

Outstanding Care,
Compassionate People,
Healthier Communities

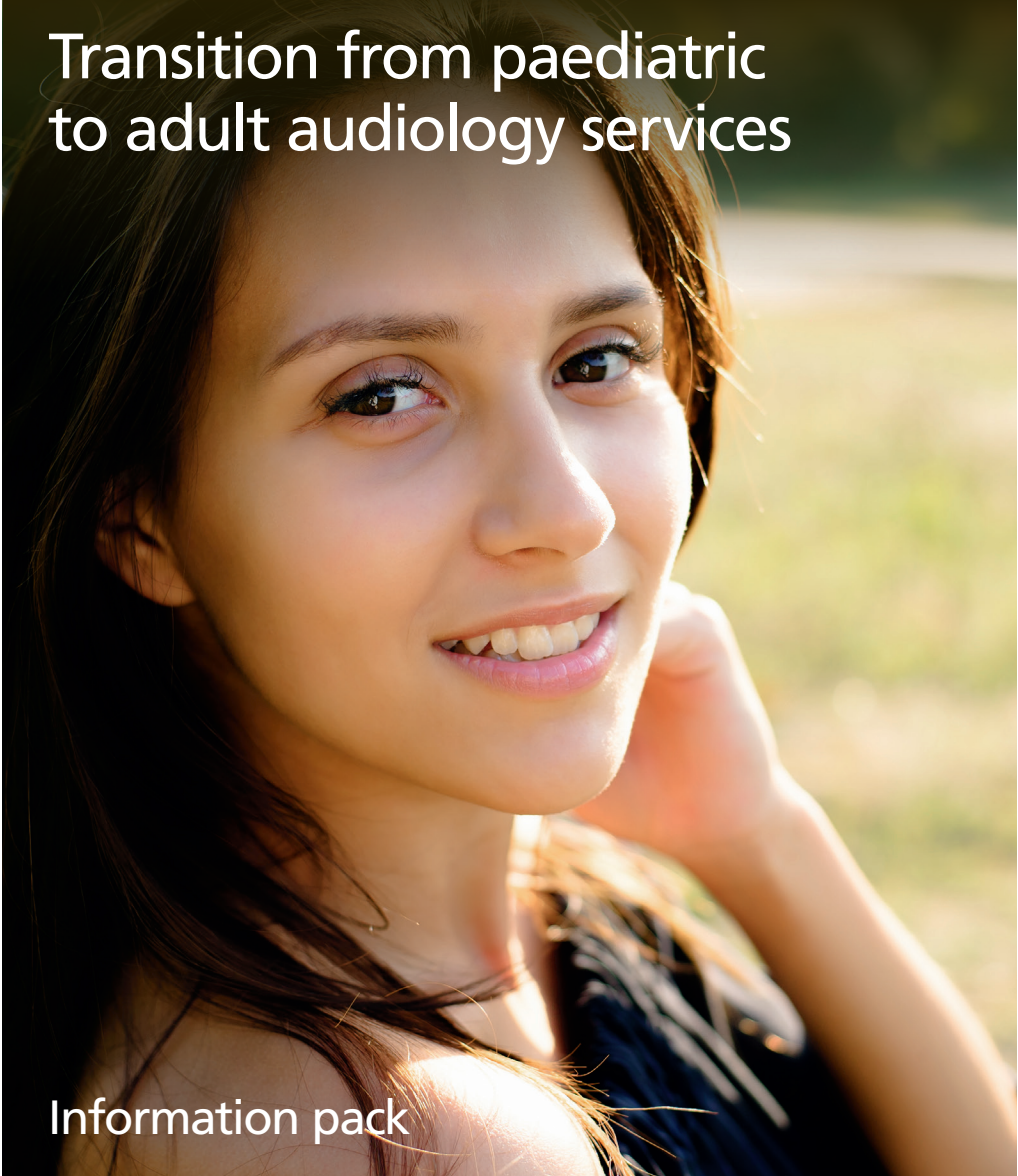


Sherwood Forest Hospitals
NHS Foundation Trust

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?

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?

Adult audiology services are located at the same place as you attend for your paediatric appointments. You may be used to seeing the same audiologist each time you come, but now you will probably see different audiologists, although some of the staff from the paediatric clinic also work with adults. We will provide varying levels of support depending on your individual needs and confidence with your hearing aids. You may be assigned a key worker to help to organise your care in future.

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

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?

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?

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

Q: What are my responsibilities?

You will need to make your own review appointments if you have any issues with your hearing or your hearing aids. We recommend that your hearing aids are serviced every six months, which you will have to arrange. 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.

