

Communication Services

The Communications Service offered by DSN provides BSL/English Interpreters, professional Lip-speakers, Note-takers, D/deafblind Interpreters and Speech-to-text Operators. Each of our Interpreters is registered with National Registers of Communication Professionals working with Deaf and Deafblind People (NRCDP) in one of the three qualifying categories: MRSLI (Member of the Register of Sign Language Interpreters); TI (Trainee Interpreter); or JTI (Junior Trainee Interpreter).

DSN also employs Personal Communication Assistants (PCA), who are supported and monitored to enable them to undertake work for which they are deemed to be competent. The use of professional and qualified staff ensures clear communication between D/deaf and hearing people in a variety of situations including:

- Education
- Job Interviews/Training Courses
- Meetings/Conferences
- Religious and Civil Ceremonies
- Community Events
- Solicitors meetings
- Police and Court attendances
- Local Authority Services (Social Care, Housing, benefits etc.)

For further information and to access any service provided through our Operations Division, please contact us at the following addresses:

TECHNICAL SERVICES SOCIAL CARE SERVICES DEAFBLIND SERVICE OUTREACH SERVICES

144 London Road, Northwich CW9 5HH

Tel: 01606 47831 (Voice)
01606 350823 (Textphone)

Fax: 01606 49456
technical@dsnonline.co.uk
www.dsonline.co.uk

YOUTH SERVICE FAMILY TACTICS SERVICE

South View Road, Chester CH1 4JG

Tel: 01244 371372 (Voice)
01244 375347 (Textphone)

Fax: 01244 378215
youth@dsnonline.co.uk
www.dsonline.co.uk

COMMUNICATION SERVICES VOLUNTEER SERVICES

11-13 Wilson Patten Street, Warrington WA1 1PG

Tel: 01925 634640 (Voice)
01925 626602 (Textphone)

Fax: 01925 626992
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A Guide to our Services



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www.dsonline.co.uk

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Social Care:

DSN provides specialist Social Care Services for D/deaf people of all ages and with all forms of hearing loss across Cheshire East and Cheshire West & Chester. Our aim is to deliver a package of professional care, commitment and support that will lead to an improvement in the quality of life of each of our clients. It is a comprehensive - and confidential - service, tailored to the needs of the individual. Our Social Care staff are directly employed by DSN and are qualified (or training) to Signature Level 2, or NVQ Level 3, in BSL. Our Social Care team can provide:

- Counselling and support
- Registration of all people with a hearing loss
- Help and advice on benefits
- Crisis intervention
- Services for D/deafblind people
- Advice on technical equipment.

Outreach Services:

Our Outreach Service aims to support people who may have difficulty living independently in their own home but could do so by receiving housing-related support. We are committed to helping you make a positive difference to your life and enabling you to live as independently as possible in your community.

Our service is for adults, aged 16 or over, who live in Cheshire and who are D/deaf or deafblind. Our service is available to people who receive housing benefit, pay their own rent, own their own home, or are looking to live independently.

Services for people who are deafblind:

What does deafblind mean?

Deafblind people have a combined sight and hearing loss, this may cause difficulty with communication, access to information, mobility and daily living.

What support is available?

In Cheshire East and Cheshire West & Chester we provide a specialist Deafblind Worker trained to assess, advise and equip people who have serious sight and hearing problems with the skills they need to live as independently as possible. We offer assessment, training and advice for all aspects of daily life, including communication, access to information, mobility and daily living.

Family Tactics Service:

Poor communication within the home environment often leads to D/deaf children (and adults) experiencing feelings of isolation, boredom, lack of self-confidence and low self-esteem.

Our Family Tactics Service addresses these problems by visiting families with a D/deaf child or adult at home, assessing their specific communication needs and seeking the most effective ways to address any problems which may be causing a break down in communication amongst the family unit.

Some examples of the services we provide include:

- Deaf Awareness Training in the home
- Communication tactics within the family
- Support to D/deaf children to access local community groups & activities

Youth Service:

Deaf Active (Cheshire, Halton and Warrington) is a new project set up by both D/deaf and Hearing young people to ensure inclusive sporting activities take place without any breakdown in communication. The project focuses on a variety of non-traditional sporting activities. Our qualified staff are there to ensure that activities are fully inclusive.

The project promotes an awareness of D/deaf culture and language as well as higher levels of self-esteem and confidence. We work to empower young people to gain access to non-traditional sporting activities that may be otherwise closed to them. Young people also have the opportunity to work towards achieving accredited outcomes.

Volunteer Service:

Our Volunteer Service is in place to provide substantial support to all the services within Deafness Support Network and across Cheshire, Halton and Warrington.

There are a wide range of opportunities available and the Volunteer Coordinator will work closely with all volunteers to make sure that they get the best opportunity to meet their needs, skills and experience.

All Volunteers are valued by DSN and the Volunteer coordinator will offer support and reassurance and provide regular reviews.

If you would like more information or if you feel you may be interested in Volunteering within the D/deaf community then please do not hesitate to contact Lynne Bardsley at our Warrington Office.

