Seeing Beyond The Eyes

Resource Pack



Empowering Professionals to Support Patients with Sight Loss

Developed by Visualise Training and Consultancy and Orbita Black Limited



OrbitaBlackLimited

Optical Retail Business Improvement Training Advice

Supported by Thomas Pocklington Trust





Remember to Refract, Review & Refer

Welcome

This pack enables you to assist people facing sight loss as it provides details of support services, useful resources and suppliers of assistive technology and equipment. By completing the sections below, you'll have a quick reference tool that will prove to be invaluable to you and your colleagues when helping people of all ages with sight loss.

Sight Line Directory

Please use this directory to complete the contact details sections below as it outlines organisations supporting people with sight loss in the UK. www.sightlinedirectory.org.uk

Vision Rehabilitation Workers

Please enter the details below of your local sensory impairment rehabilitation team using the link above.

Name of local team:

First contact tel:

First contact email:

Vision rehabilitation workers are usually based within adult social services or local sight loss charities. They help people in their community to increase their independence by learning new skills and adapting to life with reduced vision. They offer a variety of services including white cane training, completing tasks safely, independent living, cooking skills, low vision therapy, home lighting assessments and referrals to other services to enhance quality of life.

See below for more information on the vision rehabilitation role. www.rwpn.org.uk/resources/Documents/What%20do%20Rehab%20workers%20do_flyer.pdf

Read a day in the life of a vision rehabilitation worker article here.

Name:

Email:

Address:

Tel:

https://www.theguardian.com/social-care-network/2014/may/30/visual-impairment-re habilitation-officer-simon-labbett

Local Sight Loss Charities
Visit www.sightlinedirectory.org.uk
Name:
Tel:
Email:
Website:
Address:
Local sight loss charities provide adding and mpairments. Provision varies through available locally. Services include sum mobile and computer training, welf charities also have resource centres and information leaf
Local Eye Clinic Liaison Of
To find your local ECLO, download t www.rnib.org.uk/sites/default/file

ECLOs provide emotional and practical support, information and referrals to services that can enable and empower people with sight loss. ECLOs are usually based within eye clinics, however not every area currently has coverage.

Low Vision Assessment Services

Name of Provider:
Tel:
Email:
Address:
A low vision assessment service offers a wide range of equipment including hand held magnifiers in a variety of shapes and handles (including those with in-built illumination) and stand magnifiers. They can also establish which low vision aids would be most useful to help increase independence in the home.
Services vary from area to area so contact your local sight loss charity or Local Optical Committee (LOC) to find out what is provided in your locality.
Children's Visual Impairment and Habilitation Teams
Name of Provider:
First Contact Tel:
First Contact Email:
Habilitation workers are usually based within local authority education teams, Guide Dogs regional centres or children's sensory impairment teams. You can find a contact in your area on the list at Habilitation VI UK www.habilitationviuk.org.uk/about-us/list-of-practitioners/
Habilitation (previously known as Mobility and Independence Education) involves one-to-one training for children and young people with a vision impairment and specialists also work with their parents and carers and the educational and other settings they work and live in. Starting from their existing skills, it aims to develop their personal mobility and independent living skills. As the child progresses through the different educational stages, the habilitation specialist supports them and their families through the various transitions

*All the above organisations accept direct referrals if people are struggling with their vision, even if they cannot or do not want to be certified sight impaired or severely sight impaired at present.

between schooling stages and ultimately their progress to college, university,

apprenticeships or employment.



National Organisations Supporting People with Sight Loss

Blind Mums Connect

Tel: 01905 886 252 Email: info@blindmumsconnect.org.uk



www.blindmumsconnect.org.uk

Blind Mums Connect was set up to virtually link visually impaired mums from all over the UK, to share information and support one another.

Blind Veterans UK

Tel: 0800 389 7979 Email: information@blindveterans.org.uk www.blindveterans.org.uk



Blind Veterans UK offer lifelong support to Armed Forces and National Service veterans, no matter what the cause of their sight loss and regardless of how long they served. They help blind and vision impaired ex-Service personnel regain their independence and discover life after sight loss.

