

# Young Hearing Aid Users who are moving from Children's to Adult Audiology Services

Important information for patients

This leaflet is available in audio, Braille, large print and other languages. To request a copy, please telephone 01270 826256.



Because you  matter

## **This booklet is for people who may be:**

- Moving from Paediatric (Children's) to Adult Audiology Services.
- Starting Sixth Form, College, University or further Training.
- Getting a job.

## More useful contacts:

### **Royal National Institute for Deaf People (RNID) (Monday – Friday 9.00am-5.00pm)**

Website	<a href="http://www.rnid.org.uk/">www.rnid.org.uk/</a> Live chat function available online
E-mail	<a href="mailto:information@rnid.org.uk">information@rnid.org.uk</a>
Telephone	0808 808 0123
Textphone	0808 808 9000
SMS	0780 0000 360
Twitter	@actiononhearing

### **Relay UK (formerly Next Generation Text Service)**

Download Relay UK (free) from Google Play Store for Android users or Apple Store for iPhone and iPad users.

Website	<a href="http://www.relayuk.bt.com">www.relayuk.bt.com</a>
Telephone	0800 7311 888

### **SENSE - for deafblind people**

Website	<a href="http://www.sense.org.uk">www.sense.org.uk</a>
E-mail	<a href="mailto:info@sense.org.uk">info@sense.org.uk</a>
Telephone	0300 330 9250
Textphone	0300 330 9252

### **Connevans – Shop for audio products and accessories**

Website	<a href="http://www.connevans.co.uk/">www.connevans.co.uk/</a> Live chat function available online
Email	<a href="mailto:info@connevans.com">info@connevans.com</a>
Telephone	01737 247571

## Other useful contacts

### ATLA - Association of Teachers of Lipreading to Adults

Website [www.lipreading.org.uk](http://www.lipreading.org.uk)  
Telephone 07426 559 602 (voice or SMS)  
E-mail [ATLA@lipreading.org.uk](mailto:ATLA@lipreading.org.uk)

### British Deaf Association

Website [www.bda.org.uk](http://www.bda.org.uk)  
Telephone 07795 410 724

### British Tinnitus Association

Website [www.tinnitus.org.uk](http://www.tinnitus.org.uk)  
E-mail [helpline@tinnitus.org.uk](mailto:helpline@tinnitus.org.uk)  
Telephone 0800 018 0527

### Deafblind UK

Website [www.deafblind.org.uk](http://www.deafblind.org.uk)  
E-mail [info@deafblind.org.uk](mailto:info@deafblind.org.uk)  
Telephone 01733 358 100 (Voice/Text)

### Hearing LINK

#### Monday - Friday 10.00am-2.00pm

Website [www.hearinglink.org/](http://www.hearinglink.org/)  
E-mail [helpdesk@hearinglink.org](mailto:helpdesk@hearinglink.org)  
Telephone (voice) 01323 638 230  
SMS 07526 123 255

### NDCS - National Deaf Children's Society

Website [www.ndcs.org.uk](http://www.ndcs.org.uk)  
E-mail [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)  
Telephone 0808 800 8880

### Hearing Dogs for Deaf People

Website [www.hearingdogs.org.uk/](http://www.hearingdogs.org.uk/)  
Email [applications@hearingdogs.org.uk](mailto:applications@hearingdogs.org.uk)  
Telephone (voice) 01844 348 100  
Relay 18001 01844 348100

## Moving from Children's to Adult Audiology Services

### When will this happen?

- At 16 years: some people will prefer to transition at this age if they are leaving school to start work.
- At 18 years: some people prefer to wait until they have finished at college or sixth form and transition when they are 18 years old.

### What will happen?

We will:

- Help you to understand more about your hearing levels and discuss with you how this may affect communication in different situations.
- Help you to learn how to care for your hearing aid, including changing the tubes on the earmoulds yourself if you want to.
- Give information on support and help available in a variety of situations (for example, starting a job, college, University or moving away from home).
- Give you information on equipment which you might find helpful to use with your hearing aids.

### How is the Adult Audiology Service different?

**Making appointments:** We will no longer automatically send you appointments every 6 or 12 months. You will be responsible for telling us if/when you would like an appointment to have your hearing tested and your hearing aid(s) checked. Your hearing aids will no longer be maintained by a Teacher of the Deaf.

**Location:** Adult Audiology at Leighton Hospital is near the Outpatients Department - if you arrive in the Main Outpatients entrance, turn left immediately and Audiology is a few metres down this corridor.

If you live closer to Northwich, you might prefer to have some or all of your appointments at Victoria Infirmary. You can call to arrange this, although appointments are limited and only on certain days of the week. We also run drop-in repair clinics here on certain days of the week.

**Staff:** Some of the paediatric team are also part of the adult team so you may see familiar faces at your new appointments. However, some staff will be new to you.

### When do I need to attend Audiology?

- If your **hearing aid stops working** or doesn't sound quite right, if you need a **new mould** or need **new tubing**, you should attend one of our drop-in repair sessions (see below for opening hours).
- Tubing needs replacing every **3-6 months**. We can show you how to do this yourself if you would prefer.
- If you think your hearing has changed, or it has been over 3 years since your last hearing test, you should contact us by phone or attend a drop-in repair session to arrange a hearing test. We will usually recommend that your hearing aid is checked first (to ensure it is still working well).

