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**Sensory Service information LBBD coronavirus (COVID-19)**

17 March 2022

Coronavirus Government Guidelines:

<https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do>

General LBBD local service latest information coronavirus (COVID-19)

<https://www.lbbd.gov.uk/coronavirus-covid-19>

LBBD Sensory Service latest information & useful contacts

<https://www.lbbd.gov.uk/sight-and-hearing-loss>

NHS 111 in BSL free 24/7 service

<https://interpreternow.co.uk/nhs111>

NHS 119 in BSL free service re: tests and vaccines

[NHS 119 BSL - Covid-19 Tests and Vaccinations - SignHealth](https://signhealth.org.uk/announcement/nhs-119-bsl/)

Videos in BSL with latest information on COVID-19

<https://youtu.be/w3agJK2NCXo>

<https://signhealth.org.uk/resources/coronavirus/>

<https://vimeo.com/397483046/7a2d548e51>

BSLHealthAccess Service <https://www.bslhealthaccess.co.uk/> is closed, this was a BSL interpretation service online to help communicate with paramedics, doctors, nurses, to book a doctor’s appointment, or to ask for help with medication, For medical advice in BSL, please go to weblink: <https://signvideo.co.uk/nhs111/>

LBBD Sensory Services are operating remotely with some face-to-face contact when needed.

LBBD Sensory enquiries: [sensory@lbbd.gov.uk](mailto:sensory@lbbd.gov.uk).

Some LBBD face to face social groups have restarted, Braille Buddies, VIPERS and Digital Ability Inclusion Group; the Deaf Drop-in service is running virtually (online/telephone/video calls) for now; and the Magnifying and Lighting Workshop is due to restart hopefully by the end of spring 2022.

Changes in vision or hearing; please contact your GP for advice.

**Deaf Drop-in service** delivered remotely. Please check the Sensory Service webpage for any changes <https://www.lbbd.gov.uk/sight-and-hearing-loss>.

**Sensory Team Referral:**

To refer to the Sensory Team for a FACE Living Independently with Sensory Needs assessment please contact Adult Triage 0208 227 2915 [IntakeTeam@lbbd.gov.uk](mailto:IntakeTeam@lbbd.gov.uk). Please let Adult Triage know if it is urgent.

**Other services:**

LBBD have a service to help people isolated in their homes, BD CAN, <https://www.lbbd.gov.uk/let-us-know-if-you-need-help-or-support> You can find up to date information on Twitter:

<https://twitter.com/lbbdcouncil?lang=en> or on the LBBD website as above. Please phone 020 8215 3000 option 1 or email [bdcan@lbbd.gov.uk](mailto:bdcan@lbbd.gov.uk) if you need help with shopping, picking up medicine, or need someone to talk to.

**Transport**

Need assistance traveling on trains: [Turn Up & Go](https://tfl.gov.uk/transport-accessibility/help-from-staff#on-this-page-1)

General travel guidelines: <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

**Ophthalmology, Audiology, and other clinics** are operating as usual following CoViD-19 secure practice.

**Queens Hospital Audiology** 01708 503 579 for a new hearing assessment please contact your GP to be referred, for patients who are housebound, QH offer a home visiting service.

QH can post spare batteries and spare tubing to people already registered with their service, and faulty hearing aids can be posted to them for repair, please phone QH audiology for further advice.

**InHealth Group Audiology** 0333 202 0300 for a new hearing assessment please contact your GP to be referred. for patients who are housebound, InHealth offer a home visiting service.

Batteries and spare tubing can be posted to home address. For hearing aid repairs please contact InHealth audiology direct for advice.

**Ear Nose and Throat** assessment (including problems with blocked ears needing micro-suction treatment); contact your GP to be referred: <https://communitasclinics.com/barking-dagenham-havering-redbridge-ent-service/>

**Visual Care Options Optometrist** are accepting new referrals and operating as normal following CoViD secure practice. For more information please contact: [lch.visualcareoptions@nhs.net](mailto:lch.visualcareoptions@nhs.net) The Home visiting service is open.

**Specsavers Optometrist home visiting service** is open <https://www.specsavers.co.uk/home-eye-tests?gclsrc=aw.ds&>

**Podiatry Services:**

Professional or self-referrals accepted: [nem-tr.PodiatryBD@nhs.net](mailto:nem-tr.PodiatryBD@nhs.net).