British Blind Sport

Tel: 01926 424 247 Email: info@britishblindsport.org.uk



www.britishblindsport.org.uk

A visible difference through sport. The work of the charity enables blind and partially sighted people to have the same opportunities as sighted people to access and enjoy sport and recreational activities in the UK.

British Wireless for the Blind Fund

Tel: 01622 754 757 Email: info@blind.org.uk

www.blind.org.uk

British Wireless for the Blind Fund has been providing specially adapted radios to people with vision impairments for 90 years, keeping people in touch with entertainment, news and avoiding isolation. They pride themselves on providing a personal service to everyone who receives a new set.

Calibre Audio Library

Tel: 01296 432 339

Email: membershipservices@calibre.org.uk

www.calibre.org.uk

Calibre Audio Library is a national charity that brings the pleasure of reading to people who have sight loss.

Deafblind UK

Tel: 0800 132 320 Email: info@deafblind.org.uk

www.deafblind.org.uk

Providing advice, information and advocacy for people who are deafblind.

Guide Dogs

Tel: 0118 983 5555 Email: guidedogs@guidedogs.org.uk

www.guidedogs.org.uk

Supports over 5,000 Guide Dog owners in the UK. Also offers a range of services and activities for children and young people and provides advice to parents and teachers. Their habilitation service supports young people up to the age of 25. Their free My Guide service helps people with a vision impairment get out of their homes and into the community with a volunteer as their sighted guide to build self-confidence, increase social interaction and be part of the community.

Look UK

Tel: 01432 376 314 Email: info@look-uk.org

www.look-uk.org

LOOK-UK supports young people up to the age of 29 and their families living with a vision impairment by improving self-confidence, developing skills, mentoring and making new connections.







MS Society

Tel: 0808 800 8000 Email: helpline@mssociety.org.uk





Whether you have Multiple Sclerosis, or care about someone who does, the MS Society community is there for you through the highs, lows and everything in between.

Orbita Black Limited

Tel: 07977064134 Email: orbitablack@gmail.com



Providing bespoke CET to Optometrists and Dispensing Opticians

The Partially Sighted Society

Tel: 01302 965 195 Email: reception@partsight.org.uk

www.partsight.org.uk



Provides lifelong support to anyone with a visual impairment. Services include: free low vision service, advice, support, information and low-level advocacy, walk-in shop and mail order service for assistive aids, equipment and technology, regular peer support groups, events and training for people with visual impairments and their families, carers and professionals and an in-house print department which supplies wide and bold lined stationery to students, individuals and educational organisations.

Royal National Institute of Blind People (RNIB)

Tel: 0303 123 9999 Email: helpline@rnib.org.uk

www.rnib.org.uk



The Royal National Institute of Blind People (RNIB) is one of the UK's leading sight loss charities and the largest community of blind and partially sighted people. RNIB recognises everyone's unique experience of sight loss and offers help and support for blind and partially sighted people – from practical and emotional support, campaigning for change and reading services, to products via their online shop.

Royal Society for Blind Children (RSBC)

Tel: 020 3198 0210 Email: connections@rsbc.org.uk



www.rsbc.org.uk

The Royal Society for Blind Children provides a range of services in London and across England and Wales for blind and partially sighted children and young people, their families and the professionals who work alongside them.

Scottish War Blinded (Scotland only)

Tel: 0800 035 6409



Email: enquiries@scottishwarblinded.org

www.scottishwarblinded.org

Offers free support to ex-service men and women, no matter the cause of their sight loss, or if they lost their sight during or after service. Support at home, and at local centres can help ex-forces veterans to regain mobility and independence and reduces social isolation after sight loss.

Seable

Tel: 0203 375 6947 Email: emma@seable.co.uk

www.seable.co.uk



Seable is an award-winning social enterprise organising relaxing or active holidays abroad for individuals, couples, families, small groups and charities. They enable people with limited mobility or any visual impairment to easily participate in life-changing experiences through sporting, cultural and gastronomic activities in new and interesting destinations – sometimes for the first time in their lives.

