assessment, the therapist will plan a management programme. This may involve review to monitor the child's development, a course of group or individual therapy delivered by a therapist or a therapy programme to be undertaken by the parents, nursery or school staff. Parents of pre-school children may be offered a six week training course which teaches how to promote language learning opportunities for children with communication difficulties. The service to school-aged children is delivered in close collaboration with the Education Department.

For pre-school children with complex needs, Speech and Language Therapy is offered as part of the multi-disciplinary Child Development Team based at the Child Development Centre at Overdale. An assessment, review and therapy service is offered to address communication and eating, drinking and swallowing difficulties. The therapist works closely with other members of the team running joint sessions when appropriate.

Pre-school children with severe language disorder may be referred by their therapists to the Pre-School Language Group at St John's School. This is a joint Education – Speech and Language Therapy provision with a teacher and a speech and language therapist running sessions each morning for eight children.

For school-aged children, Speech and Language Therapy input is also provided in a school setting in the following of the Education Department's Resourced Provisions:

- Communication Disorder Provisions at Rouge Bouillon, Grainville and Haute Vallee Schools
- Deaf and Hard of Hearing Provisions at St Clement and Le Rocquier Schools
- Physically Impaired Provision at Bel Royal School
- The School Language Group at St John's School
- Mont a L'Abbe School
- St James School

A joint Speech and Language Therapy – Ear Nose and Throat clinic is also held weekly at Jersey General Hospital. A therapist also contributes to the monthly multi-disciplinary Feeding Clinic at Jersey General Hospital.

Adult Service

Adults referred to the service may have:

- Speech, language or swallowing difficulties resulting from brain injury or stroke
- Speech, language or swallowing difficulties resulting from a progressive neurological condition (e.g. Motor Neurone Disease, Parkinson's Disease, Dementia)
- A voice disorder including Laryngectomy
- A stammer
- Speech, language or swallowing difficulties associated with learning difficulties

The Adult Service delivers input for in-patients at Jersey General Hospital and Samares Assessment and Rehabilitation Unit. Clients are seen within two working days of receipt of referral.

Out-patient appointments are offered within two weeks of receipt of referral. Out-patients clinics run at Westmount Assessment and Rehabilitation Centre, and William Knott Centre, both at Overdale. Clients are also seen in Day Centres, Residential and Nursing Home settings. When appropriate, clients may also be visited in their own homes.

Following assessment, a management plan will be agreed with the client. This may involve review or the setting of therapy goals. Goals of therapy may include restoration of function towards pre-morbid levels of performance and compensation to assist the client and carer to adjust to persisting disabilities and to capitalise on existing skills. Intervention may employ a combination of individual therapy, group therapy, self-directed work and practise with carers or rehabilitation assistants.

In order for management to be as effective as possible, Speech and Language Therapists work collaboratively with other Health and Social Care professionals also involved with the client. Clients with voice disorders are managed in collaboration with the ENT Department. Speech and Language Therapy also deliver services as part of the Multi-disciplinary Community Stroke Team and the Memory Clinic.

Occupational Therapy

Lead Officer Gill Rattle, Head of Occupational Therapy Services

Tel; (01534) 443068

Fax: (01534) 443052

Location

The Occupational Therapists are based in a wide range of services throughout Health and Social Services. These include:-

- Acute - medical and orthopaedic divisions at Jersey General Hospital
- Rehabilitation, outpatients, stroke team and rheumatology – Westmount Rehabilitation Centre at Overdale.
- Community – William Knott Day Centre, Overdale.
- Old Age Psychiatry – Poplars, Overdale and Clinique Pinel, St Saviours Hospital.
- Mental Health – Chez Marguerite and Orchard House (inpatients), St Saviours Hospital.
- Adult Special Needs – Social Services, Maison Le Pape.
- Paediatrics – Child Development Centre, Overdale.
- Family Nursing and Home Care – West Team, Gervaise Le Gros Centre, St Aubin and East Team, Le Bas Centre.

The Occupational Therapy Service also runs:-

- A number of vocational rehabilitation units for clients with a range of disabilities.
- The wheelchair and community equipment service.
- The community alarm service.
- Equipment in the home for people with a hearing loss.

For more detailed information please Visit

http://www.gov.je/Health/hospital_services/specialities/occupational/

Occupational Therapy

Equipment in the home for dDeaf and hard of hearing people

Lead Officer Jacqui Korhn, Occupational Therapy Assistant

Location Occupational Therapy Services, Overdale

Tel: (01534) 443068

Fax: (01534) 443052

Email: i.korhn@health.gov.je

There is various equipment for dDeaf and hard of hearing people to enable them to have improved access to 'hear' their telephone, doorbell, fire alarm, baby crying, clock alarm, Television etc.

Referrals are accepted direct from individuals, friends and relatives providing the individual is aware of their referral and by health, social care or other professionals

Following an assessment in the home to discuss with the individual their specific challenges and needs, various equipment can be trialled.

