

Healthier Communities,  
Outstanding Care

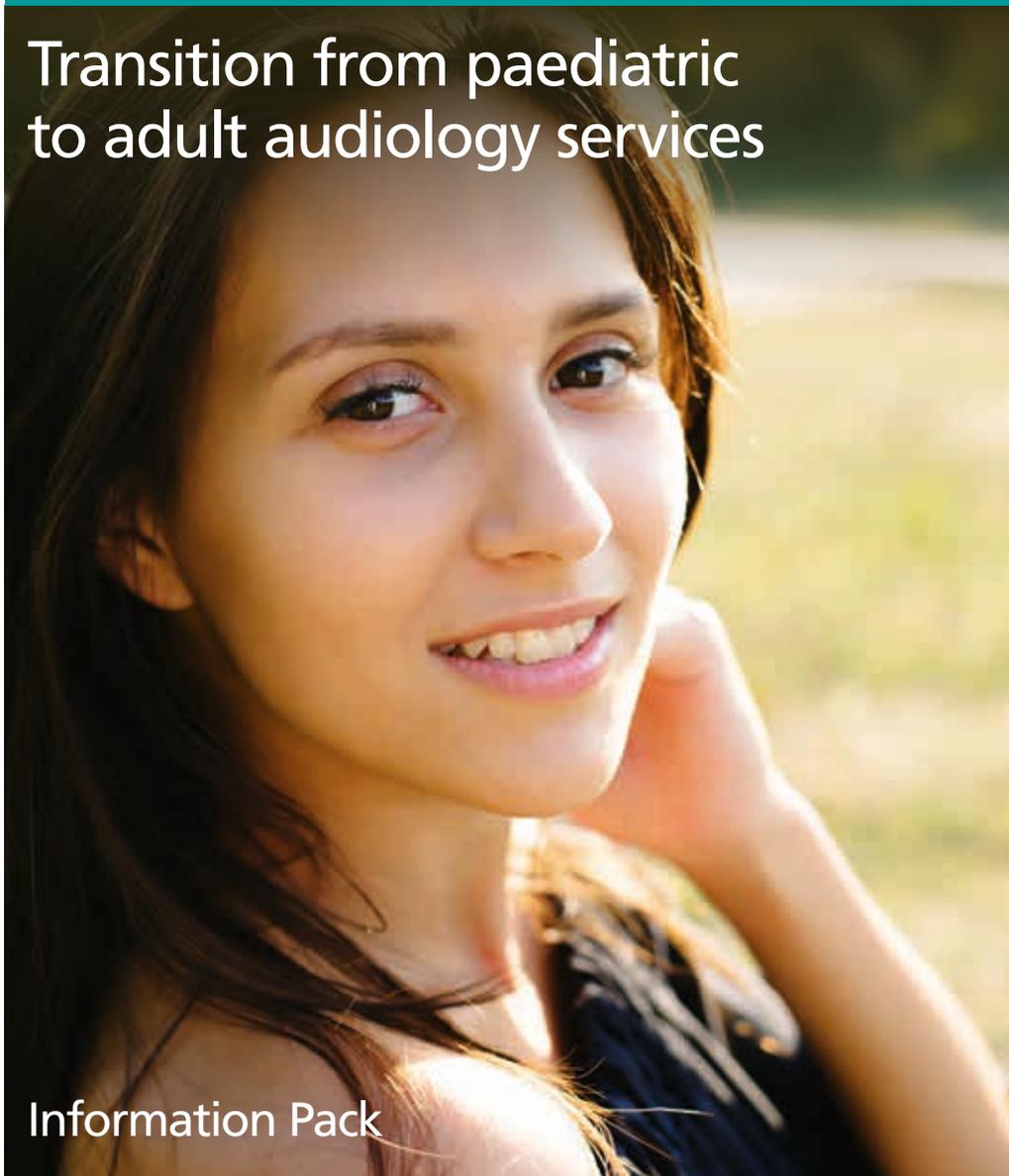


Sherwood Forest Hospitals  
NHS Foundation Trust

# Audiology Services

Transition from paediatric  
to adult audiology services

Information Pack



From the age of 18, or once you leave full time education, your audiological care will be transferred from paediatric audiology to adult audiology. Even though the service takes place in the same department (clinic 8, King's Treatment Centre or outpatients Newark Hospital) and you may still see the same audiologists, there will be some differences in the way you access the service.