SeeAbility

Tel: 01372 755 000 Email: enquiries@seeability.org



www.seeability.org

SeeAbility provides extraordinary support and champions better eye care for people with learning disabilities and autism, many of whom have sight loss. They are a hub of information when it comes to disability and sight loss.

Sense

Tel: 0300 330 9256 Email: info@sense.org.uk

www.sense.org.uk

sense

Providing advice, information, housing, education and advocacy for people who are deaf blind.

Sightline Vision (North West)

Tel: 0800 587 2252 Email: info@sightline.org.uk



www.sightline.org.uk

Sightline provides telephone support for people affected by sight loss. A free helpline is staffed every day from 6 to 10 p.m. entirely by trained volunteers who are affected by sight loss themselves. A new befriending service can call people affected by sight loss who are isolated. Sightline are funded to provide services throughout North West England, and access to their service may become restricted to those outside this area.

The Stroke Association

Tel: 0303 303 3100 Email: info@stroke.org.uk

www.stroke.org.uk

Their mission is to reduce the incident and impact of stroke by delivering education and other programmes focused on the prevention, treatment, rehabilitation and support for all impacted by stroke.

Talking News Federation

Tel: 01793 497 555 Email: enquiries@tnf.org.uk

www.tnf.org.uk

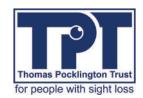
TNF is an umbrella organisation that represents the interests of local Talking Newspapers in the UK.

Thomas Pocklington Trust

Tel: 02089 950 880 Email: info@pocklington-trust.org.uk

www.pocklington-trust.org.uk

Thomas Pocklington Trust (TPT) is a registered charity which offers people who are blind or partially sighted the support they require to lead an independent life. They are committed to increasing awareness and understanding the needs of people with sight loss and developing and implementing services which meet their needs.



Torch Trust Organisation

Tel: 01858 438 260 Email: info@torchtrust.org

www.torchtrust.org

Torch Trust's aims can be summarised as enabling people with sight loss to discover Christian faith and lead fulfilling Christian lives.











Traveleyes

Tel: 0113 834 6094 Email: info@traveleyes-international.com



www.traveleyes-international.com

Traveleyes is a world unique company, offering life changing worldwide group travel for blind, visually impaired and fully sighted travellers. On each trip, half the group are blind, and half are sighted. Each day, sighted travellers are paired with a different blind traveller, meaning guaranteed one-to-one guiding and live audio description. Join Traveleyes and share the adventure on over 60 trips each year!

VICTA Children

Tel: 01908 240 831 Email: admin@victa.org.uk

www.victa.org.uk



VICTA supports children and young people who are blind or partially sighted and their families across the UK. If you are the parent of a blind or partially sighted child or young person or you are visually impaired yourself and under the age of 29 then VICTA can help.

Visualise Training and Consultancy

Tel: 07472 305 268



Email: info@visualisetrainingandconsultancy.co.uk

www.visualisetrainingandconsultancy.co.uk

Ensuring people who lose their sight whilst in work retain and progress within their employment by working with the employee and employer, carrying out workplace adjustment assessments and staff visual impairment awareness training to a variety of organisations. They also provide CET for Optometrists and Dispensing Opticians surrounding sight loss topics.

Visionary

Tel: 0300 330 9256 Email: visionary@visionary.org.uk



www.visionary.org.uk

A UK-wide membership organisation for local sight loss charities. They are a locally led movement of national significance and, by joining Visionary, they believe that the voice of organisations will be stronger and louder.

Their Vision is for a world in which people living with sight loss can access the services they need at a local level where and when they need them and their Mission is to develop a strong national network of good quality local sight loss organisations, covering all parts of the UK, to help achieve this.

VI Talk

Tel: 0161 298 8255 Email: info@vitalk.co.uk



www.vitalkpodcast.wordpress.com

VI Talk supports blind and partially sighted people, their families and friends. It is also aimed at anyone who works in the field of visual impairment. They offer virtual Facebook peer support, advice and podcasts.

