

This Information leaflet has been reviewed and approved by the
Audiology Patient Panel. If you would like to get involved,
please leave your contact details with a member of the reception
staff.



North West Anglia
NHS Foundation Trust

Patient Information

Severe-Profound Hearing Loss Service



If you require this leaflet in another format for example LARGE PRINT, Audio format or another language, please ask your audiologist, a member of reception, or contact the department

Document History

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www.nwangliaft.nhs.uk/a-z-of-services/a/audiology/

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12. Text Service

We are aware that patients with severe-profound hearing loss may find it difficult to use the telephone to book their appointments.

You can email us on hch-tr.Audiology@nhs.net in order to arrange an appointment and we will email you back.

Alternatively, you can text us on **07513 917 188** and we can text you back to arrange an appointment.

In order to use the text service, we ask that you sign to agree to the below terms of use:

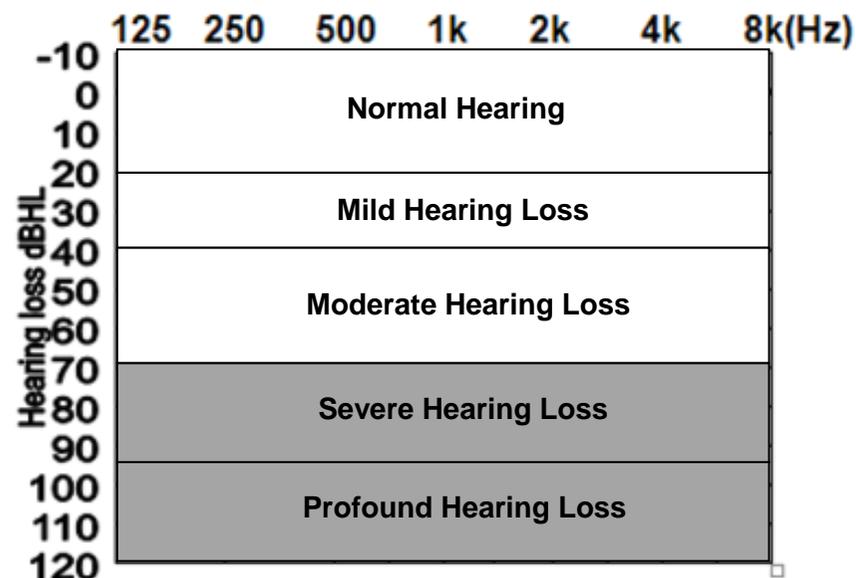
Please make sure you include your name and date of birth in any text you send to the Audiology Department.

I authorise the Audiology department to contact me via text message on the number I have provided. I understand that I will only be contacted by the Audiology department in this way in order to arrange or change appointments, or if they wish to speak to me about my hearing aid care. I also understand that I can use the number provided to contact the Audiology department via text in order to arrange or change appointments.

Signed

1. What is Severe-Profound Hearing Loss?

A severe-profound hearing loss is one in which the average hearing test results fall into the grey areas in the below figure:



Your Audiologist will be able to describe your hearing test results to you in detail; please ask them for more details.

2. Registering with Emergency Services

If you pre-register with the emergency services as a text user in advance of needing to use the service, your text will be treated with the same urgency as a phone call to 999. If you do not pre-register, your text in an emergency situation will be prioritised behind phone calls.

To pre-register, text the word 'register' to 999 and follow the instructions that will be sent to you by return text.

If you have not pre-registered, and you find that you need to call 999 in the event of an emergency, the advice from the emergency services is to follow the below instructions:

1. Dial 999
2. Wait 3 seconds
3. Repeat the following information 3 times
4. "I am deaf, my name is ... , I need the police/ambulance/fire service, my problem is... and my address is ..."



https://en.wikipedia.org/wiki/Emergency_service

11. Applications

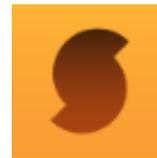
There are many Applications (or Apps) available for use on smart phones that may be helpful to you as someone with a severe-profound hearing loss. Here are a few suggestions:



Live Caption: free speech-to-text app. Ask someone to speak into this app and their words will appear as text on your screen



Text Hear: speech-to-text app that can also couple to landline corded phones for captioning output. Free demo.