If you notice a sudden drop in your hearing, this should be treated as medical emergency and you should seek medical attention urgently.

Q: How will my information be shared?

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:

Normal: ■ R ■ L

Mild: ■ R ■ L

You often have difficulty following speech especially in noisy situations.

Moderate: ■ R ■ L

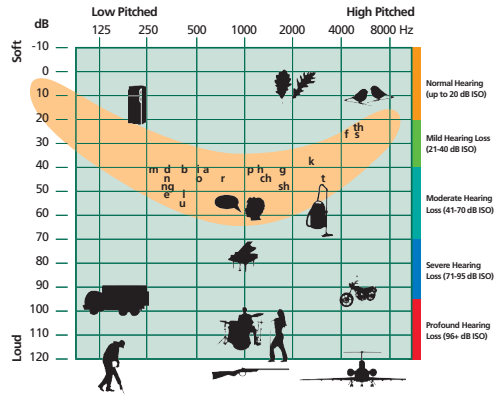
You often have difficulty following speech and other quiet noises.

Severe: ■ R ■ L

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

Profound: ■ R ■ L

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?

If you would like to arrange a hearing aid repair appointment, please telephone **01623 672383** or email **sfh-tr.audiologyhearingaidrepairs@nhs.net**. Here you can arrange appointments at both King's Mill Hospital and Newark Hospital, so please specify which a hospital you would like to be seen at. Clinics run from 8.30am to 5pm from Monday to Friday. If you would like your hearing aids servicing or repairing, there is also a drop off service. If you take your hearing aids to the clinic 8 reception at King's Mill Hospital or the main outpatients reception at Newark Hospital, where you have your audiology appointments, they will pass them to us and we will contact you when they are ready. If you would like replacement tubes to be posted out to you, these can be requested at the above email address.

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

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 in difficult listening environments. 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 discuss specific equipment and the funding options available to you, which vary depending on what route you chose after leaving education:

• Education

If you are already studying in a higher education setting or want to apply to do a course in higher education, there are services to help you. Disabled students in higher education, which includes students with hearing loss, can apply for Disabled Students' Allowance (DSA) to pay for communication services, such as a sign language interpreter or equipment, like a radio aid or a microphone that will transcribe lectures. Contact your local education authority (LEA) for more information.

• Employment

Each Jobcentre has a Disability Employment Adviser (DEA). You need to meet the DEA and register with them to get onto the Access to Work scheme (see below for further details). The DEA can also give you advice and guidance on local employment and learning opportunities, arrange work placements and support you in finding a job or training opportunity. If you need any kind of communication service for your meeting with the DEA let them know beforehand so that this can be arranged. Your local social care department may have specific provision for hearing impaired people and may know who to contact for support in finding employment and training locally.

The logo for Jobcentreplus, featuring the word 'jobcentreplus' in a white sans-serif font on a green rectangular background.

Asfhfield Job Centre Council Offices

Urban Rd,
Kirkby in Ashfield,
Nottingham NG17 8DA
Telephone: 0800 169 0190

Alfreton Jobcentre Plus

Tannery House,
King Street,
Alfreton, Derbyshire
DE55 7AF
Telephone: 01773 724700

Mansfield Jobcentre Plus

District Council,
Civic Centre,
Chesterfield Rd S, Mansfield
NG19 7BH
Telephone: 0800 169 0190

Newark Jobcentre

Castle House,
Great N Rd,
Newark
NG24 1BY
Telephone: 0800 169 0190

Access to work

www.gov.uk/access-to-work

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 hearing loss. For example, they can provide radio aid system to help in difficult listening environments. they 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.

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 Students' 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.

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.**



Department
for Work &
Pensions

www.gov.uk/employment-support-allowance

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.

Local offices:

Mansfield

St Peter's Retail Park
1 Commercial Gate,
Mansfield
NG18 1EJ
Phone: 07587 415221

Further / higher education

Disabled Students' Allowances

www.gov.uk/disabled-students-allowance-dsa

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 Students' 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.

Department for Education - student finance

www.gov.uk/student-finance

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

ADVIS

www.nottinghamshire.gov.uk/care/adult-social-care/advis

The Adult Deaf and Visual Impairment Service (ADVIS) provides specialist support to people with a sensory impairment. ADVIS has specialist workers who understand the impact of deafness, visual impairment or deafblindness and can communicate using British Sign Language (BSL).

They can:

- Provide information and advice about your situation.
- Provide specialist equipment to help you manage everyday living tasks.
- Assess your rehabilitation or care and support needs.

Useful contacts

RNID

The RNID has 4 main areas of support:

Inclusion

Supporting people with hearing loss to enjoy access to the same information, spaces and services as anyone else.

