

# Hearing and Sight Care



Caithness and North West Sutherland  
(previously Caithness Deaf Care)

## Annual Report 2016

## CONTENTS PAGE

Page 1	Organisation Information
Page 2	Chairman's Report
Page 3	Manager's Report
Pages 4	2015-2016 Business Plan – Progress Report
Pages 5 & 6	2016-2017 Business Plan
Page 7	Outside Memberships
Appendices	<ol style="list-style-type: none"><li>1. 2014/15 – 2015/16 Regular Services Provided including referrals and visits</li><li>2. Report and Financial Statement to 31<sup>st</sup> March 2016</li><li>3. Funding Sources</li><li>4. Volunteer Profile</li></ol>

**Company Number**

SC 217561

**Charity Number**

SC 027221

**Board Members** (See Appendix 2)

**Chairman**

Mr William Ather

**Vice Chairman**

**Treasurer**

Mr Ewen Macdonald

**Company Secretary & Manager**

Mrs Deirdre Aitken

**Independent Examiner**

Mr John Cormack  
Victor T Fraser & Company  
Chartered Accountants  
Market Place  
WICK  
Caithness  
KW1 4LP

**Bankers**

The Royal Bank of Scotland plc  
1 Bridge Street  
WICK  
Caithness  
KW1 4BU

**Registered Office**

The Sensory Centre  
23 Telford Street  
WICK  
Caithness  
KW1 5EQ

tel/fax: 01955 606170

e-mail: [hsc@sensorycentre.org.uk](mailto:hsc@sensorycentre.org.uk)

Website: [www.sensorycentre.org.uk](http://www.sensorycentre.org.uk)

**Other addresses**

The Sensory Centre  
9 Riverside Place  
THURSO  
Caithness  
KW14 8BZ

tel/fax: 01847 895636

e-mail: [hsc@sensorycentre.org.uk](mailto:hsc@sensorycentre.org.uk)

Website: [www.sensorycentre.org.uk](http://www.sensorycentre.org.uk)

## ANNUAL REPORT FROM THE CHAIR FOR 2016

This has been an exceptional year for Hearing and Sight Care. We have in place a three year service agreement and I believe adequate funding is available to give a feeling of security of employment to our staff for the near future.

It has been a year of steady progress towards meeting our Business Plan. The clinics in Sutherland have been put in place and although initial response has been slow as one would expect in rural areas I believe that they will be welcomed and prove very worthwhile in the future.

The number of clients on our books is continually increasing with a large proportion having two hearing aids. Sight Action referrals continue to keep Pauline and Deirdre busy with new clients living with sight impairment.

We will continue to work with all our partner organisations in the coming year and endeavour to ensure that they are not in any way disappointed with our efforts.

I wish to thank all our staff and volunteers, both hands on and on the board for their efforts during the year and sincerely hope that everyone will be willing and able to carry on for the future.

Our objectives remain to serve all people living with hearing and visual impairment so our Business Plan for the coming year remains much the same as last year.

Bill Ather

## Manager's Report

April 2016

This year has seen another successful year for us here at Hearing and Sight Care, with the workload settling down after the name change and all that it entailed and the continued development of service provision to people with hearing and/or sight loss.

We have been lucky to have secured a 3 year Service Level Agreement and funding with NHS and also to have received additional funding for 3 years from the See Hear Improvement Group (SHIG). This additional funding is to support our work in Caithness but also to develop services in Sutherland.

Partnership working this year includes carrying out Hearing Screening with NHS Audiology and the SHIG, the screening will hopefully reduce the referrals through GP's to Audiology and ensure those who would benefit from a hearing aid are encouraged to follow the referral route.

Services in Sutherland continue with rural clinics being held in Tongue and Helmsdale, although not huge numbers attend, those that receive services usually have more needs than just battery provision. Visits on behalf of Deaf Services and Sight Action are done on allocation and we have steady work throughout the year for these partners.