Sound Hound: free app that listens to music and brings up artist, song, album and will also display synchronised lyrics.

Ask your Audiologist for a full list of Apps you may find helpful.

A cochlear implant is a hearing device that is made up of an electrode that is surgically implanted into your inner ear and a processor that you wear over your ear like a hearing aid.

The nearest centre for cochlear implants is the Emmeline Centre at Addenbrookes Hospital in Cambridge. Please visit their website for more information: <https://www.cuh.nhs.uk/emmeline-centre-for-hearing-implants>.

If you are interested in finding out whether a cochlear implant may be suitable for you, speak to your Audiologist who will be able to refer you to the Emmeline Centre for more information and an assessment appointment to check for your suitability.

Whilst you are waiting for your cochlear implant assessment, it can be very helpful to speak directly to someone who has already received an implant. Advanced Bionics, one of the companies who manufacture cochlear implants, run a mentoring program, through which you will be put in touch with someone similar to you who will share their cochlear implant experience. Please visit their website to find out more and apply for the mentoring program: <https://advancedbionics.com/com/en/home/contact-us.html>.

3. Communication Strategies

As someone with a severe-profound hearing loss, you will likely require face-to-face communication to understand speech. There are a number of things that you, and those who are communicating with you, can do to increase your chances of understanding speech:

- Ask people to get your attention before they speak to you and make sure you are standing close to them, looking at them and actively listening
- Tell people that you need lip reading to be able to understand them, ask them to speak clearly and slow down if necessary
- Consider asking people to say something in a different way if you are finding it hard to understand them
- Try to keep calm, as if you get anxious about not hearing it will usually mean you are less able to concentrate on understanding
- Reduce any competing background noise when possible (eg: wait for the kettle to stop boiling or mute the TV)
- Ensure that there is good lighting in the environment you are in, seat the speaker facing a window or near a light source to ensure their face is well lit

4. Hearing Dogs



Hearing Dogs for Deaf People are a charity that provides trained assistance dogs to help people with hearing loss. Hearing dogs can help alert you to sounds, accompany you to public places and provide constant companionship. You can apply for a hearing dog no matter what the level of your hearing loss or your personal circumstances. To find out more visit the website: <https://www.hearingdogs.org.uk>.

5. Lip Reading

Lip reading is the ability to use information from lip shapes, gestures and facial movements to be able to understand what is being said. Patients with severe-profound hearing loss will usually need some level of lip reading skills in order to be able to communicate effectively, as their hearing aids are less likely to be able to provide them with access to all the speech sounds. We all lip read a little bit naturally, but it can be very beneficial to improve your lip reading skills by attending lip reading classes. Lip reading teachers can help you to tell the difference between words that would otherwise look the same, such as 'biscuits' and 'big kiss'.

Atla are a registered charity who organise lip reading classes across the country. You can visit their website to find the details of a class near you: <https://atlalipreading.org.uk/>



Cambridgeshire Hearing Help are local charity who offers lip reading in Cambridgeshire. Details of their classes can be accessed via their website: <http://cambridgeshirehearinghelp.org.uk/>



It can be very helpful to take family members or close friends with you to lip reading classes so that they can also learn ways of helping you to understand what they are saying more easily.

You might also like to work through lipreading exercises online at your own pace. You can access exercises and information at this website: <https://www.lipreadingpractice.co.uk/>

10. Cochlear Implants



<http://www.hearingreview.com/2018/09/university-sydney-cochlear-limited-study-speech-comprehension-cochlear-implant-recipients/>

A cochlear implant is a potential alternative to conventional hearing aids for people with severe-profound hearing loss. Your audiologist may struggle to provide you with the best available sound via a conventional hearing aid due to the extent of your hearing loss at certain frequencies/pitches. Some people will be able to hear more with a cochlear implant.

A cochlear implant may help you to:

- Hear sounds in your environment
- Hear speech
- Monitor the pitch and volume of your own voice
- Assist lip reading
- Use the telephone
- Listen to music

9. Other Support Services

Cambridgeshire Deaf Association supports the welfare and interests of deaf people living in Cambridgeshire and Peterborough. They arrange social events and groups for deaf people. They offer a befriending service and provide independent advocacy for deaf people. Their staff and advocates are fully qualified in British Sign Language. They mainly focus their services within the Deaf community.



