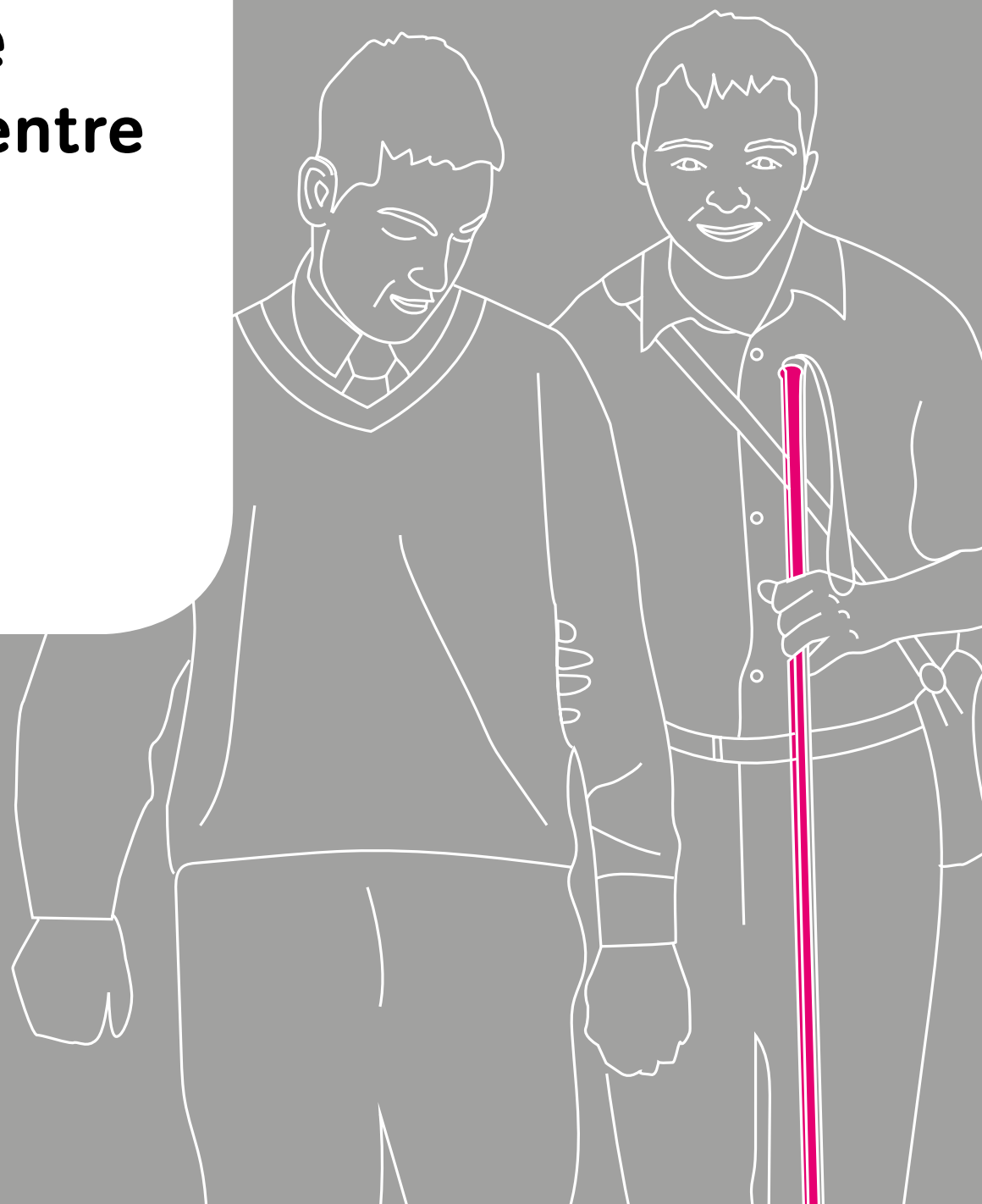


# Christopher Grange Vision Rehabilitation Centre

## Spotlight on vision rehabilitation

**RNIB**

Supporting people  
with sight loss



# Spotlight on Vision Rehabilitation

Mike Bailey, manager of Christopher Grange Vision Rehabilitation Centre, tells us about their services in Liverpool. He highlights how they work towards the goals of **See, Plan and Provide**, seeing people for specialist face to face assessments and having plans in place within 28 days; and how they meet several **Good Practice Principles**.



