



‘Seeing it my way’

**A universal quality and
outcomes framework for blind
and partially sighted people**

Final Outcomes

Outcome 1: That I understand my eye condition and the registration process

Definition

I will know what my eye condition is and what it means for me, my family and carers. Someone will talk me through the certification and registration processes, what they mean and the benefits they can offer. This means that:

- The medical professionals who diagnose and treat me will understand the impact of my condition on my life and the anxieties this may cause.
- They will talk to me clearly, encourage me to ask questions and explain anything that I don't understand.
- Professionals will involve and support my family and carers, if that is what I want.
- I will understand how to manage my eye condition and how to prevent it worsening.
- I will understand what happens after I am diagnosed.
- If I have additional disabilities, professionals will understand that I may not be able to explain how my sight has changed and that sight loss may change my behaviour.

Outcome 2: That I have someone to talk to

Definition

I will have help to come to terms with my condition and to understand the changes and adjustments I may need to make to the way I live. This support will be appropriate to my needs, whether it is advice or professional counselling. This means that:

- I will be offered all the information and advice and the appropriate support I need at the point of diagnosis by a trained professional or information service.
- I will be given dedicated time and ongoing support to help me gain confidence and achieve a sense of well-being for as long as I need it.

Outcome 2: continued:

- I will be informed about services that can support me if I am feeling low and if necessary helped to access them. There will be acknowledgement that as my condition changes my need for such support may be ongoing.
- I will have access to well facilitated peer support groups.
- I may not always be able to tell you how my sight loss makes me feel and, if I have additional disabilities, I may need an advocate.

Outcome 3: That I can look after myself, my health, my home and my family

Definition

I will be able to look after myself and this means I may need to learn new ways of completing tasks that others take for granted. I will be able to look after my home, deal with money and go shopping. I will need to be able to move around inside my home and learn different ways of doing things. This means that:

- I will know how to make my home safe and secure.
- I will learn to prepare food and to cook safely.
- I will have information about how to keep healthy and exercise.
- I will be shown how to move around my home safely by someone who is trained and qualified to do so.
- My bank and other service providers will send me information in my preferred format.
- I will be able to read food and medicine labelling.
- As my circumstances change I will have access to ongoing support.
- If I have additional disabilities, I may need support to be as independent as possible.

Outcome 4: That I receive statutory benefits and information and support that I need

Definition

I will understand my rights and receive the financial benefits and concessions that I am entitled to and any ongoing support when I need it. This means that:

- I will understand what financial benefits I am entitled to and receive support to obtain them.
- I will have support through the assessment and planning process for personal budgets
- I will have support to help me access Social Services that enhance my independence.
- I will be given information about local and national services that are available
- If I experience difficulties in obtaining benefits I will be able to approach an advocate.

Outcome 5: That I can make the best use of the sight I have

Definition

I will have any remaining sight professionally assessed and then have training to use appropriate low vision aids, such as magnifiers. I will be advised on how to make the most of my sight and this will include how to light my home more effectively. This means that:

- I will be able to make every effort to preserve and improve any sight I have and I will be referred to a low vision service.
- I will be trained in the use of the aids prescribed and informed about and trained to use other helpful technologies.
- I will be able to visit a low vision service or other community based services which may be able to help me if my eye condition or situation changes.
- I will have help to clean and keep my low vision aids in full working order.

Outcome 6: That I can access information making the most of the advantages that technology brings

Definition

I will be provided with information in a format that I can read. I will be informed about any technology that may help me and I will be kept up to date with new developments and products such as mobiles and smartphones. I will be able to access ongoing training and advice so that I can really make the most use of technological devices and equipment. This means that:

- I will obtain the information and material I require in the format of my choice.
- I will receive information at the time when I need it.
- The professionals advising me will have the information I need or they will know how to obtain it.
- As they become available, I will have access to and be taught to use new technologies that make it easier for me to get information.
- If I have additional disabilities and if required, I will be provided with information in easy to read formats.

Outcome 7: That I can get out and about

Definition

I will be able to travel outside my home confidently and safely and on my own terms. This means that:

- I will receive training delivered by a qualified professional to help me travel safely. I will be issued with any equipment I may need to maintain my independence when I am out and about.
- I will be able to access transport services that take my mobility and sensory restrictions into account.
- Access to public buildings and spaces, shops and transport services will continue to improve so that I and others with sight loss can make full use of them.
- I will have the opportunity to meet others.
- I will be able to participate in sporting, leisure and social activities.
-

Outcome 8: That I have the tools, skills and confidence to communicate

Definition

I may need to learn new ways of reading, writing and keeping in touch. This might include using new and different forms of technology. This means that:

- I will need to know what products and services are available, how to access them and receive support to use them.
- I want to be able to keep up to date with new products and technology that becomes available.
- I will be able to access training in an environment that takes my sight loss into account.

Outcome 9: That I have equal access to education and life long learning

Definition

As a blind or partially sighted child, young person or mature learner, I will have access to education, with specialist teaching support across the curriculum and appropriate learning materials. I am likely to need special equipment and magnification or speech technology on my computer and I may find it useful to learn braille. This means that:

- My school, university or college will understand my eye condition and the effect it has upon me.
- My school, university or college always offers all materials in my preferred format at the same time as my sighted peers receive it.
- Adjustments are made to the environment and ways of working that enable me to participate fully in school, university or college life.
- My educational and support needs will be met during my transitions between schools and to further education.
- I will be taught computer skills, if I want them.
- I will have access to braille teaching if I need it
- I will be taught to use new technologies as they become available and have access to free or low cost solutions
- I will have access to lifeskills training if I want it.
- If I have additional disabilities I may need easy to read information and tactile clues.

Outcome 10: That I can work and volunteer

Definition

I will be able to work or volunteer and play a full part in society. In order for me to do this, I may need to access training and skills development. Employers will treat me equally alongside other colleagues. This means that:

- If I am already in work, my employer will know how to support me to learn new skills and different ways of working that will help me to retain my job.
- I have the support of an advocate in retaining my employment.
- If I am looking for work I will receive training in my chosen field and support in the search for a job.
- I will not be discriminated against in the workplace or where I volunteer because of my sight loss