There is a cost for the equipment which an individual either self funds, or if funds are limited, the Occupational Therapy Assistant can make application to either the Jersey Society for Deaf Children and Young Adults or The Jersey Society for Deaf and Hard of Hearing People.

Information and advice concerning environmental equipment in the workplace, in the community and within the home can also be obtained from Social Services and Workwise. (see contact details #

The Audiology Department will also improve patient's awareness of environmental equipment and make direct referrals with their agreement to Occupational Therapy.



➤ **Schools and Colleges Division**

Pre-schools/nursery

Primary Schools

Secondary Schools

Further Education

Special Provision / Schools

➤ **Educational Support Team**

(Pupil support, Educational Welfare Officers, Specialist Teachers, Educational Psychologists)

➤ **Sports And Leisure Division**

➤ **Life Long Learning and Culture Division**

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EDUCATION, SPORT AND CULTURE (ESC)

Education Department

↪ Educational 'Record of Need'

Educational Support Team

↪ Peripatetic Teacher for dDeaf Children in mainstream schools (Primary and Secondary)

↪ Educational Audiology

↪ Educational Psychologist (Sensory Needs - including assessment of dDeaf and Hard of Hearing School age Children and Young Adults)

Schools

↪ Total Communication Centre (Specialist Provision for Profoundly Deaf Children) (Primary)

↪ Teacher for Deaf Children (Provision Based)

↪ dDeaf and Hard Of Hearing Specialist Provision (Secondary)

Education, Support and Culture (ESC)

Education Department Support for children who are deaf and hard of hearing

Lead Officer Mrs Jo Forrest, Manager, Education Support Team/Principal Educational Psychologist

Location Professional Development Centre, Highlands Campus, PO Box 142, JE4 8QJ

Tel: (01534) 449424

Fax: (01534) 449425

What we do

We work with pupils who are deaf and hard of hearing in mainstream schools and within a specialist Total Communication Centre (TCC). We aim to ensure that they have appropriate support to enable them to access effective learning opportunities suited to their ability, through a broad, balanced and relevant curriculum appropriately differentiated to meet their special educational needs. This involves close liaison with parents, educational professionals, speech and language therapists, hospital Audiology, health and social services, cochlear implant teams and deaf adults.

Referral to EST is through a panel and is open to all professionals across agencies with parental agreement.

All pupils within the Total Communication Centre (TCC) at St Clement's School have a Record of Need (RON). These are deaf children with a severe/profound bilateral sensori-neural hearing loss.

What Services We Provide Teachers of the Deaf

- Teachers of the Deaf are specialist teachers who have mandatory qualifications in working with children who are deaf and hard of hearing. They support children who are deaf and hard of hearing with an identified monaural or bilateral mild/ moderate/ severe or profound hearing loss. They work with children and young people in the 2- 19 age group and also with pre-school children, their parents and carers giving advice and support following neonatal screening. This process always follows from referral to the EST panel.

- Children with a mild to moderate hearing loss are educated in their local mainstream school. They are supported in their local mainstream school by a Peripatetic Teacher of the Deaf (TOD). This support involves liaison with the class teacher/ Educational Needs coordinator (ENCO) or subject teacher regarding the key issues of
 1. Acoustics
 2. Radio aid/ soundfield use
 3. Social and emotional factors
 4. Curriculum access
 5. Inclusion issues

The TOD offers training to school staff to manage the day to day audiological needs of the child and is involved in direct work with the pupil as the need arises.
- Children with a severe or profound hearing loss who require more than a weekly visit support from a TOD have a Record of Need (RON). These are educated within the Total Communication Centre (TCC) at St Clement's School. This support is provided by the TOD and teaching assistants based in the TCC. This support involves liaison with the class teacher/ ENCO or subject teacher regarding the key issues of
 1. Acoustics
 2. Radio aid/ soundfield use
 3. Social and emotional factors
 4. Curriculum access
 5. Inclusion issues

It involves using a Total Communication approach. The TOD gives advisory and direct teaching support. Signing support is provided by teaching assistants in lessons as required.

Children have individual learning plans (ILPs) with targets and evaluations reviewed regularly with pupil and parent/carer involvement. The RON is reviewed annually with those involved in meeting the needs of the pupil and parents/carers are also involved.

Educational Audiology

Educational Audiology is responsible for the advice and support delivered to schools and families regarding educational audiological matters. It liaises with hospital audiology re assessment, hearing aid issues and evaluation. Pupil's audiological needs are supported in pre-school and in mainstream and the TCC school setting. Educational Audiology is responsible for the issuing, maintenance and management of educational audiological equipment and resources.

Educational Psychology Service

The Educational Psychology Service will apply psychology to promote an understanding of child development, positive learning and the emotional well-being of children and young people within schools, the community and the home. The Educational Psychologist, who oversees provision for deaf children, attends annual reviews for those deaf children who are in specialist residential schools for deaf children “off island”.

Education Welfare Service

The Education Welfare Service works closely with schools, attendance officers, parents and pupils to try and resolve attendance issues. This involves arranging home and school visits to discuss the situation. The Education Welfare Service will try to identify the cause of the non attendance and take steps to try and get the pupil back to school. Where pupils have poor attendance or a pattern of non attendance the education welfare officer is notified through a referral to EST.

