

response 13

RP/BS/RT

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SOCIAL WORK and HEALTH

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Dear Sir/Madam

Consultation Response to the Draft Quality Standards for Hearing Rehabilitation Services

Angus Council Social Work and Health welcomes and supports the introduction of Quality Standards for Adult Hearing Rehabilitation Services.

We welcome direct access to audiology services and that services will be delivered close to where people live. We also welcome the re-alignment of waiting times with other NHS Clinical Services. However, we consider that people who are unable to travel out with their home for appointments should be ensured equity of service and this should be reflected in the standards.

We support the use of Individual Management Plans in order to assist people to attain their rehabilitation goals. However, we consider that more emphasis should be given to working in collaboration with community services which may also be providing rehabilitation interventions. Given that people with hearing loss experience disadvantage and marginalisation both socially and vocationally the standards should be more explicit about the delivery of audiology services within the wider context of people's lives and their participation in society. Development of individuals' IMPs should therefore involve a wider support network where this is appropriate and the standards should reflect this.

We note that standard 8 refers to protocols for communication with voluntary and statutory agencies which should include protocols for referral and 'feedback'. We consider that explicit standards for a more integrated service be developed. This should address standards for the sharing of information and collaborative working between the audiology service and other agencies. We consider that this should be addressed in a separate standard to the standard covering peer support groups, general support and communicating with patients.



INVESTOR IN PEOPLE

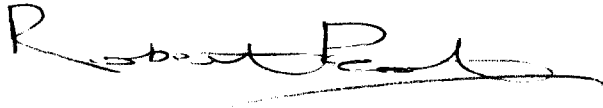
Data Protection Act 1998

The Data Protection Act 1998 states that we must make any information we hold about a person available for them to see unless there are good reasons for not doing this.

Chief Executive
David S Sawers

If you have any questions arising from our response please direct your enquiries to Bridget Stone, Assistant Principal Officer at the above address or at StoneB@angus.gov.uk.

Yours faithfully

A handwritten signature in black ink, appearing to read 'R Peat', with a long horizontal flourish extending to the right.

R PEAT
Director of Social Work and Health