Notes

Condition Specific Charities

Albinism Fellowship

Tel: 01282 771 900 Email: support@albinism.org.uk

www.albinism.org.uk

Albinism Fellowship provide information, advice and support for people with albinism and their families. They also provide information about the condition to professionals.



Alstrom Syndrome UK

Tel: 01709 210 151 or 07517 278 946

Email: info@alstrom.org.uk www.alstrom.org.uk

ASUK are a passionate and dedicated team, supporting families and individuals by providing personalised family support and information for professionals wanting to know more. ASUK developed the world's first Alström multi disciplinary clinics where patients can receive the most up to date advice and treatments to manage this complex condition.



Aniridia Network UK

Tel: 07792 867 949 Email: info@aniridia.org.uk

www.aniridia.org.uk



A support group and charity concerned with the rare genetic condition aniridia – which causes a lack of irises in the eyes and poor vision from birth. The charity helps people with aniridia, their families, doctors and teachers.

Bardet-Biedl Syndrome UK

Tel: 07591 206 680 Email: info@bbsuk.org.uk

www.lmbbs.org.uk

Bardet-Biedl syndrome is a disorder that affects many parts of the body. The signs and symptoms vary among affected individuals, even among family members and vision loss is one of its major features. We are the only registered charity supporting people with Bardet-Biedl syndrome and we provide information and support for families and carers too.



The Brain Tumour Charity

Tel: 01252 237 792

Email: enquiries@thebraintumourcharity.org

www.thebraintumourcharity.org



102,000 people are currently living with a brain tumour and the impact can be devastating. Whether you've been diagnosed with a brain tumour, or it's a family member or friend, we are here to help. We offer a wide range of inclusive and accessible services for everyone affected by a brain tumour, whether it's low or high grade, adult or child.

The Cerebral Visual Impairment (CVI) Society

Contact form: https://cvisociety.org.uk/contact.php



www.cvisociety.org.uk

Raises awareness of the condition whilst offering advice and support to those affected by CVI, their families and caregivers. They support families directly and deliver awareness raising and training sessions, including several at the request of other vision charities and organisations.

Charles Bonnet Syndrome

Tel: 0345 051 3925 Email: esmesumbrella@gmail.com





Esme's Umbrella offers a safe shelter for anyone suffering from the Charles Bonnet Syndrome, their families and friends.

Coates' Disease – Violet's Glow

Violet's Glow is an online support group for anyone affected by Coats' disease.



For more information, visit Twitter https://twitter.com/VioletsGlow0 or the Facebook group at https://facebook.com/groups/182240252405699

Diabetic Related Eye Diseases – Diabetes UK

Tel: 0345 123 2399 Email: helpline@diabetes.org.uk



www.diabetes.org.uk

They offer advice and support, information on local support groups, an online shop, and insurance. Their range of products and services are designed to help you manage your diabetes through support.

Keratoconus Group

Email: anne@keratoconus-group.org.uk

www.keratoconus-group.org.uk



An information portal and support group for patients who have been diagnosed with keratoconus. The Charity provides a discussion forum where those affected can share their problems and solutions; conferences and speakers; it liaises with hospitals to improve patient experience, supports research projects, represents members at a national and local level and provides a friendly voice on the end of the telephone.

Macular Society

Tel: 0300 3030 111 Email: help@macularsociety.org





The Society provides support to eyecare professionals to enable them to help their patients. This is achieved through free accessible patient information, online training (CET/CPD-accredited) and a Helpline, as well as a network of almost 400 local support groups. Their services are accessible through the free Macular Society app for Apple and Android.

Microphthalmia, Anophthalmia and Coloboma Support

Tel: Tel: 0800 169 8088 or 0800 644 6017

Email: enquiries@macs.org.uk www.macs.org.uk



MACS supports children born without eyes or with underdeveloped eyes. This year, 90 families in the UK will be told their babies have no eyes, small eyes, or a cleft in the eye. Many of them will have additional needs or other health challenges. Some will be told there's no hope that their child will ever see. They may feel hopeless and alone - but they are not alone and there is hope.