Other organisations we work with

- Speech and Language Therapy Service
- Hospital Audiology
- Health and Social Services
- Senior Practitioner with dDeaf children and adults (H and SS)
- Cochlear Implant Teams
- British Sign Language (BSL)tutor
- Deaf community



Highlands College of Further Education

Full-time and part-time courses

Vocational courses

Non-vocational (leisure) courses and workshops

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Adult Education, Highlands College

- ↪ Consortium of dDeaf Tutors
 - British Sign Language (BSL) Level 1*
 - British Sign Language (BSL) Level 2
 - Developing Awareness and Communication with Deaf and Deafblind People
- ↪ Standard for Good Customer Services to dDeaf and Hard of Hearing People





Adult Education

Lead Officer Laura Goldstein, Programme Manager

Location Highlands College, PO Box 1000, St Saviour JE4 9QA.

Tel: (01534) 608608 Fax: (01534) 608600

Email: laura.goldstein@highlands.ac.uk / hcadulteducation@highlands.ac.uk

Adult Education is an integral part of a total further education service that Highlands College provides to the island.

It is the major provider of adult education on the island and an essential element in the drive for lifelong learning, the up-skilling of the workforce and States initiatives on culture and the provision for an increasingly ageing population.

Adult Education sits comfortably within the remit of the Faculty of Guidance and Support. Administration is based at the Philip Mourant Centre in Trinity

Adult Education provides a broad programme of over 650 courses a year for adults, ie anyone who is no longer within compulsory education. The courses fall into the following subject areas: art; craft; dance; health and lifestyle; general interest; navigation; languages; cookery; sport and fitness; IT and business; and GCSEs and AS/A2 Levels.

Some specialist courses are delivered in collaboration with the service's community partners: the Jersey Arts Centre, the Jersey Heritage Trust at the Jersey Archive, the Jersey Pottery, the Hearing Resource Centre and Consortium of dDeaf Tutors, Age Concern and The Bridge.

The courses are delivered by 120+ visiting lecturers, all of whom work on a part-time contract basis. All have either undertaken the City & Guilds 730 Stage 1 Teaching Certificate course or hold an alternative teaching qualification.

Courses are delivered at approximately 25 different venues across the island, including Highlands College, the Philip Mourant Centre, primary and secondary schools, community centres, parish halls and partner premises such as the Jersey Pottery and the Hearing Resource Centre.

A prospectus of Adult Education courses is published termly in the Jersey Evening Post. The programme attracts something over 6,000 enrolments a year, of which around 25% are senior citizens (aged over 60).



The dDeaf Tutors' Consortium

Contact details

dDeaf Tutors Consortium,
Highlands College, , PO Box 1000, St Saviour JE4 9QA

Tel: (01534) 608608 Fax: (01534) 608600

Email: laura.goldstein@highlands.ac.uk

Who we are

The dDeaf Tutors Consortium was established 2004 by a group of Tutors who are dDeaf or Hard of Hearing adults. They are all qualified and accredited tutors for Adult Learners and, (with the exception of Signing Choir Tutor), accredited Council for Advancement in the Development of Communication with Deaf People (CACDP) accredited trainers.

It was founded by:

British Sign Language (Level 1 & Level 2) Tutor	Robert Le Masurier
Deaf Community & Culture Tutor	Simon Lupton
Deaf Awareness & Communication Tactics Tutor	Linda Josselin
Computer Tutor	Caroline Ovenden

In partnership with:

Programme Manager, Highlands College	Laura Goldstein
Advisor / Senior Practitioner with dDeaf and Hard of Hearing Adults and Children, Social Services	Angela Goddard

And expanded to include:

Trainee tutor : Deaf Awareness and Communication Tactics	Carole Jordas
Trainee tutor : Deaf Awareness and Communication Tactics	Anne Stone
British Sign Language (introductory level) Tutor	Christine Jones
Lipreading Tutor	Joan Freeman
Signing Choir	Patricia Bougeard
British Sign Language ('signing club' in youth clubs)	Scott Graham

Initially it was formed to be able to meet on a regular basis to discuss issues around the Examinations Board CACDP, the changes in curriculum specifications and developing CACDP Awards structure within CACDP.

The partnership with Highlands College meant that as Tutors there was improved administration, advertising and professional support.

What we do

This community partnership meets on a regular basis to establish courses that specialises in Deaf issues on the island. Every year we offer different classes that are advertised in the Highlands Adult Education Prospectus. The British Sign Language Courses require an academic year of study but the other courses are over several weeks.

The dDeaf Tutors Consortium is a great way to support each other and to pass on our experiences to each other. We also learn from each other as to how we could improve our skills and build our confidence. It gives an opportunity for the more experienced tutors to offer encouragement and mentorship to less experienced and trainee tutors.