We were very sorry to hear about the death of John Green, he was a Director with Caithness Deaf Care for many years, taking on the role of Chairman and vice Chairman, before resigning last year due to ill health. John will be missed not only by us but the many groups he volunteered with in the County.

As usual our service provision is reliant on the dedication and goodwill of our volunteers and we thank them sincerely for the time and effort that they give to us and our clients. This organisation is lucky to have such dedicated and willing volunteers, in the centres and on the Board of Directors, thank you all.

Last but not least, thanks to our two staff members, Karen and Pauline, who work steadily to keep things running smoothly in the centres and with our partners. Providing support to me and also the volunteers and ensuring needs of service users are met, thank you both.

*Deirdre Aitken*

Manager

## BUSINESS PLAN 2015-16 – Progress Report

Short – Medium Term Aims	Implementation	progress
<p>1. Advertise and promote Dual Sensory Services to local community and service providers</p> <p>2. Promote and Develop Dual Sensory Services in Tongue and Helmsdale</p> <p>3. To secure funding to match the funding from See Hear Improvement Group, Inverness in partnership with NHS Service Level Agreement</p>	<p>With representation on other community groups promoting our work. Giving talks to groups Attending local events Articles in local press</p> <p>Bi-monthly rural clinics held with referrals to other agencies as required.</p> <p>To apply to local and national organisations for additional revenue and staff funding</p>	<p>Flyers distributed locally Local Groups made aware Of services eg: AMD Group, Wick, Caithness Visual Impairment Group, Thurso, Handyperson Scheme, Befriending Service, SFRS.</p> <p>Flyers and Postcards sent to service users and local areas for display and advice of dates and times of rural clinics.</p> <p>Matched Funding received from local group – Caithness Vintage Tractor and Machinery Group.</p>

Continuing Long Term Aims		
<p>4. Continued development of Volunteers in dual sensory impairment</p> <p>5. Continuing existing services in the community as well as promoting and delivering services to visually impaired people</p>	<p>Training delivered by partners, in accordance with NHS Service Level Agreement and See Hear Improvement Group requirements</p> <p>Staff and volunteers actively visiting and delivering dual sensory services in Caithness and North West Sutherland</p>	<p>HSC Policies and procedures updated to reflect dual sensory service provision and volunteers made aware of this. Dual Sensory Training being developed by SHHELS and not yet delivered to volunteers.</p> <p>Nursing/Care Homes, Hospitals, Day Care Centres, visited regularly for dual sensory service provision</p>

## BUSINESS PLAN 2016-17

Short – Medium Term Aims	Implementation	progress
<p>1. Advertise and promote Dual Sensory Services to local community and service providers</p> <p>2. Promote and Develop Dual Sensory Services in Bettyhill</p> <p>3. To secure funding to match the funding from See Hear Improvement Group, Inverness in partnership with NHS Service Level Agreement</p>	<p>Dual Sensory Training offered to other local groups, ie befriending, rural transport</p> <p>Quarterly rural clinics held with referrals to other agencies as required.</p> <p>To apply to local and national organisations for additional revenue and staff funding</p>	

Continuing Long Term Aims		
<p>4. To introduce hearing Screening working with NHS Audiology, Inverness</p> <p>5. Continued development of Volunteers in dual sensory impairment</p> <p>6. Continuing existing services in the community as well as promoting and delivering services to visually impaired people</p>	<p>Contact local Day Care Centres, Dementia Services, Lunch Clubs for initial Screening to be done.</p> <p>Training delivered by partners, in accordance with NHS Service Level Agreement and See Hear Improvement Group requirements</p> <p>Staff and volunteers actively visiting and delivering dual sensory services Caithness and North West Sutherland</p>	

<p>7. To promote and deliver training in dual sensory awareness to agencies and partners, voluntary and statutory</p>	<p>Working with SHHELS to promote and deliver training locally in Caithness and North Sutherland.</p>	
<p>8. To develop and facilitate lipreading resources to be delivered locally</p>	<p>Work with SHIG and SHHELS as well as existing lipreading tutors to develop resources and facilitate delivery on a local level.</p>	