For more information:

<https://www.nelft.nhs.uk/services-barking-podiatry-service>

For advice, contact:

Podiatry appointments office: Chadwell Heath Health Centre Ashton Gardens Chadwell Heath RM6 6RT

Telephone: 0300 300 1676  
Fax: 0203 644 2530  
Email: [nem-tr.podiatrybd@nhs.net](mailto:nem-tr.podiatrybd@nhs.net)   
Opening times: Monday to Friday, 9am - 4pm excluding bank holidays.

Podiatry appointments are also available at Porters Avenue Health Centre.

**Specialist services:**

Mental Health: [**Crisis Text Service**](https://signhealth.org.uk/with-deaf-people/crisis-text-service/) <https://giveusashout.org/get-help/> Text DEAF to [85258](sms:+85258) or text SHOUT to 85258

**Royal Association for the Deaf**

<https://www.youtube.com/watch?v=R8hvNWObRh0>

Telephone: 0300 688 2525  
Fax: 0300 688 2526  
Text Phone: 0300 688 2527  
SMS: 07851 423 866

Email: [info@royaldeaf.org.uk](mailto:info@royaldeaf.org.uk)  
Skype: reception\_ch

<https://www.royaldeaf.org.uk/services/for-families/independent-living/>

**DeafblindUK**

<https://deafblind.org.uk/coronavirus/>

Telephone: 0800 132320  
Text: 07950 008870  
Text relay: 18001 then 0800 132320  
Facetime: [helpline.dbuk@deafblind.org.uk](mailto:helpline.dbuk@deafblind.org.uk) (Not BSL)  
BSL video relay: [**Please click here**](https://insignlanguage.co.uk/vrs/client-direct/cf6b3f3e-1608-4046-a8e6-a42338fa039f)

<https://deafblind.org.uk/what-we-do/care-and-support/>

London Vision: <https://www.londonvision.org/>

For information about services and activities:

**Email: info@londonvision.org**

**Telephone: 0203 761 3651**

**Address: London Vision, Tavistock House, South (Entrance D), Tavistock Square, London, WC1H 9LG**

**RNIB**

<https://www.rnib.org.uk/sight-loss-advice/covid-19-five-ways-rnib-services-can-help>

Telephone: **0303 123 9999**

Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk).

**RNID**

Lines are open Monday to Friday, 9am to 5pm.

<https://rnid.org.uk/information-and-support/information-line/>

Chat:[Chat to us now](https://rnid.org.uk/information-and-support/information-line/)

Email: [information@rnid.org.uk](mailto:information@rnid.org.uk)

Call:0808 808 0123

Text message:0780 000 0360

Relay UK:18001 then 0808 808 0123

Textphone:0808 808 9000

Write:Information Line, RNID, 9 Bakewell Road, Orton Southgate, Peterborough, PE2 6XU

For information and support in British Sign Language (BSL), contact our [BSL Information Service](https://rnid.org.uk/information-and-support/information-line/bsl-information-service/) to arrange a signed video call.

**SignHealth Domestic Abuse Helpline**

Text the number 88802 with the message 121SIGN  
Email: [da@signhealth.org.uk](mailto:da@signhealth.org.uk) (regularly monitored)  
Telephone: 0203 947 2600 (all calls to the Domestic Abuse Team are being redirected - if unable to get through then please email the service)  
WhatsApp/SMS: 07970 350366

[BSL domestic abuse videos (with subtitles)](https://signhealth.org.uk/video-category/domestic-abuse/)

**Government information:**

**Latest information about benefits and jobseekers’ allowance.**

<https://www.gov.uk/guidance/coronavirus-covid-19-what-to-do-if-youre-already-getting-benefits>

**Help contacting HMRC**

<https://www.gov.uk/get-help-hmrc-extra-support/cannot-use-telephone-different-way-to-contact>

**Latest Government guidelines – COVID-19**

<https://www.gov.uk/coronavirus>

**NHS video Hands, Face, Space**

<https://youtu.be/ZM05hkwKI6M> in subtitles and BSL

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website: www.lbbd.gov.uk  
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twitter: @lbbdcouncil