The Consortium is now in the process of preparing for the 'Standard in Good Customer Services to dDeaf and Hard of Hearing People', to be released and delivered from September 2007. The Tutors have been devising the curriculum, setting out the planning of the training programmes, discussing and deciding on how best to promote this Standard to the public.

It is a very exciting project for the dDeaf Tutors Consortium. it will give an opportunity for businesses, organisations, States and public services to train their staff in awareness and communication tactics with dDeaf, deafblind and hard of hearing people. The Standard will give greater access to dDeaf, deafblind and hard of hearing people to everyday and extraordinary Island life.



- Jersey Association of Charities
- Jersey Employers' Network for Disability (JEND)
- Jersey Employment Trust (JET)
- Jersey Child Care Trust
- National Deaf Children Society (NDCS)
- RNID: changing the world for deaf and hard of hearing people
- British Deaf Association (BDA)
- Hearing Concern
- Sense: touching people's lives - UK Deafblind Charity

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Jersey Society for Deaf Children and Young Adults
 ↻ The JSDC &YA is a registered charity. Its primary Objective is to help and support d/Deaf children, young adults and their families

Jersey Society for Deaf and Hard of Hearing People
 ↻ The JSDHOH is a registered charity. Its primary objective is to help and support d/Deaf, deafened and hard of hearing adults, their families and carers.

Youth Inclusion Project

Hearing Resources Centre Association

Family Nursing And Home Care

dDeaf Fourms

- ↻ dDeaf Tutors Consortium
- ↻ dDeaf (BSL) Adult Forum

Clubs:

Deaf Club

↻ dDeaf Adults who communicate in their first language of British Sign Language (BSL).

Communicators Club

↻ Hearing Adults meet with dDeaf Adults to practice, use and communicate in British Sign Language i.e. voice off / no spoken English with BSL

Hard of Hearing Adults 'Drop in'

↻ Hard of Hearing Adults who meet for a weekly chat.

**Who we are:**

The JSDC & YA is a registered charity and all the committee members work in a voluntary capacity. Our primary object is to help d/Deaf children and young adults.

Lead Officer / person:

Chair Person - Mr Malcolm Perree

Location / contact details:

Mr M Perree Tel/fax (01534) 875882 malcolm@jdcs.org.je
Mrs C McDermott Tel (01534) 638078 corrinamcd@jdcs.org.je

What we do:

We provide a wide range of support, equipment, and information for d/Deaf children / young adult, parents and families. We facilitate visits to the UK for family weekends and other d/Deaf related programmes. If asked, we do our best to provide help with any d/Deaf related issue, and offer support to local schools, the hospital and the Hearing Resource Centre.

How we do it / what services we provide:

We keep members informed of information and social events planned via letters, newsletters and our website. www.jdcs.org.je

We have two local parents who are trained family supporters. Their role is to help parents navigate the maze of information available and share knowledge of local services. Being parents of d/Deaf children themselves, they have first hand experience of what it is like for families when babies and children are confirmed d/Deaf.

People who work with us / Other organisations we link into:

We work with the Senior Practitioner with dDeaf and Hard of hearing children and Adults (Jersey Social Services) and the UK National Deaf Children's Society which has a dedicated Regional Officer who regularly visits the island.

We use the term d/Deaf to cover all types of hearing loss.



The Jersey Society for Deaf and Hard of Hearing People

Who we are:

- We are an elected committee who represent the needs of those who are Deaf & Hard of Hearing in the island

Lead Officer / person Chair person: Robert Le Masurier

Location / contact details Debbie Reynolds (Secretary)

Tel / Fax (01534) 631675 SMS 07797 818 718

Email JsyDeafSoc@yahoo.co.uk

What we do:

- We relieve distress and suffering, promote material and mental welfare along with advising and assisting with the provision of information and back up in providing meetings, lectures, outings as is deemed to be of use to those who are dDeaf.
- Arrange for medical care, advice and treatment legal and welfare advice for such persons and their families.
- Publicise the problems of people who fall within the scope of the Society.

How we do it:

- Any person having such needs would normally put a letter to the committee outlining the concern that they have. This would then be actioned in an appropriate way by the committee, in conjunction with other organisations, i.e. Occupational Therapy, Audiology.

Other Organisations that we link into:

Occupational Therapy (OT):

- We have a close working relationship with the OT here on the Island and the Head of the OT dept attends our committee meetings on a regular basis to advise and on many occasions to request us for finance to purchase environmental aids that the OT dept has recommended a particular patient needs.

Audiology:

- Again we have very close ties with this dept as the Chief Audiologist is a member of our committee and inputs many ideas and much advice concerning the needs of dDeaf people within the island community.

The Association of Jersey Charities:

- We are members of this Association as we can approach them if we were trying to fund a project and were falling short of the total amount required. For instance they are able to give grants up to £20,000 in any two year period to an organisation that belongs to the Association, assuming that the request was accepted.



Hearing Resources Centre Association

Who we are:

The Hearing Resources Centre Association is the management group for the Hearing Resources Centre and is formed of independent treasurer, practitioners and Charity representatives supporting dDeaf and hard of hearing children and adults in education, health and social services and Jersey communities.