## HEARING AND SIGHT CARE

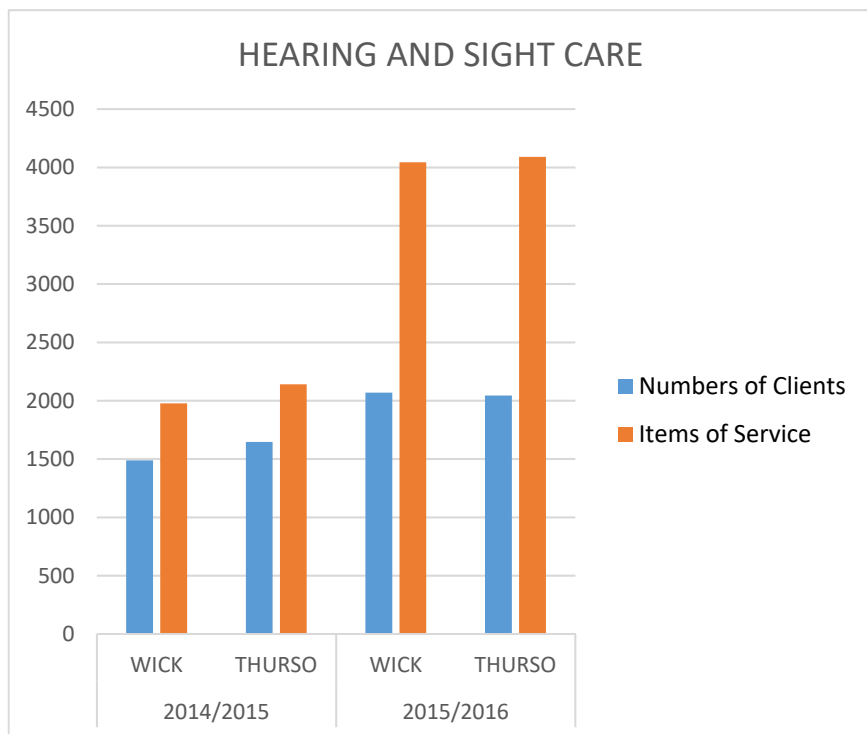
Members of Hearing and Sight Care are either represented on or linked with the following groups:-

### Represented On:

- Caithness Disabled Access Panel
- Caithness Deaf Club
- Scottish Council on Deafness
- See Hear Improvement Group
- Adult Audiology Working Group
- Caithness Health Improvement Forum
- Citizens Advice Bureau
- Caithness Talking Newspapers
- Older Adult Network Forum

### Links With

- Sight Action
- Lochaber Sensory Care
- Audiology Department, Raigmore Hospital, Inverness
- Deaf Services and Hearing Support Team, Social Work, Dingwall
- See Hear Highland Education and Learning Services, Inverness
- AMD Group, Wick
- Caithness Visual Impairment Group, Thurso
- Caithness Voluntary Group
- Caithness Rural Transport
- Scottish Fire and Rescue Service
- Pentland Housing Handyperson Scheme
- Caithness Befriending Service
- Highland Third Sector Interface



### REFERRAL AND VISITS

	2014/2015			2015/2016		
	Wick	Thurso	Total	Wick	Thurso	Total
Audiology Referral	136	146	282	154	139	293
Audiology Repair	139	122	261	158	137	295
Deaf Services Referral	17	11	28	15	6	21
Home Visits – Sight Action	78	87	165	37	50	87
Home Visits - Deaf Service	93	48	141	47	61	108
Home Visits - Audio	16	7	23	81	29	110
Home Visits - Other	18	16	34	32	23	55
Hospital/Nursing/Day Care	36	58	94	91	42	133
Sight Action Referral	5	11	16	10	8	18
Other Referral	1	1	2	27	11	38

#### Items of Service include:

**NHS Battery Exchange      Sale of Private Hearing Aids      Cleaning of Moulds      Changing Tubing      Visits to Clients**  
**Referrals to NHS Audiology, NHS Deaf Services and Hearing Support Team, Sight Action, Other Referrals include Befriending Caithness, SFRS, Handyperson Scheme, OT, Caithness Rural Transport, Telecare and Home Care Services**

\*Items of Service has increased as we have included people with 2 hearing aids as receiving an item of service per aid, eg: tubing changed x 2 aids was previously recorded as tubing changed x 1 item of service.