You can access their website here: <https://cambdeaf.org/>

Cambridgeshire Hearing Help offers free advice on your concerns about hearing loss and runs weekly drop-in sessions where NHS hearing aid users can get free batteries and hearing aid care. They also have equipment that can help you to hear the television or telephone.



More information can be accessed at their website: <http://cambridgeshirehearinghelp.org.uk/>

The CEA Card is a national card scheme that allows disabled cinema-goers to obtain a complimentary ticket for someone to go with them to the cinema. In order to apply for the card you will need to provide evidence that you receive one of several benefits and allowances from the government. Details and application forms can be accessed via: www.ceacard.co.uk/



6. Benefits and Support Services

Access to Work



By law, as somebody with a hearing loss, it is important that your employer understands and provides you with any reasonable alterations you need to be able to do your job. If more adjustments are required, Access to Work is a government-run initiative to provide grants for support and equipment to people with hearing loss (and other disabilities) who are in a paid job or about to start or return to one. The sooner after starting your job you apply for an Access to Work assessment the better, as more funding is available for employees who are new in post.

It can be very helpful to conduct some research into available equipment and adaptations before your Access to Work assessment appointment to highlight any equipment you think might be helpful. See the Assistive Listening Devices section of this leaflet for more information. More information and application instructions can be found at: <https://www.gov.uk/access-to-work>

Disabled Persons Railcard

If you are registered deaf or use hearing aids you may be entitled to a Disabled Person's Railcard. The card costs a small fee per year but allows you to claim a third off the cost of most train fares for both you and a friend. To find out more visit: www.disabledpersons-railcard.co.uk

Benefits

You may also be entitled to claim other benefits such as Personal Independence Payment (PIP), Attendance Allowance (AA), Employment and Support Allowance (ESA), Carer's Allowance (CA), Industrial Injuries Disablement Benefit (IIDB), Armed Forces Compensation Scheme and Universal Credit (UC). To find out more, please visit <https://www.gov.uk/financial-help-disabled>

7. Sensory Services

Sensory Services are part of Cambridgeshire County Council and provide support for people with hearing and vision loss. They keep a register of people with severe hearing impairment and can provide information, services and support in the form of:

- Equipment
- Communication
- Literacy support
- Advocacy
- Access to work or training opportunities
- Direct access to services in British Sign Language or Sign Supported English
- Referrals to specialist provider agencies who may be able to offer further support and advice focused on the particular needs of you or your carer

Contact details:

Email: careinfo@cambridgeshire.gov.uk

Phone: 0345 045 5202

Text Phone: 07765 898732

8. Assistive Listening Devices

Assistive listening devices are pieces of equipment you can use in addition to your hearing aids to help you maximise the amount and quality of the sound you hear. They range from Bluetooth devices to help you to hear more in social situations to specialist telephones and alerting devices to allow you to hear things like your doorbell and alarm clock more easily.

Smoke alarms are a particular concern for people with severe-profound hearing loss as they are unlikely to be loud enough to wake you from sleep in the event of a fire. It is important to consider a vibrating smoke alarm detector: a vibrating pad that connects to your smoke alarm, which you place under your pillow at night. In the event of a fire, the pad will vibrate to alert you of the danger. Flashing light alerts are also available for use during the day. Cambridgeshire Fire and Rescue Service are able to provide free home safety checks and fit vibrating smoke alarms in your home, call 0800 917 9994 to organise a home safety check.

We also offer Assistive Listening Devices appointments, during which a specialist Audiologist will discuss possible equipment options for some of the problems you have been having. Ask your Audiologist about booking an appointment.

Your Audiologist can also provide you with a catalogue of products that are available. You may also be interested in having a look at some of the products that are available online or by phone. Some recommended companies are:

Connevans: www.connevans.co.uk/ or Phone: 01737 247571

Sarabec: www.sarabec.com or Phone: 01642 247789

Action on Hearing Loss: www.actiononhearingloss.org.uk

Phone: 0808 808 0123

SMS: 0780 0000 360