

## **SignHealth Outreach Service**

A Quality Service is underpinned by a range of organisational policies and procedures. Confidentiality is a core component of service delivery and there is a robust complaints and appeals procedure.

**For more information on our service or to make a referral please contact us:**

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**A CHANCE TO MOVE ON**

SignHealth is a national voluntary organisation

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**London  
Outreach  
Service**

**SUPPORTING  
DEAF PEOPLE IN  
LONDON TO LIVE  
INDEPENDENT LIVES**

***A chance to move on***

**SIGN  
HEALTH**

***SignHealth believes in a world where there are no barriers to good health and wellbeing for deaf people.***

The SignHealth Outreach service supports its clients to become more independent and improve their self confidence. The service makes sure they receive the highest quality of support to live independently in the community.

SignHealth knows and values the importance of Deaf culture and Community. All outreach staff are either native British Sign language users or trained to a high level of competence in BSL.

The main purpose of the Outreach Service is to work with clients to enable them to live independently in their own homes. Staff support clients with a range of support needs such as money management and benefits, health appointments, employment issues, family issues and health appointments. The service has clients with mental health issues, and works with CPNs to maintain stable mental health and general wellbeing.

Comprehensive and appropriate needs assessments are completed and clients lead in creating support plans to reflect their own needs.

***Service Provision is geared to the individual care needs of each client***

After an initial assessment, clear areas of support are established in relation to the development of the individual. The following list is not exhaustive but identifies some of the areas where SignHealth Outreach provides support.

- **Managing finances e.g. personal budgeting**
- **Developing self care and daily living skills**
- **Cooking and shopping**
- **Developing and maintaining relationships and contacts**
- **Integration and appropriate social interaction to minimise isolation**
- **Links to suitable day care**
- **Encouraging uptake of appropriate adult education courses**
- **Finding suitable employment**
- **Establishing links with healthcare professionals**
- **Self advocacy**
- **Ensuring access to interpreting services and assisting with communication where appropriate**
- **Monitoring the physical and mental health of individuals**

***SignHealth tends to work mainly with people who have difficulty in engaging with mainstream services, maybe due to their deafness and communication difficulties, behaviour issues or mental health issues***

Deaf clients engage well with deaf workers who work within their own environment and culture.

Where needed, local BSL interpreters are used and we work closely with clients whose language is minimal or difficult to understand.

SignHealth regularly requests feedback from clients, families and other agencies involved with the service. Exit interviews are held when a client leaves the service.

The outreach service works closely with the SignHealth Therapies and Advocacy services as well as the SignHealth supported living schemes. This allows us to draw on a wide staff group with a range of skills and abilities. SignHealth works closely with deaf groups and associations in the area as well as mental health teams and social service agencies.