Lead officers Lisa Perkins / Angela Goddard

Location Hearing Resources Centre, Westmount Road, St Helier JE1 3UH
Tel: (01534) 443030 Fax: (01534) 443031

What are our aims?

To maintain the Hearing Resource Centre as a one stop shop for services meeting the needs of people with hearing impairments and support its activities in co-operation with States Departments and other charitable organisations with a remit for this group.

What is the Hearing Resources Centre?

The Hearing Resource Centre is the pink painted building in the Westmount grounds (next to Overdale Crematorium).

The Hearing Resource Centre was set up in 1995 to provide a focus point for services to anyone who is deaf or hard of hearing, their families and the professionals who work with them. The Centre provides a focus for both public and voluntary organisations, as well as professionals.

It is the base for Senior Practitioner (Social Services) support to this group of service users, the Educational Audiologist/Teacher of Deaf Children and the Centre's Administration Clerk.

Audiology have regular Hearing Aid Clinics by appointment and a 'Drop in' session every Wednesday from 9am-12pm

These Hearing Aid Clinics are supported by volunteers who can help with re-tubing, sale of batteries etc.

The Centre is used as a venue for lip reading classes, various training courses in Communication and Deaf Awareness and for Link Worker training.

The Centre has a library which can be accessed by members of the public.

The Jersey Society for Deaf and Hard of Hearing People, Jersey Society for Deaf Children and Young Adults, Hearing Resource Centre Association and the Jersey dDeaf Partnership Board hold their regular meetings in the Centre



Youth Inclusion Project

Who we are:

The Youth Inclusion Project is a registered charity that aims to support young people across the Island with special needs to access generic or specialist youth clubs.

Lead person:

Senior Youth Worker – Hannah Clarke

Contact Details

Tel: (01534) 729407

Mobile: 07797 713 375

Email: hannahclarke@youthservice.yc.je

What we do:

We support young people aged 12 to 21 with special needs to access Youth Service provision. We do this through training for staff and young workers, environmental adaptation where necessary and through a buddying system where other young people support new comers until they feel comfortable in their new environment.

If you would like any more information about our service please contact Hannah Clarke.



dDeaf (BSL) Community Forum

Who we are

This was set up in 2003 with a majority of the dDeaf Community whose main or preferred language is British Sign Language (BSL). From initial meetings it was decided to establish a group or forum to discuss the barriers we experience in our daily lives, how we could overcome them to be more equal to the hearing people on the island.

Lead Contact details

Postal enquiries only: dDeaf (BSL) Community Forum c/o Hearing Resources Centre, Westmount Road, St helier JE1 3UH

What we do

We did a lot of exercises together as a group to find out what we really needed within the community. We also discussed problems we had within our community such as missing information from the public, no access to information, no awareness, and so on.

We then decided to invite the Chair and Secretary from each of the two Deaf Societies, as we felt it was time to inform them of our group. We also wanted to involve them with our group for future developments and projects. We organised several exercises we could do together to enable both sides to understand our issues within the Jersey community. We learnt a lot from this as well.

We have progressed very well indeed and have recently worked together on producing Communication Guidelines which we hope will eventually be taken on board by a variety of people within the Jersey community. The primary objective of the Communication Guide is to make people a bit more aware of the needs of other people in their community. The Guide is in the process of being finalised and will be presented formally at the dDeaf Partnership Board for final ratification and distribution.

The next project we are planning to work on is Access to everyday and extraordinary Jersey life including access to public services, everyday life, social and cultural life. We know this is a big area but feel very confident we can achieve this in time with the support we have had from the two Societies and the dDeaf Partnership Board where we have our own representative as an equal partnership member.



District Nurses

Home Care Support Nurses

Home Care Assistants

Health Visitors

Paediatric Nurses

School Nurses

Family Planning Nurses

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Family Home and Nursing Care:-

Health Visitor

↪ Health Visitor 9 to 12 month and 2 year old Child Development Check which includes questionnaire of a child's hearing with referral onto Audiology for further investigation if required

Home Care Support Team

↪ Aims to promote independent living in the community by giving advice on how to prevent ill health, how to maintain independence and how to access help from other support agencies in the community. This is through an individual needs assessment.



Family Nursing and Home Care Organisational Information

1. Who are we?

A charitable organisation with roots tracing back to 1897, and the largest non-governmental organisation in Jersey. We are funded by membership subscriptions, donations, legacies and fundraising in addition to receiving assistance from the majority of Parishes as well as a grant from the States of Jersey to provide outsourced services. A committee of trustees link closely with Senior Management and staff.

2. What do we do?

We deliver a wide range of Community Nursing and Home Care services from birth to the end of life.

Working in two Locality Teams, qualified nurses and support staff include : District Nurses, Health Visitors, Specialist Nurses, School Nurses, Family Planning Nurses, Occupational and Physio-therapists and Home Care.

A central administrative team provides secretarial, reception, accounts and store services.