## FUNDING SOURCES FOR YEAR ENDED 31 MARCH 2016

	£	£
General Donations		4,220
Institutional Donations		
Henry Smith Charity	9,847	
The Robertson Trust	4,390	
Bower Young Farmers	350	
Caithness Vintage Tractor and Machinery Club	2,955	
Friends of Episcopal Church	180	
Northern Sovereign Council	100	
Lodge John O'Groats of Freemasons	200	
St Peters Royal Arch Chapter No 800	<u>1,000</u>	19,022
TOTAL		£23,242

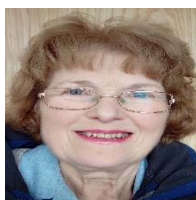
## 2016 Volunteer Profiles



**Mr William Ather, Reay** 22 years  
Chairperson and Volunteer, Thurso



**Mr Ewen Macdonald, Wick** 15 years  
Treasurer



**Mrs Jennifer Gregory, Reay** 11 years  
Director, Volunteer and service user, Thurso



**Mrs Sandra Mowat, Thurso** 9 years  
Director and service user



**Mrs Nanette Munro, Wick** 22 years volunteer/6 years director  
Wick



**Mr David Oliver, Wick** 14 years  
Director, Volunteer and service user, Wick



**Mr Don Ryan, Thurso** 9 years  
Director, Volunteer and service user, Thurso



**Mrs Freda Blagden, Thurso**  
Volunteer in Thurso

14 years



**Mr Alan MacDowall, Wick**  
Director and service user

2 years



**Mrs Isobel Crowe, Wick**  
Volunteer and service user, Wick

10 years



**Mr Alan Doull, Thurso**  
Volunteer and service user, Thurso

6 years



**Mrs Elizabeth Porteous, Thurso**  
Volunteer in Thurso

3 years



**Mr David Savage, Thurso**  
Volunteer in Thurso

12 years



**Mr Ian Moffat, Thurso**  
Director and lead volunteer of Caithness Talking Newspaper Service

1 year



**Mr Robin Aitken, Wick**  
Volunteer in Wick

12 years



**Mrs Kay Allan, Wick**  
NHS Advisor to Board of Directors

