



# Insights from people with a hearing impediment via Cambridgeshire Deaf Association.



## Insights from people with a hearing impediment via Cambridgeshire Deaf Association.

Cambridgeshire Deaf Association operate CDA Life – Support services for Deaf People

This is a service for people who require personal care, have personal budgets or support packages from local authorities.

Where people have received support commissioned by the County Council this may have been provided by different workers each day who do not use BSL.

The service is provided by sign language using support workers; people who know that knowledge of local deaf social networks and a focus on language are crucial, enabling them to develop a bond with clients and make a true difference in the quality of people's lives.

Cambridgeshire Deaf Association have worked with Deaf people who are in receipt of support packages to apply for Direct Payments; enabling them to buy in support that works for them. They may have already received support but found it difficult to communicate their needs due to the support worker not knowing BSL. By having support workers who can communicate and who have links to the Deaf community they have been able to not only take control over but also improve their quality of their lives.

The following question and answer sessions was done in British Sign Language. The names have been changed to protect anonymity.

**Joan:**

### **Question 1:**

*Did you have carers/ support workers before CDA Life/ AD Team (this could be formal or informal care and support)? What were they like, did you like the help? Did they sign?*

Joan explained that she did have carers/support workers before CDA Life/AD Team but she cannot recall of the name of the care. She explained that they were all hearing and couldn't sign, she disliked them and the help because of several communication barriers that occurred and how she felt neglected - "Better Deaf care like this, CDA".

### **Question 2:**

*Do your carers/support workers now sign? How does this make you feel?*

"Yes - feel very good because sign make easy for me".

**Question 3:**

*Your care/ support workers now – are they good? Why/how?*

“Yes very good because I can say and they understand me, but have to be careful what I say because Deaf staff and Deaf community is small. But this care better than before and I feel happier.”

**Question 4:**

*Care/support before and care/support now – which is better? Why?*

“Now deaf better, hearing don’t like – communication breakdown, no deaf awareness and hard to lipread.”

**Question 5:**

*Did Cambridgeshire Deaf Association help you get new carers and sort out money from Social Worker? Without this support you could self, or need help?*

“Yes CDA – no can’t do it myself, impossible – hard to understand English. Need help. Scared of complex letters/issue, easy pressure on me.”

**Max:****Question 1:**

*Did you have carers/ support workers before CDA Life/ AD Team (this could be formal or informal care and support)? What were they like, did you like the help? Did they sign?*

Max explained that he did have carers/support workers before CDA Life/AD Team but it was more of a befriender/support worker. He explained that this was 3 years ago and that he liked that person because they would visit for chats and take him out. “Before 1 signing carer, come me and her both out talk good to talk.”

**Question 2:**

*Do your carers/support workers now sign? How does this make you feel?*

“Feel good, helpful and good communication.”

**Question 3:**

*Your care/ support workers now – are they good? Why/how?*

N/A – was unable to express himself regarding this question. Tried many different signing methods.

**Question 4:**

*Care/support before and care/support now – which is better? Why?*

“Carer is better now because helpful and set dates and times (reliable) also better because he is male.”

**Question 5:**

*Did Cambridgeshire Deaf Association help you get new carers and sort out money from Social Worker? Without this support you could self, or need help?*

“Don’t know, yes I think so.” I explained again then he said “No, need CDA support.”

**Owen:****Question 1:**

*Did you have carers/ support workers before CDA Life/ AD Team (this could be formal or informal care and support)? What were they like, did you like the help? Did they sign?*

Owen explained that he did have carers/support workers before CDA Life/AD Team but he cannot recall of the name of the care agency name and that this was a carer at home. He explained that they were hearing and couldn’t sign, but he likes it that way “me like hearing carer, me good lipread, good talk, better than deaf. Deaf hard lipread.”

**Question 2:**

*Do your carers/support workers now sign? How does this make you feel?*

“Like carers that sign but hearing better, good lipread and talk. Deaf hard communication understand.”

**Question 3:**

*Your care/ support workers now – are they good? Why/how?*

“Good now, help me with what I need.”

**Question 4:**

*Care/support before and care/support now – which is better? Why?*

N/A – was unable to express himself regarding this question. Tried many different signing methods.

**Question 5:**

*Did Cambridgeshire Deaf Association help you get new carers and sort out money from Social Worker? Without this support you could self, or need help?*

“Not sort out carers by myself but can ask friends help me.”

## **Dean:**

### **Question 1:**

*Did you have carers/support workers before CDA Life/ AD Team (this could be formal or informal care and support)? What were they like, did you like the help? Did they sign?*

Dean said, “Before mum help little bit before when he lived in a home in his village with bills.” Mum can’t sign, Dean said he ‘lipread’ mum.

### **Question 2:**

*What were they like, did you like the help? Did they sign?*

Now moved to city – better, ‘now see CDA for help with letters, happy, CDA sign’ thumbs up.

### **Question 3:**

*Do your carers/support workers now sign? How does this make you feel?*

Now better - Dean could not explain why. Used thumbs up.

### **Question 4:**

*Your care/support workers now – are they good? Why/how?*

‘They help me move. Now no more out with one person’- Means he no longer receives social inclusion time with support worker from CDA life.

### **Question 5:**

*Care/support before and care/ support now – which is better? Why?*

‘Happy, save money.’

### **Question 6:**

*Did Cambridgeshire Deaf Association help you get new carers and sort out money from Social Worker? Without this support you could self, or need help?*

‘Don’t need help out. Happy see DA someone letter Thursdays’

## **Shanny:**

### **Question 1:**

*Did you have carers/support workers before CDA Life/ AD Team (this could be formal or informal care and support)? What were they like, did you like the help? Did they sign?*

Had care before with Papworth trust. Nice people- little sign.

**Question 2:**

*What were they like, did you like the help? Did they sign?*

Now CDA - better.

**Question 3:**

*Do your carers/support workers now sign? How does this make you feel?*

Now better - Dean could not explain why. Used thumbs up.

**Question 4:**

*Your care/support workers now – are they good? Why/how?*

Shanny said 'CDA explain letter, good help me'

**Question 5:**

*Care/support before and care/ support now – which is better? Why?*

'Love TAW'- support worker from CDA life, 'like going out with TAW.'

**Question 6:**

*Did Cambridgeshire Deaf Association help you get new carers and sort out money from Social Worker? Without this support you could self, or need help?*

Shanny remembers and said repeatedly 'hard, pay, pay, pay carer and expensive'