3. Our Philosophy of Care

“To provide a timely and comprehensive range of high quality nursing and home care services which are cost effective, accessible, appropriate and sensitive to the needs of the population we serve”

4. Where do we work?

Staff are based at the following:

- Le Bas Centre, St. Saviour's Road, St. Helier
- Gervaise Le Gros Centre, St. Aubins Hill
- Communicare Centre, St. Brelade
- Eastern Good Companions, St. Clement
- Bethlehem Clinic, St. Mary

5. Who do we link with?

Close liaison exists with Statutory, Parish and Voluntary organisations, for example, Meals on Wheels, Jersey Hospice Care, the Multiple Sclerosis Society and Cancer BACUP Jersey. We also work closely with Health and Social Services, GP's and other Health and Social Care colleagues.

6. Data Protection Issues

Whilst we adhere to a strict code of confidentiality at all times, we may share your personal information with third parties who are directly involved in your care. All information will be held in compliance with the Data Protection (Jersey) Law. Details of what information may be shared and with whom is available on request.

7. Important Details

For further information, and staff hours of work please telephone:

- Main Switchboard at Le Bas (01534) 443600
- District Nurse Enquiries (01534) 443603
- Membership Information (01534) 443602
- Medical Supplies Queries (01534) 443646
- Donations Information (01534) 443646
- Home Care Accounts (01534) 443619
- Stores Enquiries/Order Line (01534) 443680 / 443682
- Main Fax Reception Le Bas (01534) 443699
- Stores Fax (01534) 443685 / 443681
- Organisational E-mail Address enquiries@fnhc.org.je

8. Suggestions / Complaints

As part of our overall philosophy, we aim to continually improve the service we provide, within financial constraints. Any comments or suggestions can be discussed with our staff, or sent in writing to:

Clinical Governance and Performance Manager.
Family Nursing and Home Care,
Le Bas Centre,
St. Saviour's Road,
St. Helier,
JE2 4RP.

9. Co-op Share Number

If you're a Co-op member and you are shopping, why not donate your dividend to Family Nursing and Home Care?

Just mention our share number 523 instead of your own.

FAMILY NURSING AND HOME CARE Fact Sheet 1 (June 2007)

For more detailed fact sheets about each of the services we provide, please go to the Family Nursing and Home Care website http://www.gov.je/Health/hospital_services/family_nursing/ and click on their links below:

[Factsheet 1 Organisation Information](#)

[Factsheet 2 Financial Information](#)

[Factsheet 3 Health Visitor](#)

[Factsheet 4 Paediatric Team](#)

[Factsheet 5 School Nursing Team](#)

[Factsheet 6 Family Planning Well Women Clinic](#)

[Factsheet 7 District Nursing](#)

[Factsheet 8 Home Care Support](#)

[Factsheet 9 Stomaand Continence](#)

[Factsheet 10 Respiratory Care](#)

[Factsheet 11 Liaison](#)

[Factsheet 12 Stores](#)

OR contact us on **(01534) 443602** or email us on enquires@fnhc.org.je

Or you can find the Family Nursing and Home Care Website by the following link http://www.gov.je/Health/hospital_services/family_nursing/.htm



Social Security Department

- **Work**
- **Pensions**
- **Benefits**

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Employment Section

- ↪ Workwise
 - Job Coaching support in Open Employment
 - Training Opportunities to access Employment
- ↪ Work Zone
 - Job Search
 - Employment Related Information
 - Training and retraining advice

Social Security*

Lead Officer: Karen de Gouveia, Customer Services

Location: Social Security, La Motte Street

Tel: (01534) 445505

Fax: (01534) 447447

Who we are and what we do?

The Social Security Department administer the Social Security System, the Health Insurance and Income Support schemes in the Island. In addition, we manage the Employment Services Centre, the Workwise Scheme, and the Health and Safety Inspectorate.

The Social Security Scheme is not owned by Government, rather it is a partnership between employees, their employers and the States of Jersey. Most people living and working on the Island, pay contributions and are covered by certain benefits and a pension. The offices of the Social Security Department administer this scheme and in so doing, support people to achieve an acceptable standard of living.

The Department also provide a complete vacancy and job matching service. In addition they offer Adult Career Guidance and a superb Learning Centre. The Workwise scheme assists those with disabilities into employment.

The Health and Safety at Work Legislation is also administered by the Department and our Inspectors are concerned with all aspects of health, safety and welfare.

The Social Security Department is covered by the Jersey Data Protection (Jersey) Law 2005.

The Department is responsible for running a number of services including:

- A Social Security Insurance Scheme
- Benefit Payments
- A Health Care Insurance Scheme
- Employment and Training
- HM Forces Support and Welfare
- Health and Safety at Work

* information taken from "A Quick Guide to Social Security in Jersey" and *An Introduction to the Services of Social Security and Employment*" published by Social Security. Also posted on their website <http://www.gov.je/SocialSecurity/>

What is Social Security?*

Most countries have some kind of social security system. By paying money into a central fund people can make sure they will get help when they need it.