You will be given more responsibility to look after your hearing aids and your hearing, as you will not have the regular appointments you are used to. We are always happy to see you and this leaflet will help you to navigate your way into the adult service.

### Q: What is transition?

**A:** This process should have begun from around the age of 13, as the department will have ensured that you have acquired the necessary skills of caring for your hearing aids, while also providing advice on availability of services when entering into adulthood. The aim is for the final part of the transition of your care will take place over two appointments (Part I and II), which occur about six to nine months apart once you reach the age of 18. This is flexible and we will work with you and support you through this change.

### Q: What is the difference between the paediatric and adult services?

**A:** Adult audiology services are located at exactly the same place as you attend for your paediatric appointments. You may be used to seeing the same audiologist each time you come to the paediatric clinic. You will probably see different audiologists in adult services, although some of the staff from the paediatric clinic also work with adults.

### Q: What will happens in the final two transition appointments?

**A: Part I:** This appointment will be in the paediatric clinic. We will ensure that your hearing aids are set appropriately, that they are at the most up to date specification, and that your earmoulds or slim tubes are in good condition. We will answer any questions you may have about the adult service.

**Part II:** Here we will complete any outstanding issues from the first appointment. We will show you around the adult service and introduce you to some of the staff. We will discuss with you how you can access wireless accessories that can help you in your further education or work place. You will also be given contact details for the adult department. Your first repair appointment will be arranged and you will receive a copy of the lost aid policy.

### Q: What support am I entitled to?

**A:** You are entitled to an interpreter for your appointment if you need one. We can arrange this for you.

### Q: Will I have to pay for anything?

**A:** Behind-the-ear hearing aids, earmoulds and batteries all continue to be free in the adult audiology service. However, if you lose a hearing aid you will be asked to pay £75 towards a replacement.

### Q: What are my responsibilities?

**A:** You will need to make your own review appointments if you notice any new difficulties with your hearing or your hearing aids, however, we recommend that you book to come and see us every 6 months. You will have an open appointment so you can contact us to attend at any time; this means you do not have to see your GP first.

National guidelines suggest that, as an adult, you have your hearing tested every three years.

If you notice a sudden change in your hearing, this is a medical emergency and you should seek medical attention urgently.

### Q: How will my information be shared?

**A:** We use one database at Sherwood Forest Hospitals, so information will remain on this database so that the adult team can access it.

If you move away from home, for example for work or education, please feel free to contact your local audiology service to make it easier for you to access help or repairs. They can contact us for information with your permission. This will be sent securely by post.

Other audiology services may have different systems and ways of being referred, so it is worth contacting them in advance of moving. We can help you find contact details for other audiology departments in the country.

# My hearing Information

## My hearing loss is:

### Mild

You often have difficulty following speech especially in noisy situations.

### Moderate

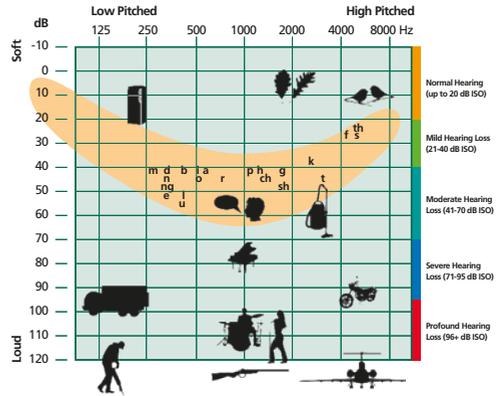
You often have difficulty following speech and other quiet noises.

### Severe

You are unable to hear speech even in quiet surroundings and do not hear general noises such as traffic unless it's loud.

### Profound

You are unable to hear most sounds unless really loud.



