

Final decisions on the issues under consideration will also take account of a range of other factors, including other available information and research evidence.

While details of particular circumstances described in a response to a consultation exercise may usefully inform the policy process, consultation exercises cannot address individual concerns and comments, which should be directed to the relevant public body.

## CONSULTATION QUESTIONS

1. The strategy outlines a care pathway (page 10).

(a) If you are a service user and/or carer, please tell us what difference you believe the implementation of the pathway will make to the services you experience.

I don't know what difference it will make.

(b) How can we best ensure that services and support meet your needs?

I feel that Caithness Deaf Care and the Highland Audiology service already meet my needs adequately. The problems arise more out in the public.

(c) If you are a care provider, what changes will you need to make to implement the pathway?

(d) How will you make these changes?

2. The strategy identifies key factors that need to be in place to ensure the pathway is successful (Page 11 para 6.7).

(a) Which of the key factors are most important for a successful pathway?

Screening at birth and at various times to pick up hearing / sight problems early.

(b) Which are the most challenging to put in place?

Educating the general public about how to respond to people with sensory loss. We hard-of-hearing ~~or~~ people get shouted at, ignored, sometimes excluded, by people who don't know how to communicate with us. E.g. some doctors turn their backs, so we can't lipread, and mutter into their computers!

(c) Do you think that any key factors have been missed?

No

3. The strategy identifies areas for action that should be addressed going forward  
(Page 13-16)

(a) Which of the areas for action will be the most challenging to implement?

Informing the general public about the way to treat sensory impaired people. The blind seem to get much more sympathy. We're treated as stupid some of the time or inattentive. - Crucial to pick up children with problems as early as possible - they can become disruptive because of their difficulties.

(b) Which of the areas for action will make the biggest difference and why?

Early intervention

(c) Are there any other areas for action that you would like to see included within the strategy?

Regular audiology tests. There's sometimes long gaps between tests.

4. Please comment on the current provision of sensory impairment services as either a service provider or service user. If you have any experience of sensory impairment services, please let us know what you think of them: this should include any experience of one-stop shops.

Caithness Deaf Care and Raigmore Audiology dept.  
are both very good, but very busy.

5. What difference will the implementation of the strategy make to your life?

None that I can think of.  
I am adequately served already.

6. Does this strategy properly reflect the current climate and developments in policy and practice for children and young people particularly in relation to the Getting it Right for Every Child approach and the Doran Review?

I don't know

7. Do you have anything you wish to add to the Sensory Impairment Strategy or any other general comments that have not been covered by the questions?

When my late father, who was very hard of hearing, was in hospital latterly, he had his hearing aids put away in a drawer, which he couldn't reach, and they complained he was uncooperative - he was totally deaf without them. Nursing staff and carers have to be educated that they are essential pieces of equipment for users, just like glasses.





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Riaghaltas na h-Alba

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