In Jersey, the Social Security Scheme is paid for by social security contributions topped up by taxes. Most people have to pay social security contributions. The Jersey Health Scheme also provides benefits by way of reduced doctors' and prescription fees.

What are benefits?

The kinds of help you can get in times of need are known as "benefits". There are different kinds of benefit. For example - benefits paid when you are not able to work because you are ill or have had an accident, on widowhood or at pension age. There are also benefits when you have a baby or when someone dies. These are "contributory" benefits. That means that you must have paid social security contributions to get them.

Income Support is a benefit that does not rely on contributions.

What is Income Support?

Income Support is an income-related benefit that provides financial assistance towards the cost of housing, living, medical needs and childcare. Carers also receive support.

Income Support is available to individuals and families that satisfy conditions relating to residency in Jersey and employment.

The amount of Income Support depends on the income, savings and assets, and on personal circumstances.

For further information on benefits, call at the Social Security Department in La Motte Street, St Helier. The staff will be happy to answer your questions.

Credited Contributions

Sometimes when you are not working you can be credited with contributions instead of having to pay them.

Incapacity - if you are sending in medical certificates to us you may be entitled to benefit credits.

Unemployment - depending on the circumstances surrounding the loss of your job and the length of time you were working, you may be entitled to unemployment credits. To register as unemployed please call at the Department.

Studentship - you may qualify for student credits if you are a Jersey resident who is 18 or over and in full-time education. To find out more please contact the Department or pick up the leaflet entitled "Students Over 18"

Home Responsibility - if you stay at home to look after a child who is under the age of 5 you may qualify for Home Responsibility Credits. To apply for these credits please contact the Department.

Home Responsibility credits protect your pension entitlement. They do not give entitlement to incapacity or maternity benefits.

Credits can help you get benefits but you cannot qualify for benefits unless you have paid some contributions as well.

I have a disability - can I get help?

We can help people with a disability prepare for and find a suitable job. Also there are benefits that you may be able to claim. Please contact us. Our staff will be happy to advise you.

Employment Services*

The Social Security Department has a Work Zone which offers a complete vacancy and job matching service as well as advice on related Social Security matters.

You are able to come into the centre at any time during opening hours and have access to all current vacancies placed by local employers. Should you need further help, our front line team are there to help you. They will explain vacancy details and match your skills to the vacancy.

The Department has a website which provides a job vacancy system to enhance employment opportunities in Jersey. Whether you have just left school and are looking for your first job or thinking of a change of direction, www.jobsinjersey.gov.je will help you take control of your career.

You do not have to register with your name and contact details but if you choose to do so, the site offers you even more employment opportunities.

These include the ability to:

- Save your search criteria which will save time on future visits
- Ask to be notified by email when new jobs are added to the site, which match your search criteria
- Apply for jobs using the online application form, which is sent to the employer.

Employment opportunities for people with a Special Employment Need

A great deal of work is being undertaken by the Social Security Department to develop the work and training opportunities for people with a special employment need.

As a priority the Department also hopes to seek more support from employers for jobs in the open market and improve the level of support and guidance available to people with a special employment need.

Finding the right job can be a problem for anyone, but if you have a disability or have been ill for a long time, getting work can be even more difficult. However, there are several services to help you prepare for work and to find a suitable job.

Advice is also available if you are already employed but are having difficulty with your present job. Simply get in touch with Workwise. For advice and assistance in finding a suitable job. It may be necessary to know how your disability has affected you and you may be asked about your medical history. In that case you will be asked to give us permission to consult your doctor.

Finding a job is not the only consideration. The Adviser tries to ensure that you find work that you like and which will make the best use of your abilities.

If appropriate, a variety of training courses are available to help you into employment. These range from basic hygiene to computing. There is also a learning area within the Department with access to computers. This area offers the opportunity to improve or update your skills.

Depending on individual circumstances, voluntary unpaid placements can be arranged to enable you to gain valuable work experience.

We realise that many people with special employment needs will not have worked for a long time and, in some cases, have never worked in open employment. Your Adviser may arrange a mock interview to help develop your confidence. The interviews are held with major organisations within the business community who give feedback.

Work Zone

The Work Zone provide a variety of services for jobseekers and employers.

Jobseekers

Our services include:-

- Advice to people looking for work or a career change
- Training opportunities
- Registering individuals who are unemployed
- A Learning Centre and Careers Library
- CV preparation
- Interview skills

Special Employment Needs

Appropriate referrals to this service are accepted from any individual for whom disability is an impediment to either finding or maintaining work. We can provide assistance and support for people with special employment needs.

This includes:-

- On-the-job support and training
- A range of sheltered and open employment opportunities
- Work-place adaptations

Employers

Employers can advertise vacancies via our website [Jobs in Jersey](#) or by telephoning our **vacancy line 447376**.

Employers wishing to advertise their vacancy need to fill out a [vacancy agreement](#) and a [vacancy proforma](#). Please be aware that you **MUST BE REGISTERED** as an employer before advertising on our website.

Employment Support For Disabled People In Jersey

There are a number of agencies in Jersey who are able to help and support disabled people find and maintain employment. These services are based within Social Security, Health and Social Services and the Voluntary sector. Each service has its own selection criteria and sometimes works with a specialist client group.

