

# Sight loss – Emotional Support

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This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.

**Information sheet F3**

**March 2015**

This information sheet is about:

- Face-to-face counselling
- Telephone helplines and counselling
- Support groups

There is a lot of advice and support available if you are finding it difficult to cope with your sight loss. Sight loss can have a devastating emotional impact. Many people go through a grieving process, and it is normal to experience shock, anger, frustration and depression.

## **Face-to-face counselling**

Many people find that a face-to-face discussion with someone who understands what you're going through is really helpful. Your GP can put you in touch with counselling services for people in Somerset.

## **Telephone helplines and counselling**

### **Action for Blind People**

Action for Blind People provides a counselling service for people in the Bristol area.

Phone: 0117 934 1720

### **IGA Sightline**

Run by the International Glaucoma Association, this helpline provides advice and information for people with glaucoma.

Phone: 01233 648170

Website: [www.sightlinedirectory.org.uk](http://www.sightlinedirectory.org.uk) (hyperlink)

## **Listening Eye**

For people who have difficulty with failing sight.

Phone: 0800 783 1979

## **Macular Disease Society Helpline**

For people who have macular degeneration and other types of macular disease. Telephone counselling is also available.

Phone: 0300 3030 111

## **RP Helpline**

This is a national telephone helpline for people who have retinitis pigmentosa.

Phone: 0845 123 2345

## **RNIB Talk and Support**

Provides informal support by linking people up with others who have sight loss. Special telephone social groups are set up, which give people a chance to talk to each other regularly about their sight loss. There are also telephone groups that can tell you about what services and benefits are available.

Phone: 0845 330 3723

## **RNIB Emotional Support Telephone Service**

You can contact this service through the RNIB Helpline.

Phone: 0303 123 9999

## **Support groups**

There are some local support groups for people with particular eye conditions.

## **British Retinitis Pigmentosa Society**

Local contact:

Russell Parsons

Phone: 01278 45702

Email: [rparsons568@btinternet.com](mailto:rparsons568@btinternet.com) (email hyperlink)

National website: [www.brps.org.uk](http://www.brps.org.uk) (hyperlink)

## **Macular Society**

Local contact:

Harvey Godber

Phone: 01823 337460

Email: [hgodber@btinternet.com](mailto:hgodber@btinternet.com) (email hyperlink)

National website: [www.macularsociety.org/](http://www.macularsociety.org/) (hyperlink)

## **Your opportunity to feedback**

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

- Contact us on our website, [www.somerset.gov.uk](http://www.somerset.gov.uk) (hyperlink) or
- Speak to your social care worker.
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer:  
Floor B2 East  
County Hall  
Taunton  
TA1 4DY  
Email: [customerexperience@somerset.gov.uk](mailto:customerexperience@somerset.gov.uk) (email hyperlink)

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