

# Adult Audiology service for patients with additional needs

**Information for carers, healthcare professionals  
and significant others**

Adult Audiology Service



The Patient Information Leaflets page on the Trust website is available on the link:  
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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**Our Values**People at  
the HeartListen and  
InvolveKind and  
RespectfulOne  
Team

## Introduction

It is estimated approximately 10-40% of adults with a learning disability have a hearing impairment. If hearing has not previously been assessed, barriers to communication can have a significant impact on conversation with others, a person's involvement within a group and his / her self-confidence.

The following information is aimed at healthcare professionals, carers and significant others who suspect a previously undiagnosed hearing impairment or feel that a reassessment of hearing would be beneficial and would like to arrange a hearing assessment.

## Aims

We offer a specialist service for adults with additional needs or learning disabilities who require a hearing assessment, reassessment, or support with their hearing aids.

In the hearing assessment appointment, the Audiologist would like to establish if there are any concerns about hearing in different listening situations, obtain a brief history, examine the ears, and complete a hearing assessment -if appropriate.

The hearing assessment can be modified to the individual's needs. Sometimes, we introduce sounds through the headphones and ask the patient to respond with a button, verbally or interaction with the Audiologist or significant other. Further results can be obtained via patient observation. We do have some equipment which provides results without the requirement for a response and have links with departments if further objective testing is required.

We have close links with ENT for medical support and an in-house hearing therapy service to provide support for the individual, family, and carers. The Audiologist will develop an agreed care pathway.

## Who is suitable for referral?

### New patients

We accept referrals for clients with mild-severe learning disabilities or other additional needs.

## Existing patients

We can review any patient who has previously been under the care of our Audiology service and feel that a hearing reassessment would be beneficial.

## Who can refer patients?

- GP
- ENT
- Community LD Team
- Social workers

## How to refer?

Relatives, friends or carers who suspect the patient is having difficulty hearing, can contact the department or GP to discuss their concerns. It is advisable that a GP or nurse practitioner examines the ears for wax before the hearing assessment appointment.

## Referral form

Any of the above listed professionals, can complete their own referral form or the Audiology referral form, available as a link on the website.

The referral form will be read by the Audiologist before an appointment is arranged by the clerical team.

## The LD Team consists of:

Audiology Services Deputy Manager x 1  
Senior Audiologist x 2  
Associate Audiologist x 1

## Contact Us

Telephone: 01942 774667

Fax: 01942 774639

E-mail: [audiology@wwl.nhs.uk](mailto:audiology@wwl.nhs.uk)

Web: <https://www.wwl.nhs.uk/Specialities/Audiology/>

## Audiology Service

Thomas Linacre Centre

Parsons Walk

Wigan

WN1 1RU



7976

Please use this space to write notes or reminders.

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## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan  
WN1 2NN

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## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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