In order to make access easier for disabled people the key agencies have formed a partnership called Skills Solutions.

Skills Solutions

Skills solutions is a centralised supported employment service, set up to provide training and employment opportunities for disabled people, including people with mental health problems, neurological conditions, brain injury, learning disabilities and physical and sensory impairments.

Who Are The Agencies Involved?

The key agencies involved in Skills Solutions are Jersey Employment Trust, Jobscope, Workwise and Interwork.

Workwise

Workwise is part of the Work Zone at Social Security.

The aim of Workwise is to help people with a special employment need into suitable employment.

What is Workwise?

The aim of Workwise is to help people, of any age, who have a special employment need find suitable employment. We can also arrange training opportunities and offer advice about any aspect of getting a job.

How can Workwise help me?

If you require any advice or guidance you can contact Workwise on telephone (01534) 445505 or fax (01534) 445525.

You will be asked to give general information about yourself and explain how your special employment need affects your ability to work.

The Adviser may want to ask you about your medical history, in which case you will be asked to give your permission for us to consult your doctor or other relevant professionals.

You will be advised on the most suitable employment options and helped with the application process.

What about training?

If appropriate, a variety of training courses are available to assist you into employment. There is also a resource area in the Work zone at Social Security with access to a library and computers which offer the opportunity to improve or update your skills.

I have heard about the Job Coach Scheme - what is it?

Your Adviser may suggest that you would benefit from having a Job Coach work with you in finding suitable employment. The Job Coach will work closely with you and, if required, will start with you in your new job, providing support as you learn your role. The Coach is there as a source of support and liaison between yourself and your employer, ensuring a smooth transition into work.

Will I need work experience before getting a job?

Depending on individual circumstances, placements can be arranged to enable you to gain valuable work experience and generate a positive reference.

What about being interviewed?

We realise that many people with special employment needs will not have worked for a long time and, in some cases, have never worked in open employment. Your

Adviser may arrange a mock interview to help develop your confidence. The interviews are held with trained personnel officers who will give you constructive feedback.

I am working, but I have difficulty with some aspects of my job. What should I do?

If you are already employed but are having some difficulty with your present job, you or your employer might consider speaking to a member of the Workwise team.

Adaptation Grant

The Adaptation Grant has been established to help provide specialised equipment for an individual who is encountering difficulties in their work place.

For further information please see the leaflet entitled [Workwise Adaptation Grant. pdf](#)

Long Term Incapacity Allowance

What is Long Term Incapacity Allowance?

Long Term Incapacity Allowance is a weekly benefit, payable as a compensation for a loss of faculty. You may undertake paid or voluntary work whilst receiving this allowance.

Contribution Conditions

To receive Long Term Incapacity Allowance you must meet two contribution conditions.

First - You must have paid sufficient contributions for at least six months at any time before the end of the relevant quarter.

Second - You must have paid (or have been credited) sufficient contributions in the relevant quarter. Sufficient contributions means your earnings must have been more than the lower threshold level for a particular month. If you are a Class 2 Contributor you must have paid contributions at the required level. The amount of the lower threshold level changes each January and can be found in the leaflet entitled Contribution Levels Benefit Rates. If any of the necessary contributions have been paid late you will not be entitled to Long Term Incapacity Allowance.

The Learning Centre

The Learning Centre has been developed to assist and support individuals in improving their skills. A range of software is available to improve IT skills.

If you're thinking about :

- Improving your prospects in your current job ?
- Updating your skills ?
- Applying for a new job ?
- Changing career direction ?

- Returning to education or training ?

Careers

An interview with a Careers Adviser to help identify training needs and provide information on entry routes into careers. (Access to careers library)

Mavis Beacon - Keyboard Skills

A typing program designed for people who wish to learn, improve or maintain their typing skills.

ECDL - Computer Skills

European Computer Driving Licence. The ECDL consists of seven modules covering the core areas of IT and aims to raise the general level of competency in computers. Further information is available separately.

1. IT Concepts
2. Using a computer & Managing Files
3. Word Processing (MS Word)
4. Spreadsheet (MS Excel)
5. Databases (MS Access)
6. Presentation & Drawing (PowerPoint & Paint)
7. Information Network Services (Internet)

Each module can be accredited at a registered test centre.

Lending Library - Includes training videos

We have a selection of lending material on wide variety of employment subjects - IT, occupations, and training e.g. Interview skills. (All are available for home loan.)

Internet

Access is made available for job searching, career information and link to on-line training.

Curriculum Vitae

We have templates and proformas available and we can assist you to produce your own CV.

Cover Letter

Information and assistance can be given to produce a cover letter to accompany your CV.

Floppy Disks

If you have your CV on a floppy disk and need to update or print the information, we have the facility to scan and load your disk. (For scanning reasons information cannot be password protected and must be found to be virus free)

For further information please contact - Tess on 447380 or 445505

Unless otherwise stated no charges are made for the above service

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