**Please note: We charge adult patients up to £159 for the loss or non-accidental damage of a hearing aid.**

### Drop-in repair clinics at Leighton Hospital:

Monday, Thursday and Friday: 9.00 a.m. – 12.00 midday.  
Tuesday and Wednesday: 1.30 p.m. – 4.00 p.m.

No appointment is needed, but you may have to wait a long time to be seen as these sessions can be very busy.

### Leighton Hospital Adult Service Contact Information:

Telephone	01270 612197
Email	<a href="mailto:audiology@mcht.nhs.uk">audiology@mcht.nhs.uk</a>
Address	Adult Audiology Department Leighton Hospital Middlewich Road Crewe CW1 4QJ



### Deafness Support Network

Deafness Support Network operates in West and East Cheshire. It provides a range of services offering practical help, advice and specialist support to deaf/Deaf people.

It is a free service and includes:

- Youth Services: all young people are welcome to get involved in leisure and sporting activities
- Sign Language Courses
- Technical support: equipment/assessment at home or at work
- Social Work Support
- Social Centres
- Interpreting
- Deaf/Blind Support
- Deaf Awareness Training
- Day Care and Respite Care
- Residential Services

Your Local Centre is:  
144 London Rd, Northwich  
Tel: 0333 220 5050  
Textphone: 01606 350823  
Fax: 01606 49456  
[www.dsonline.co.uk](http://www.dsonline.co.uk)

### Websites for d/Deaf/hearing impaired young adults

**The Buzz** – make new friends, chat, find events in your area, play games and get information and advice on lots of topics. The site is run by the NDCS. [www.buzz.org.uk/](http://www.buzz.org.uk/)

**SignHealth** – charity organisation that advocates equal access to healthcare for hearing impaired adults with a particular focus on access to mental health services. [www.signhealth.org.uk/](http://www.signhealth.org.uk/)

**Questions to ask your new Audiology Service:**

If you move away, you will need to contact your new local Audiology service to find out the following things:

☐ Do they have drop-in repair clinics or do you have to contact them to arrange a booked appointment for repair of hearing aids, impressions or to have the tubing changed?

☐ If they have drop-in repair clinics, what are the times and days are these clinics and do they have any other clinics that are closer to where you live that you may be able to go to?

☐ What is the phone number, text message number and email address which can be used to contact the department to arrange an appointment?

☐ Where do you get batteries from?

If you need any help finding out which Audiology department will look after your hearing aid(s) when you are away from home just let us know.

**Batteries:** Details of how and when you can get your batteries are in your brown battery record book:

- Batteries can be collected from the Adult Audiology Department in Leighton Hospital at the following times:

Monday, Thursday and Friday: 9.00 a.m. – 12.00 midday.  
Tuesday and Wednesday: 1.30 p.m. – 4.00 p.m.

- They may also be available from reception at:
  - Eagle Bridge Health Centre, Crewe
  - Church View Health Centre, Nantwich
  - Alsager Health Centre
  - Ashfields Clinic, Sandbach
  - Winsford Clinic on Dene Drive
  - Victoria Infirmary, Northwich
  - The Health Centre, Holmes Chapel
- Batteries can only be issued when you or a relative show your brown battery record book. If you do not have a brown battery record book, these can be purchased from the Adult Audiology Department.
- Or you can post your brown battery record book to the department with a stamped addressed envelope (a “large” stamp is required due to the thickness of the batteries) and we will send you some new batteries through the post. The address for the Audiology department is:

**Audiology Department, Leighton Hospital, Middlewich Road, Crewe, CW1 4QJ**

It is often helpful if you bring your brown battery record book with you each time you attend the Audiology Department.

## What will NOT change after you move to the Adult Service?

### Hearing aids

We will **NOT**:

- Automatically change the hearing aids you have (although we will upgrade them if they are old / unsuitable).
- Change how your hearing aids have been set (unless your hearing needs have changed).
- Make changes to your hearing aids without discussing them with you and reaching a decision together.

### What if I move away permanently? E.g. to start a new job

When you move out of the area on a permanent basis you will probably want to change your GP to one that is close to your new home. You will need to ask your new GP to refer you to the Audiology Service near your new home. You may need to have an appointment with the new Audiology Service to have your hearing checked.

We will give you a summary sheet with information about how your hearing aids have been set and any other relevant information such as what type of ear mould you prefer, which you can take to your new Audiology Service.

We recommend that you register with a GP close to where you live during term time so that you have easy access to medical care if/when you need it. If you do register with a GP at your term time address and you then need to see a doctor during the holidays when you are at home, your old GP practice will usually register you as a temporary patient so that you can have an appointment with them.

If you have changed your GP, you will need to ask your new GP to refer you to the Audiology Service nearest your term time address. The new Audiology department may not be able to adjust your current hearing aids, and may offer you a different aid. We are able to support Oticon and Phonak hearing aids in our service should you wish to come back to us at any time.

Alternatively, you may choose to only receive batteries from your new GP and remain under the care of Leighton Hospital Audiology service.

**Important:** Please do not wait until your hearing aids have broken before you contact your GP for a referral to Audiology. They may not be able to offer you an appointment for a number of weeks and you will be left without a useable hearing aid. If you find yourself without usable hearing aids, please contact us and we will help you.

Your new hospital should contact us for your Audiology patient records.