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There is a full time Single Point of Access (SPA) worker available five days a week. An **open door** policy enables access operating within a philosophy of empowerment facilitating **independence**.

We believe that **access** and **equality** for Deaf people is not just a good practice issue but is the right of every Deaf person...

...as is the right of every Deaf person to be allowed and empowered to reach their full **potential** as an active participative, contributing citizen.



care management



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bid services' Care Management team is specialised, professional and experienced. The team works in partnership with service users, their families and other stakeholders to meet individual needs...

We are commissioned by local authorities to provide a Care Management service to profoundly Deaf British Sign Language (BSL) users across Birmingham and Solihull.

The team has the ability to expand the service into other areas as commissioned.

The nature of Deafness and the high prevalence for co-morbidity means that an all-encompassing knowledge of the client groups is a pre-requisite.

BSL is used proficiently and this is combined with specialist skills that allow an understanding of the impact of Deafness upon people's lives.

There are established assessment and reviewing systems to meet the responsibility of ensuring services are always appropriate, timely, efficient, economic and effective.

The expertise of the team covers all disciplines across children and Adult services.