



Who we are

Gallaudet is a specialist registered care home, without nursing, in Bath. We can provide 24-hour support to eight men and women over the age of 18. The people we support are deaf, with additional complex needs, including physical and learning disabilities.

We specialise in enabling people to be as independent as possible – according to their abilities. We use a range of communication techniques, person-centred approaches, and positive risk-taking in all aspects of our care planning and review process. In this way, we can make sure that everyone is fully involved in their own support. We also seek to understand what people are communicating through their behaviour – and find ways to support people to express themselves constructively.

How we can support you

We can give you a safe and comfortable place to live. Our fully wheelchair-accessible home has eight bedrooms, one of which has a wheelchair-accessible en-suite shower room. We also have a shared kitchen, lounge, dining area and conservatory. Our home is part of a larger complex with beautiful communal gardens, which people are free to use as they wish.

Our staff will support you on a one-to-one basis and are trained to meet your individual support needs. We can support you with all aspects of your daily life: from making healthy lifestyle choices and managing your medicines to cooking, budgeting, learning new skills and getting involved in the local community.

We will communicate with you in your preferred way and support you to create a person-centred support plan. This describes what is important to you, how you want your life to be and what help you need to make this happen.

What's important to us

- Providing a person-centred service that focuses on what the people we support want and like
- Embracing people's differences and not discriminating
- Communicating in the way an individual prefers, for example, by using British Sign Language (BSL) or pictures
- Ensuring respect for, and the dignity of, the people we support
- Making sure the people we support are happy, safe and healthy
- Making every effort to make sure that the people we support have fun at home and in the community – and take part in exciting activities!
- Supporting people to become more independent.

What people say about us

“Staff knew people's individual communication skills, abilities and preferences. People's care plans identified their communication needs for example, using sign language, written communication or pictorial methods. One person's care plan noted they used signing which was unique to the person, however, staff were able to interpret. Another person's care plan noted that sometimes if the person didn't answer, it was their way of saying 'no'.”

– From Care Quality Commission
Inspection report



Action on Hearing Loss is the trading name of The Royal National Institute for Deaf People.
A registered charity in England and Wales (207720) and Scotland (SC038926). A1216/0219

Where we are

Our home is on the ground floor of Poolemead in the Twerton area of Bath. People who live here benefit from the facilities that Poolemead offers, such as lift access, beautiful and spacious gardens, a jacuzzi and a coffee lounge. Twerton has good, local facilities and is just three miles from the centre of Bath, with an excellent bus service to the city centre.

Local amenities include a large shopping centre, spa, cinemas, and a variety of restaurants, pubs and cafés. There are also excellent links by train and coach to all parts of the UK.

Poolemead offers a diverse range of support services and housing so that the people who come here can take transitional steps to increase their independence, participation and inclusion as fully active members of the wider community. These services include six residential care homes, a nursing home, community and outreach services, supported housing and educational and occupational activities.

Contact us

Please contact our Referrals Co-ordinator if you want:

- more information about the service
- to make a referral
- to arrange a visit
- to have a chat about how we can support you.

  0333 240 5659

 referrals@hearingloss.org.uk

 actiononhearingloss.org.uk/careandsupport

Address: Gallaudet, Poolemead House, Watery Lane, Twerton, Bath BA2 1RN