

Sensory Support Team

Information for patients and service users



Working together to deliver the best outcomes for you



Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



Information for patients and service users

The Sensory Support Team is part of the NPT Community Resource Team.

What is the Community Resource Team?

The Community Resource Team (CRT) is a joint service provided by the ABMU Health Board and Neath Port Talbot Council Social Services.

The CRT provides help to adults (over the age of 18) living in Neath Port Talbot who need support to stay independent, within their own homes. However, the Sensory Support Team supports adults and children.

The CRT offers an improved service that ensures patients receive the right intervention, at the right time, from the right professional. It simplifies the process by coordinating both health and social care needs.

The CRT is made up of:-

- Acute Clinical Team
- Assistive Technology Service
- Community Occupational Therapy Service
- Reablement Team
- Sensory Support Team

What is the Sensory Support Team?

The Sensory Support Team is a service to people who are Visually Impaired, Deaf or Hard of Hearing, or are Deafblind (or dual sensory loss - a significant combination of hearing and sight loss). We support both children and adults with a sensory disability.

Our services might be the only support you need or they might form part of a care package which includes other services from the CRT.

We might also work alongside other services or groups to try to achieve the best possible outcome for you.

What are the benefits of Sensory Support?

- functional assessments and information
- promotes independence and safety
- improves quality of life
- increases your choice and control
- enables you to access other services
- communications skills

What does the service provide?

Some examples of how we may support you include:

- information about Registration
- rehabilitation training for independent living or daily living skills e.g. cooking
- mobility training outdoors and home orientation
- social work support, counselling and therapeutic work
- advocacy and promoting access e.g. British Sign Language, basic sensory awareness training, use of technology

- access to equipment support
- benefits advice and help with claims
- signposting to other services
- information about voluntary services and local or national organisations
- information on social groups
- care to assist you at home or to support your Carer

What can you expect?

Generally we would first assess your needs to decide what type of support you might require and how best we assist you.

Our team members will contact you to arrange this assessment, if one is required, or any other actions.

We will work in partnership with you when making decisions on your needs and will treat you with respect and in a professional manner. We will advise you of options available to you and support your wishes or choices wherever possible and practical.

How much does it cost?

There is no charge for assessment, training and advice from the Sensory Support Team.

Most equipment is provided free of charge on a loan only basis. If you find that the equipment is no longer needed contact us and we will arrange for it to be collected. It will be serviced and loaned to other people who need it.

A means tested charge will apply to some services, such as Homecare and Day Support Services. However, charges would be discussed with you prior to any services commencing.

These will be explained to you fully at the time of contact or when you have your assessment.

No decisions will be taken without your agreement or the consent of someone acting on your behalf.

How can you access the service?

It is easy to access the CRT and its services including the Sensory Support Team.

There is one point of contact for people needing support from the service.

This is called the NPT Gateway and you can contact them on (01639) 686802. (Text Relay / Typetalk users please use 18001 first followed by 01639 686802) or email thegateway@npt.gov.uk.

The NPT Gateway is open 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Friday. You can contact the NPT Gateway yourself or another person can contact them on your behalf.

How can you get this information in another format?

If you need this information in a different format (Braille, large print, audio, another language, CD, tape etc), please ring (01639) 686802 (Text Relay / Typetalk users please use 18001 first followed by 01639 686802) or e-mail thegateway@npt.gov.uk

More information

For more information about the Community Resource Team and NPT Gateway, visit www.npt.gov.uk/crt