- Frequency and intensity of the sounds represented by the letters shown are an approximation based on American English.
- Sources: World Health Organisation; American Academy of Audiology.

## TYMPANOMETRY

EAR	Right	Left
Shape		
Pressure		
Compliance		

## HEARING AIDS

EAR	Right	Left
Make and model		
Battery type		
Fitting prescription		
Colour		
Ear mould type and colour		
Slim tube and dome size		
Programs		
Volume control		
Radio aid		

### Q: How do I access the adult service?

**A:** To access the service you first need to attend a repair appointment.

If you want to arrange a repair appointment, please telephone 01623 672383. This number is for appointments at both King's Mill Hospital and Newark Hospital. They run from 8.30am to 5pm every day, Monday to Friday.

This appointment may solve your issue; if it doesn't then the audiologist will arrange for you to attend a more in-depth appointment, as your hearing may have changed slightly or your hearing aids may need adjusting.

### Q: How do I access audiology services if I'm away from home?

**A:** If you are away from home, for example at university, you will need to register with a GP close to where you live. Your GP will then be able to refer you to an audiology department nearby.

We can send any information about your hearing and hearing aids to other departments if you give your permission. Other audiology departments may have different ways of working and you may like to contact them before you move. We can help you find the right person to contact.

## Equipment

There is a wide range of equipment that may be useful for you. Some equipment supports independence in the home and other equipment works with hearing aids to overcome problems caused by background noise. There are also devices that can give you access to entertainment and educational materials, as well as equipment designed to help with communication. Please discuss this with your audiologist before or after transition. Your audiologist can arrange for you to come and try the equipment and discuss the funding options available to you, which are:

### • Education

If you are already studying in a higher education setting or want to apply to do a course in higher education, you could get communication services and equipment to help you. Disabled students in higher education, which includes students who are deaf, can apply for Disabled Students' Allowances (DSA) to pay for communication services or equipment. Contact your local education authority (LEA) for more information.

Equipment that might help includes radio aids, remote microphones, telephone amplifiers, textphones or loop systems to help you carry out your job and communicate with people in your workplace more easily and effectively. Contact your regional Access to Work centre directly for advice and guidance, or speak to the Disability Employment Adviser at your local Jobcentre Plus for more information.

## • Employment

Each Jobcentre has a Disability Employment Adviser (DEA). You need to meet the DEA and register with him/her to get onto the Access to Work scheme (see below). The DEA can also give you advice and guidance on local employment and learning opportunities, arrange work placements, support you in finding a job/training and/or do assessments. If you need any kind of communication service for your meeting with the DEA let them know beforehand so that someone can be booked.

Your local Social Services/Social Work department may have specific provision for hearing impaired people and may know of someone to contact who supports hearing impaired people in finding employment and training locally.



### **Sutton in Ashfield Jobcentre Plus,**

Ashbrook House, Forest St,  
Sutton in Ashfield,  
Notts, NG17 1BH

**Telephone:** 01623 583500

**Textphone:** 01623 413435

### **Alfreton Jobcentre Plus,**

Tannery House, King Street,  
Alfreton, Derbyshire DE55 7AF

**Telephone:** 01773 724700

### **Mansfield Jobcentre Plus,**

Hill House, Commercial Gate,  
Mansfield  
Notts, NG18 1LN

**Telephone:** 01623 413100

**Textphone:** 01623 413435

**This is a government funded scheme set up to ensure deaf people have equal access at work. It also covers the costs of interpreters for job interviews and for meetings at work.**

**Access to work will pay for any special equipment you need at work because of your deafness. For example, if you need to use a telephone with built-in amplifier or telecoil facility, then Access to Work will pay. It can also provide:**

- Deaf awareness training for your employer and other members of staff.
- Interpreters or other communication support - for interviews, meetings, supervisions and training.
- Fire alarm pager - connected to the fire alarm.
- Text phones or amplified phones.
- Loop systems and microphones.

### How to get it

Ask to see the Disability Employment Adviser (DEA) at your local job centre. They will assess what you need and arrange your Access to Work for you. Do this as soon as you get an interview, or when you start work, because it can take quite a while to set up.