## How would you describe your service?

Christopher Grange Visual Rehabilitation Centre supports service users from Liverpool, St. Helens, Sefton and Knowsley and holds contracts with local authorities for these four areas. The centre is also part of the Catholic Blind Institute group of charities that has been supporting blind and partially sighted people since 1972.

Alongside the rehabilitation support, the centre also provides visual awareness training to both the public and private sector, and has recently developed an online training programme which was recognised for its excellence with an award by Visionary in 2015.

All referrals to the centre must be made by a rehabilitation officer from the local authority. Centre staff will discuss the individual's needs with the referring rehabilitation officer before they visit the centre to make sure it is right for them. Once everything has been agreed, the service user is then given a start date within two weeks to allow transport to be arranged if this is necessary. Service users can access Christopher Grange

again in the future if they require further vision rehabilitation (**Principle 9**).

## Who makes up your team?

The staff at the centre include: one manager, two rehabilitation officers, one IT officer, one admin assistant, one qualified counsellor (volunteer), and a number of other volunteers.

## What's working really well about your service?

Peer to peer support is at the heart of everything we do at Christopher Grange. The majority of sessions are delivered in a group setting. Service users benefit by supporting each other through the process, and sharing advice on equipment and coping strategies.

Each of our service users have individual goals that they want to achieve and we help them to achieve them.

When an individual comes to the centre, after three weeks, they are asked to complete a questionnaire which gives them enough times to settle in **(Principle 2)**. Our questionnaire helps staff understand what level of confidence the service user currently has and we review them and their care plan after six weeks, to ensure we are on the right track.

Once the person agrees their goals, the centre assesses them to gather a baseline for where the individual is currently at. We are very fortunate to have a qualified volunteer counsellor which means our service users can benefit from this emotional support on site.

We have also developed our own outcome measurement tool which we apply to all our service users based on the original questionnaire and a review when they leave. We measure the 'distance travelled' by the service user, regularly focusing on their general wellbeing, how they are feeling, how they are managing at home and how confident they are when out and about.

### **Over the next 12 months, what are the main challenges you are facing and how will you look to address these?**

Given the financial constraints being placed on local authorities, we are constantly having to do more tighter budgets. We recognise the importance of continuing to evidence the impact we are making on service users lives to help protect our services. Our outcome measurement tool certainly helps us to do this by having the evidence to back up the questions we are regularly being asked by commissioners.



## Three steps of See, Plan and Provide

- **See:** everyone with a visual impairment must receive a specialist face to face assessment.
- **Plan:** everyone must have a plan in place, identifying the outcome of the assessment. The first two steps must take place within 28 days of first contact with the local authority.
- **Provide:** any agreed vision rehabilitation support must start within 12 weeks of the person's initial contact with the local authority.

## 10 Principles of Good Practice in Vision Rehabilitation

### All blind and partially sighted people...

- 1** receive initial telephone contact within two working days of receipt of a Certificate of Vision Impairment (CVI), referral or self referral
- 2** are seen and receive a specialist assessment from someone with appropriate skills, knowledge, training and qualifications, within 28 days of initial contact

- 3** are offered a range of services at the specialist assessment. Services include those that address their eye health, emotional, physical, financial and social needs and those of their carer if appropriate
- 4** are provided with a vision rehabilitation plan within 28 days based on goals agreed in the assessment
- 5** are provided vision rehabilitation services free of charge, to meet agreed assessed needs
- 6** offered a full community care needs assessment when vision rehabilitation does not fully meet their needs
- 7** are provided with equipment, aids or minor adaptations free of charge, when it has been assessed that these help, reduce, prevent or delay the need for more costly care
- 8** receive information about services or support in a timely manner and in their preferred format
- 9** have the ability to access vision rehabilitation services in the future if required
- 10** are provided vision rehabilitation by someone who is trained to understand their sight loss related needs

To download a copy of the 10 principles  
[rnib.org.uk/rehab-principles](http://rnib.org.uk/rehab-principles)



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