

Equipment Service for deaf and hard of hearing people

Factsheet

Vision North Somerset

Our equipment service for deaf and hard of hearing people is provided by Vision North Somerset. Vision North Somerset is an independent registered charity offering a hearing equipment service and have an independent hearing support group meeting in their offices in Weston-Super-Mare.

Equipment Service

This service offers practical help to people with hearing problems.

Your doctor will have arranged for a hearing test and the audiologist will have issued hearing aids if this is appropriate for you.

However, you may still experience difficulties in your day to day life. Hearing the door bell, an alarm clock or listening to the TV can all be a challenge.

The Equipment Service provides a full assessment of your needs in your own home to help find a solution to some of these problems.

The Equipment Officer will demonstrate equipment and help you to select the items appropriate for you. They also carry out any installation required.

Any assessment and the installation of any equipment is free of charge. However, you may be asked to pay for, or to contribute towards, the cost of the equipment itself.

The Equipment Officer will also maintain and repair certain types of equipment once it is installed.

The Equipment Service does not offer advice on hearing aids or provide hearing aid batteries.

Types of Equipment

The type of equipment we can provide includes:

- Door Bells
- Alarm Clocks
- Telephones
- Portable and static hearing loops
- TV listening devices
- Alerts



If you want to find out more please contact Vision and speak to the Equipment Officer to discuss your needs.

Contact Details

Vision provides services Monday to Friday 9am to 5pm across North Somerset. Their telephone line is manned 10am to 1pm Monday to Thursday. Vision will pick up and respond to messages during working hours.

To find out more about Visions hearing loss services, please use the below:

By phone: 01934 419393

By email: hearingloss@visionns.org.uk

By text phone: 01934 613949

Website: <https://visionnorthsomerset.org/>

Feedback

We value your feedback and welcome both compliments and areas for development. You can send us feedback through our [website](#). If you have any concerns about any action or decision taken by Adult Social Services and Housing, you should initially talk to the person you normally deal with. You can also contact our complaints manager at:

Complaints Manager,

Adult Social Services and Housing,

Town Hall,

Walliscote Grove Road,

Weston super Mare,

BS23 1UJ

Telephone: 01275 882171

Email: complaints.manager@n-somerset.gov.uk

Complaints Manager, North Somerset Council, Town Hall, Weston-super-Mare, BS23 1UJ

Accessibility

North Somerset Council documents can also be made available in large print, audio, and other formats. Documents on our website can also be emailed to you as plain text files. Help is also available for people who require council information in

languages other than English. Please email asshsstrategyandpolicyteam@n-somerset.gov.uk or ring 01934 888 888.

Updated by: Estelle Radcliffe in collaboration with the CEO of Vision

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