If you are already in a job and you don't have Access to Work, you can still get it, although you and your employer may have to pay something towards it. Full-time students often get financial support from their Local Education Authority (LEA) or receive a Disabled Student's Allowance to pay for communication services.

### Support at work

Contact the DEA at your local job centre to get an interpreter free for training courses and for job interviews. They will arrange an Access to Work agreement for you, which means that they will pay for your communication support if it is related to you finding work. Do this as far in advance as possible as they get booked up very quickly.

If you want communication support for an interview, but can't get one in time, contact the employer and ask them to change the date of the interview. Under the Disability Discrimination Act, you are entitled to have an interpreter at an interview.

### Types of communication support

- **British Sign Language Interpreters**  
Sign Supported English (SSE) interpreters. You can ask for an interpreter that uses the same sign language as you do.
- **Lipspeakers**  
Lipspeakers use clear mouth movements to interpret what is being said. Sometimes they use finger spelling to make things clear.
- **Speech and Textphone Reporters**  
They will type a word for word translation of what is being said. You can view this on a laptop or larger screen.
- **Notetaker**  
Notetakers type a summary of what is being said so that you don't have to write and look at the speaker at the same time. The information may be displayed in electronic form, e.g. on a laptop.

## Financial Help

If you are deaf and not working (or working fewer than 16 hours a week), then you may be accepted as having limited capability for work and/or work-related activity, so you could claim Employment and Support Allowance (ESA).

You may get ESA if your ability to work is limited by ill health or disability. **Contact Jobcentre Plus Benefits for more information on telephone 0800 055 6688, or textphone 0800 023 4888.**



### [www.ndcs.org.uk](http://www.ndcs.org.uk)

There are a number of social security benefits available to hearing impaired young people, including:

- Disability Living Allowance
- Incapacity Benefit
- Income Support
- Tax Credit
- Housing Benefit
- Council Tax benefit

Your local Social Security Office will be able to advise you on the benefits listed and how to apply.

#### **The local office is:**

#### **Worksop Social Security Office,**

Crown House, Newcastle Avenue,  
Worksop, S80 1ET

**Telephone:** 01909 537200

Further information is available in the NDCS factsheets, which are available to download from the website

## Further / Higher Education

### Disabled Students' Allowances

You can contact the Disability Adviser at your chosen college or university who will identify the appropriate funding and apply on your behalf. In higher education, you can get a Disabled Student's Allowance (DSA). You may be entitled to assistance such as:

- Exam concessions - extended deadlines for assessments
- Notetakers
- Research support
- Equipment

You will need to re-apply each year for funding.

### Grants

Information on grants for education is available from 'The Educational Grants Directory', published by the Directory of Social Change. It lists educational charities that support children and young people up to and including first degree level of study. The directory can be ordered from the website, priced at around £20, or ask at your local library.

DSC Books  
24 Stephenson Way  
London NW1 2DP

**Website:** [www.dsc.org.uk](http://www.dsc.org.uk)

**Email:** [books@dsc.org.uk](mailto:books@dsc.org.uk)

**Telephone:** 08450 777707 (local rate)

### [www.skill.org.uk](http://www.skill.org.uk)

Skill produces a guide for disabled people considering applying for higher education courses at university or college. The guide includes:

- A question and answer section covering the support available for students with disabilities in higher education, when and where to apply, how to choose the right course and the funding available.
- A list of useful publications and advice agencies. Statements by all institutions providing higher education courses, about their provision for disabled students and contact details.

The guide is currently priced at £2.50 for disabled students and can be ordered from their website.

### **Freephone information advice line: 0800 328 5050**

(Tuesday from 11.30am to 1.30pm and Thursdays, 1.30pm to 3.30 pm).

### **Department for Education - Student finance**

**[www.direct.gov.uk/  
EducationAndLearning/  
UniversityAndHigherEducation/  
StudentFinance/fs/en](http://www.direct.gov.uk/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/fs/en)**

Gives details of financial help available for the academic year for those entering higher education at undergraduate or postgraduate level planning to study full or part time.