The International Glaucoma Association (IGA)

Tel: 01233 648 170 Email: info@iga.org.uk



www.glaucoma-association.com

The IGA is the charity for people with glaucoma. They provide information, literature, advice and fund essential research to prevent unnecessary loss of sight through early detection, diagnosis and treatment. They also run campaigns to raise awareness of the need for regular eye health checks to detect the 300,000 estimated to be living with undiagnosed glaucoma in the UK today.

Nystagmus Network

Tel: 01427 718 093 Email: info@nystagmusnet.org



www.nystagmusnetwork.org

The Nystagmus Network is a UK registered charity which provides free to download information via their website, as well as free printed materials and presentations for clinics. Anyone needing information or support from the Nystagmus Network can speak to someone on the phone.

Retina UK (formerly RP Fighting Blindness)

Tel: 01280 821 334 Email: info@retinauk.org.uk

Website: https://RetinaUK.org.uk/



RP Fighting Blindness aspire to a world in which people with retinitis pigmentosa (RP) will have access to treatments and will not lose their sight. They offer emotional support, patient support groups and information days.

Uveitis – Olivia's Vision

Tel: 0845 075 8114 Email: info@oliviasvision.org



www.oliviasvision.org

OV was established in 2010 to provide information, support and advice for anyone affected by uveitis. Every year, an estimated 9,000 new cases of uveitis are diagnosed in the UK, with uveitis now the third leading cause of avoidable blindness.

Notes



Professional Resources

Access to Work

A government grant scheme to ensure people with disabilities can remain in employment. It provides financial support for assistive technology, support workers, travel to work, adaptations to the office, specialist equipment and more.

www.gov.uk/access-to-work

An A – Z list of Eye Conditions

www.rnib.org.uk/eye-health/eye-conditions

Carers – Support and Information

Young Carers

Carers Trust helps young carers to cope with their caring role through specialised services across the UK. Find your local services by typing in your postcode at www.carers.org/section/help-advice

Adult Carers

Information, advice and guidance for adults looking after someone **www.carersuk.org**

Equality Act 2010

The Equality Act 2010 and your obligations under the act.

https://www.gov.uk/guidance/equality-act-2010-guidance

Eye Clinic Staff - Information and Guidance

Good practice guidance for professionals working in eye clinics.

www.rnib.org.uk/eyeclinicstaffguidance

Eye Drops

Short films by the International Glaucoma Association of how patients should be administering their drops.

www.glaucoma-association.com/about-glaucoma/living-with-glaucoma/how-to-use-eye-drops

Home Design for Someone with Sight Loss

A best practice guide when designing a new home.

www.pocklington-trust.org.uk/project/a-thomas-pocklington-best-practice-guide-for -housing-design/

Home Lighting

A guide for people with sight loss to help them understand the best lighting levels for their homes.

www.pocklington-trust.org.uk/project/lighting-around-home-guide-better-lighting-people-sight-loss/

Literature for your Practice waiting area

Please ask your local sight loss charity for leaflets, that can be displayed for patients to find relevant information in your area. You may also wish to provide eye conditions specific leaflets which can be sourced from the RNIB.

The Royal College of Ophthalmologists and RNIB information booklets can be downloaded from www.rcophth.ac.uk/patients/information-booklets

They cover AMD, Cataracts, RP, Retinal Detachment, Nystagmus, Glaucoma, Diabetic Eye Conditions, Dry Eye, Charles Bonnet Syndrome, PVD.

The International Glaucoma Association, The College of Optometrists and the Macular Society also produce their own series of leaflets:

www.glaucoma-association.com/shop/free-leaflets.html

www.college-optometrists.org/membership/free-patient-resources/patient-leaflets.html www.macularsociety.org/resources

Mobile Apps

A list of smartphone mobile applications which are useful for people with sight loss, including video tutorials.

There's a whole variety of apps available for your phone that can help you to overcome the issues that sight loss brings; such as recognising products, faces, or colours and most of them are free.

https://www.henshaws.org.uk/apps

News updates from the sector

It is important to continuously empower yourselves and patients with the latest knowledge within the sight loss sector. There are a variety of newsletters and podcasts you can sign up to for the latest news, events and research. Many of the organisations listed in this document will also have their own newsletters.

