

COMMUNITY & CARE SERVICES

WHAT WE DO

Action Deafness Community & Care Services provide 24/7 specialist, personalised support to Deaf and Hard of Hearing people in their own homes and in the community. We work with clients who need support all of the time and those that only need a few hours of support a day or week.

OUR APPROACH

Traditionally, care and support for Deaf people has been provided by people who may have little or no understanding of deafness and are not able to use/ understand British Sign Language (BSL). Action Deafness Community & Care Service do things differently.

The majority of our Personal Care Support Workers/Assistants (PAs) are Deaf themselves, or are deaf aware, and all are fluent in British Sign Language (BSL), hands on signing and the deafblind manual alphabet. That means barriers to communication are minimised and clients are better able to take control of their own lives.

The service strives for excellence through continual improvement. We are a CQC-registered Domiciliary Care provider and use the ISO 9001 Quality Management System and ISO 2700 Information Security System to maximise client satisfaction and ensure we store our clients' information securely and in line with Care Quality Commission (CQC) standards.

OUR SERVICES

Personal Assistance – Our 1-to-1 support for clients promotes independence and confidence and develops life and social skills. Support includes:-

- Access to news and information
- Signposting to appropriate agencies
- Access to education
- Access to training
- Access to volunteering opportunities

Personal Care

We provide help with medication, washing, dressing, grooming, toileting and continence care. Discretion and professionalism are paramount in the delivery of our personal care services. We approach our role with the utmost respect for our clients' dignity, independence and personal pride. We have been registered with the Care Quality Commission (CQC) since 2016.

Supporting Deaf Adults, Older People, Children & Young People:

Our service has expanded geographically. We now support clients with a range of needs and communication requirements and we recently added services to support children, young people and families. We currently work with:

- Older Deaf, Hard of Hearing, Deafened & Deafblind people
- Deaf People with mental health issues
- Deaf People with learning disabilities
- Deaf People with terminal illnesses
- Deaf People with physical disabilities
- Deaf People with special needs
- Deaf People with sensory disabilities
- Deaf Children, young adults and their families

CONTACT US

To find out more, please contact us on community@actiondeafness.org.uk or call/text us on 07528 551162