Health

Helping people identify their hearing and get rid of the barriers deaf people face in getting access to healthcare of all kinds.

Employment

They help leaders understand how to recruit and support people into their organisations and help them excel when they get there.

Research

Provide help so more medical researchers discover and develop new treatments for hearing loss and tinnitus.

Mansfield and North Notts Society for Deaf People

1 Wood Street, Mansfield, NG18 1QB
email: mansfieldnorthnottsdeaf.society@yahoo.co.uk

The Mansfield Deaf Society hold drop in sessions for Places for People, Interpreting Services and Nottingham Welfare Rights every two weeks. Places for People are available on Tuesday mornings from 10am-12.30pm and Interpreting Services and Welfare Rights Fridays from 10am-12pm.

NDCS

www.ndcs.org.uk

Gives expert support on childhood deafness, raises awareness and campaigns for deaf children's rights, so they have the same opportunities as everyone else.

On the website you can find information and advice on:

- Deafness
- Money and benefits
- Communication
- Assistive technology
- Education
- Family life.

Connevens

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.



Your NHS book / card can be used to exchange used hearing aid batteries at the following centres:

Mansfield/Forest Town

Bull Farm Primary Care Centre
Millennium Business Park
Concorde Way
Mansfield

01623 621 059

Oak Tree Lane Health Centre
Jubilee Way South
Oak Tree Lane Estate
Mansfield

01623 651 261

Millview Surgery
1A Goldsmith Street
Mansfield

01623 649 528

Crown Medical Centre
Crown Farm Way
Forest Town,
Notts NG19 0FW

01623 626 132

Mansfield Woodhouse

Health Centre
Church Street
Mansfield
Woodhouse

01623 420 692

Sutton-in-Ashfield

Oates Hill Surgery
2 Forest Street
Sutton-in-Ashfield

01623 484 810

Ravenshead

Ravenshead Surgery
30 Longdale Avenue
Ravenshead

01623 794 222

Shirebrook

Shirebrook Health Centre
17 Patchwork Road
Shirebrook

01623 742 420

Kirkby-in-Ashfield

Rehab Centre, Reception 2
Ashfield Community Hospital
Kirkby-in-Ashfield

01623 784 723

Warsop

Warsop Health Centre
Church Street
Warsop

01623 845 683

Rainworth

Rainworth Health Centre
Warsop Lane
Rainworth

01623 794 293

Farnsfield

The Surgery
Station Lane
Farnsfield

01623 882 289

Newark

Newark Hospital
Boundary Road
Newark

01636 681 681

Newark Health Centre
14-22 Portland Street,
Newark NG24 4XG

01636 652 500

Collingham

Collingham Medical Centre
High Street
Collingham
Newark

01636 892 156

Bilthorpe

Bilthorpe Surgery
35 Mickledale Lane
Bilthorpe

01623 870 230

Pleasley

Pleasley Surgery
Chesterfield Road
Pleasley

01623 810 249

Blidworth

Abbey Medical
59 Mansfield Road
Blidworth

01623 795 461

Southwell

Southwell Medical Centre
The Ropewalk
Southwell

01636 813 561

Edwinstowe

Edwinstowe Health Centre
High Street
Edwinstowe

01623 822 303

Ollerton

Ollerton Health Centre
Church Circle
New Ollerton

01623 860 471

Sutton-on-Trent

Sutton-on-Trent Surgery
Hounsfield Way
Sutton-on-Trent
Newark

01636 821 023

Recycle your old batteries. Return your old batteries when obtaining new ones, unless instructed otherwise. Some supermarkets now have a battery recycling point - use these to dispose of unwanted/used batteries.

Sherwood Forest Hospitals NHS Foundation Trust

Audiology Services
Newark Hospital
Boundary Road
Newark
Nottinghamshire
NG24 4DE

Appointments: **01623 672383**

All email enquires:

sfh-tr.audiologyhearingaidrepairs@nhs.net

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

Appointments: **01623 672383**

All email enquires:

sfh-tr.audiologyhearingaidrepairs@nhs.net

Adult Deaf and Visual Impairment Service

Welbeck House
Darwin Drive
Sherwood Energy Village
New Ollerton
NG22 9FF

Telephone: **0300 500 80 80**

Mobile: **07342 063969**

Email: **advis.duty@nottsc.gov.uk**

C2Hear

Interactive multimedia videos on hearing aids and how to hear well:

www.c2hearonline.com.

Advanced Bionics - Rehab Portal

www.abrehabportal.com

Further sources of information

NHS Choices: **www.nhs.uk/conditions**

Our website: **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.

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

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

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