Podcasts

- BBC Radio 4 In Touch
- VI Talk Podcast
- RNIB Connect Radio
- Infosound Podcast

Newsletters and Membership

- Vision UK
- NB Magazine from RNIB
- Macular Society professionals Newsletter
- Rehabilitation Workers Professional Network

NHS England Accessible Information Standard

This ensures that all information and communications from NHS providers are accessible to patients who require alternative formats i.e. email appointment letters, large print letters, textphone, etc.

www.england.nhs.uk/ourwork/accessibleinfo

Patient Information

RNIB booklet "Sight Loss: What we needed to know" Information for patients, a step by step guide to sight loss.

https://www.rnib.org.uk/sites/default/files/Sight_loss_what_we_needed_to_know_0.pdf

Registration and Certification of Sight Loss

This page describes the differences between certification and registration and what visual acuity level is eligible.

www.rnib.org.uk/eye-health/registering-your-sight-loss

Registering as sight impaired or severely sight impaired and available concessions. This outlines the variety of concessions available to people who are registered sight impaired (partially sighted) or severely sight impaired (blind).

https://www.rnib.org.uk/information-everyday-living-benefits-and-concessions/concessions

Specialising in Low Vision

If you want to become a low vision specialist see the links below:

ABDO College Low Vision Course www.abdocollege.org.uk/course/low-vision-courses

College of Optometrists accredited courses

https://www.college-optometrists.org/cpd-and-cet/training-and-qualifications/higher-qualifications/courses-and-providers/higher-qualifications-in-low-vision.html

Notes



Suppliers of Low Vision Aids and Daily Living Solutions

* We do not endorse any of the following suppliers

Associated Optical

Tel: 01628 600 410

www.associatedoptical.com



Cobolt Systems Ltd

Tel: 01493 700 172

www.cobolt.co.uk

Cobolt Systems Ltd

Dolphin Computer Access Ltd

Tel: 01905 754 577

www.yourdolphin.com



Edward Marcus

Tel: 01226 764 082

www.edwardmarcus.co.uk



Enhanced Vision

Tel: 0115 944 2317

www.enhancedvision.co.uk



Electronic Magnifiers for Low Vision

GiveVision

Tel: 07857 749 865 or 07480 688 884

www.givevision.net



Higher Vision Ltd

Tel: 07889 457 442

www.highervisiontech.com



HumanWare

Tel: 01933 415800

www.humanware.com



Optelec

Tel: 080 8090 8090

www.uk.optelec.com



Optima Low Vision

Tel: 01803 864 218

www.optimalowvision.co.uk



Orcam

Tel: 0800 358 5323

www.orcam.com



Oxsight

Tel: 01865 580 255

www.oxsight.co.uk



Pamtrad

Tel: 0115 981 6636

www.pamtrad.co.uk



Professional Vision Services

Tel: 01462 420 751

www.professional-vision-services.co.uk



RNIB Shop

Tel: 0303 123 999

www.shop.rnib.org.uk



Sight and Sound Technology

Tel: 0160 479 8070

www.sightandsound.co.uk



Synapptic Ltd

Tel: 0191 909 7909

www.synapptic.com



VisionAid Technologies Ltd

Tel: 01775 711 977

www.visionaid.co.uk



*Also ask your local sight loss charity for details of their resource centre

Notes

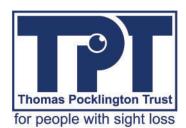


OrbitaBlackLimited

Optical Retail Business Improvement Training Advice

Designed and produced by Visualise Training and Consultancy and Orbita Black Ltd

For more information or guidance call Dan Williams at Visualise on **07472305268**, email **daniel@visualisetrainingandconsultancy.co.uk** or visit **http://www.visualisetrainingandconsultancy.co.uk** or Peter Black at Orbita Black **Tel. 01695423358 orbitablack@gmail.com**



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