## Headstart

[www.rnid.org.uk/headstart](http://www.rnid.org.uk/headstart)

The Headstart project is run by the RNID to support deaf and hard of hearing students who are thinking of going to university or college, or who are already at university.

They are partnered in this project with the University of Central Lancashire, Sheffield Hallam and Sheffield universities.

## Mansfield & North Notts Society for deaf people

The Society covers the northern part of Nottinghamshire and is the focal point of activities for deaf and hard of hearing people. The aims of the Society are to promote and serve the needs of deaf and hard of hearing people and to actively campaign on their behalf. There are several groups within the Society.

The centre is open weekdays between 9.30am and 3.30pm and is used by people on a drop-in basis whenever they require advice and information on issues concerning hearing loss and its associated problems.

Batteries for National Health hearing aids are available from the centre on production of a hearing aid book issued by the National Health Service. These are available to collect from Monday to Friday between 10am and 2pm. The premises are equipped with bar, kitchen and dance floor and these are available for private hire when not otherwise in use. The building is on one level and is wheelchair user friendly.

## Connevens

[www.connevens.com](http://www.connevens.com)

Connevens specialises in meeting the needs of people who are deaf or hearing impaired in supplying products to help hearing impaired people. These are available to purchase from their catalogue and website.

**We hope you find this information useful and wish you good luck for the future. If you need any further information or advice please contact us and we will be happy to help.**



### **after16.org.uk** [www.after16.org.uk](http://www.after16.org.uk)

A website for teenagers and young people in the UK with an impairment or disability, including opportunities and services available for school leavers. They provide information through their website, magazine, e-newsletter and seminars.

### [www.ndcs.org.uk](http://www.ndcs.org.uk)

NDCS is an organisation for families, parents and carers. They provide support through a helpline, support workers, publications and their website. NDCS can help with welfare rights and benefit claims, making education choices, advising on health and audiology, and technology.

NDCS also campaigns for improvements in services aimed at families with deaf children, working with central and local government, health authorities, education professionals, social services, manufacturers and voluntary organisations.

#### **The National Deaf Children's Society,**

15 Dufferin Street, London, EC1Y 8UR

**Freephone helpline:** 0808 800 8880 (voice and text, open from Monday to Friday, 10am to 5pm).

**Fax:** 020 7251 5020

**E-mail:** [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)



### [www.rnid.org.uk](http://www.rnid.org.uk)

The RNID can provide a range of communication support services. This also includes a legal service, which provides legal advice in relation to deaf and hard of hearing people, as well as information, advice and training to organisations, plus employment advice. They also provide Typetalk, which is a telephone relay service that lets hard of hearing people communicate with hearing people over the telephone and they provide equipment, support and advice. They also run a number of courses that can lead to recognised qualifications.

#### **Royal National Institute for the Deaf (RNID),**

PO Box 16464, London EC1Y 8TT

**Telephone:** 0808 808 0123

**Textphone:** 0808 808 9000,

**E-mail:** [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)

### Sherwood Forest Hospitals NHS Foundation Trust

Audiology Services  
Clinic 8, King's Treatment Centre  
King's Mill Hospital  
Mansfield Road  
Sutton-in-Ashfield  
Nottinghamshire NG17 4JL

**Telephone:** 01623 672383

**Email:** [sfh-tr.Audiology@nhs.net](mailto:sfh-tr.Audiology@nhs.net)

**Textphone:** 0792 0206720

Audiology Services  
Newark Hospital  
Boundary Road  
Newark  
Nottinghamshire  
NG24 4DE

**Telephone:** 01636 685750

**Email:** [sfh-tr.Audiology@nhs.net](mailto:sfh-tr.Audiology@nhs.net)

**Textphone:** 0792 0206720

### Further sources of information

**NHS Choices:** [www.nhs.uk/conditions](http://www.nhs.uk/conditions)

**Our website:** [www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)

### Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

**King's Mill Hospital:** 01623 672222

**Newark Hospital:** 01636 685692

**Email:** [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

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