

## FOI\_1484\_2023-24 – FOI Request concerning Vision Rehabilitation Services 2022/2023

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1. a) How many certificates of Vision Impairment (CVI) were received by the LA in the 2022/2023 financial year?

88

b) How many additional requests for a vision rehabilitation assessment were received by the LA in the 2022/2023 financial year (i.e from somebody who already was registered as having a CVI or there is no CVI)?

578

c) How many people received a specialist vision rehabilitation assessment in the 2022/2023 financial year?

Vision assessments - 539

Dual assessments - 49

Total - 588

2. Of individuals who received a vision rehabilitation assessment in the 2022/2023 financial year, how many people were in the following age groups? Please provide a numerical figure against each age group:

a) 18-64

169

b) 65 and over

454

3. How do you conduct specialist vision rehabilitation assessments? Please select one option:

a) All face-to-face

b) All over the phone

c) Combination of both: Please specify the split of this

All face-to-face

4. Who is responsible for managing and upkeeping the CVI register across the LA?  
Sensory team

5. What was your authority's waiting time between receiving a CVI from the hospital to initial customer contact to discuss needs, in the 2022/2023 financial year? Please select on option:

a) 1-3 days

b) 4-10 days

c) 11-20 days

d) 21-31 days

e) 1-3 months

f) 4-6 months

**g) Over 7 months**

Dependent upon client availability, but initial call made within days. Data states 200 days on average but this is incorrect, and we are working on amending dates on our recording system to provide more accurate data in the future.

**6. How is the initial contact made? Please select one option:**

- a) A telephone call from our generalist team**
- b) A telephone call from our sensory team**
- c) By post**
- d) Other, please specify**

A telephone call from our sensory team

**7. How many people experienced waiting times between referral and receiving a specialist vision rehabilitation assessment, in the 2022/2023 financial year, of: Please provide a numerical figure against each time period:**

- Less than 28 days**
- 1-2 months**
- 3-4 months**
- 5-6 months**
- 7 months – 1 year**
- Over 1 year**

Everyone is seen within a month of receiving their referral. We do not have this data separated from Hearing assessments.

**8. How many people experienced waiting times between receiving a specialist vision rehabilitation assessment and receiving support from a rehabilitation specialist, in the 2022/2023 financial year of:**

- Less than 28 days**
- 1-2 months**
- 3-4 months**
- 5-6 months**
- 7 months – 1 year**
- Over 1 year**

1-2 months

**9. a) What is included in the Vision Rehabilitation Support/offer from the LA**

- Daily living skills (Cooking, dressing, cleaning)**
- Orientation/mobility training**
- Support with technology**
- Benefits/ financial advice**
- Emotional/psychological support**
- Support or advice for family/carers**
- Signposting to other relevant services such as information, advice and guidance on emotional support and/or counselling services**

- Providing low tech equipment such as LLI and bump-ons
  - Providing high tech equipment such as tablets
  - Other please specify – iphones, braille training, Specialist IT support to help with learning the basics, electronic magnification
- All of the above, except Emotional/psychological support

**b) Please tick all of which apply from the below which are funded through another funder/outside of the LA.**

- Daily living skills (cooking, dressing, cleaning)
- Orientation/mobility training
- Support with technology
- Benefits/ financial advice
- Emotional/psychological support
- Support or advice for family/carers We sign post to RNIB, Southampton Sight, Open Sight
- Signposting to other relevant services such as information, advice and guidance on emotional support and/or counselling services
- Providing 'low tech' equipment such as liquid level indicators and bump-ons
- Providing 'high tech' equipment such as Tablets
- Other: please specify

Emotional/psychological support

Support or advice for family/carers - We sign post to RNIB, Southampton Sight, Open Sight.

**10. How many FTE vision rehabilitation specialists provide rehabilitation support across the LA? If there are currently any vacancies for these positions, how many are there?**

3 x Full time Vision Rehabilitation Specialists

1 x Deafblind specialist

5 x Sensory rehabilitation practitioners

1 x Independence advisor

No vacancies

**11. Who else provides support to fulfil the vision rehabilitation offer across the LA?**

We have 5 sensory rehabilitation practitioners to support our qualified Vision Rehabilitation Specialists.

**12. Who is responsible for the management of vision rehabilitation specialists within the LA?**

Senior Manager

Deafblind specialist and Senior practitioner

**13. Is it always vision rehabilitation specialists who complete specialist vision rehabilitation assessments? Please select one option:**

a) **Yes**

b) **No – Please provide details**

No - We use trained sensory rehabilitation practitioners to help action non complex/reviews. If specialist support is required a Vision Rehabilitation Specialist will be involved and work is overseen by qualified staff.

**14. How much has the LA annually spent on its vision rehabilitation service for the last three financial years? If this information cannot be separated out, how much is the annual spend on its sensory services? Please specify which total is given.**

**Equipment –**

**Staff –**

N/A

**15. Do you have mechanisms in place to understand the quality of outcomes amongst those who access vision rehabilitation support through the LA?**

Feedback forms are sent to all patients after intervention/support is actioned  
SMART Goals are used to track/monitored to show progress made.

**16. Do you have any further comments on vision rehabilitation provision across the LA?**

All support is delivered in a timely manner, CVI's are received and placed on triage. A member of the sensory team make contact within 1-3 days. People are then placed on a 4 week waiting list but we endeavour to see people sooner. Urgent cases receive an assessment within 1-2 weeks. With our waiting lists and current staffing numbers we can offer a quick service to support those in crisis with sudden sight loss. Follow up visits are used to check equipment and knowledge. Longer term programs are delivered by our Vision Rehabilitation Specialists. All patients on our lists including those on our not on register receive annual/biannual reviews if they require them. The sensory team also hold regular sensory awareness training and partake in local events to support people with sight loss within our communicate and beyond.