12 years



**Mrs Kay Britton, Wick**  
Volunteer and Service user

6 years



**Mr Raymond Cooper, Bettyhill**  
Volunteer and service user, Ray runs an outreach service from his shop in Bettyhill

7 years



**Mr Niall Smith, Development Officer, CVG**  
Advisor to Board of Directors

22 years



**Mrs Karen Williamson, NHS Audiology Head of Department**  
Advisor to Board of Directors

15 years

# DISTRIBUTION LIST

Members of Board of Directors

Advisors to Board

NHS Audiology

NHS Deaf Services

Sight Action

NHS Contracts

The Henry Smith Charity

The Robertson Trust

Lochaber Sensory Care

CAB, Wick

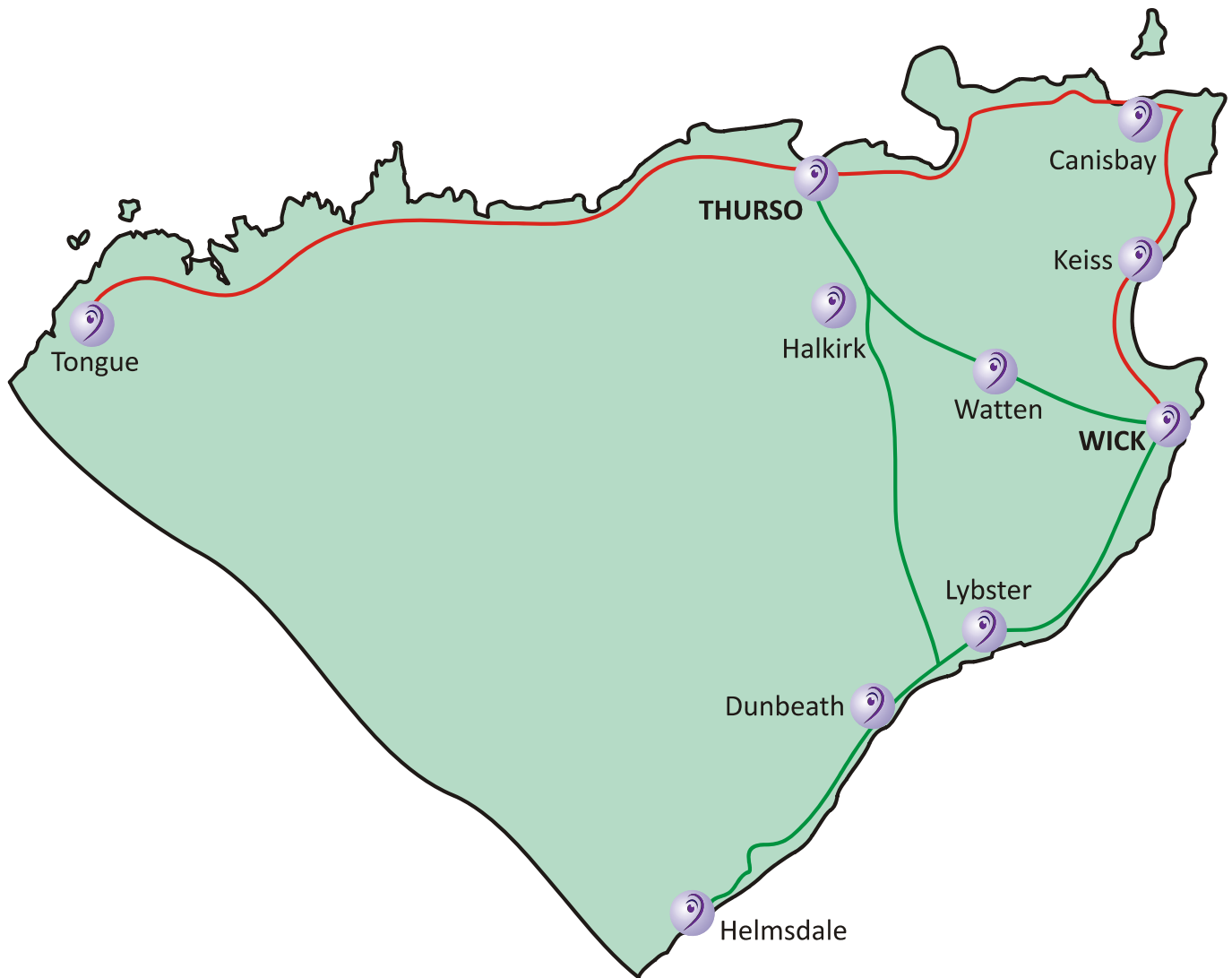
See Hear Improvement Group

The Sensory Centre, 23 Telford Street, Wick

The Sensory Centre, 9 Riverside Place, Thurso

[www.sensorycentre.org.uk](http://www.sensorycentre.org.uk)

[www.caithness.org](http://www.caithness.org)



### Service Provision

Services are accessed at 2 drop-in centres in Wick and Thurso which are both open 3 days a week between 10 am and 2 pm. Outreach clinics are held at the other locations identified above, on a bi-monthly or quarterly basis.

Visits to local nursing homes, hospitals, day care centres and residences are made to those service users unable to access any of our services.

### Geography and Locations

Wick to Thurso – 21 miles, Wick to Tongue – 63 miles, Wick to Helmsdale – 37 miles  
Statutory Services are based in Inverness and Dingwall and are 100/110 miles south of Wick and Thurso. (Tongue to Inverness – 95 miles). The area has a low population density, partly served by single track roads and limited public transport.