



Communication Book for People with Hearing Loss

A support document for staff on all wards and departments

Information by
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Audiology Department

Designed by
Corporate Communications

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15. Do you need to go to the toilet?
16. Are you comfortable?
17. Would you like to sit in the chair?
18. Have you had anything to eat?
19. Would you like a cup of tea?
20. You can go home today.
21. Would you like us to contact anybody?

Medical Information

1. How are you feeling?
2. Do you have any pain?
3. Where is it hurting?
4. Can I check your blood pressure?
5. Can I listen to your chest?
6. Can I check your temperature?
7. Can I attach this monitor to you?
8. The Doctor is here
9. The Physiotherapist is here
10. Your social worker is here
11. This is your medication
12. I'm going to change your dressing

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Audiology Department Contact Details

The Audiology Department is open Monday to Friday, 8am to 6pm.

The department has an answering service available. Please leave a message if necessary and we will ring you back before 6pm.

Telephone: 01942 774667
Internal Extension: 5667
Email: audiology@wwl.nhs.uk
Text Relay Service: 18001 774667

Audiology Department
Thomas Linacre Centre
Parsons Walk
Wigan
WN1 1RU

NHS Hearing Aids

The NHS provides digital hearing aids that fit behind the ear. These are highly specialised instruments.

The hearing aid is programmed for an individual's hearing loss for each ear, and is programmed by a computer to a specifically calculated prescription. Depending upon the type and level of hearing loss, individuals will be fitted with open fittings or ear-moulds. If an individual has two hearing aids they are designed to be worn together.

Hearing aids have coloured markers, red is for the right ear and blue is for the left ear.

General Phrases for Patients with Speech Difficulties

Yes

No

I'm cold

I'm hot

I'm tired

I'm in pain

I feel sick

I feel better

I'm hungry

I'm thirsty

I'm bored

I'm frightened

I need the toilet

I feel uncomfortable

Can I have a pen and paper?

Can you explain that again?

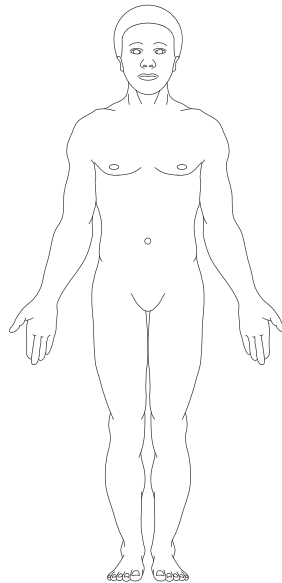
Is the doctor coming today?

Clothes

Jumper	Skirt
Dress	T-shirt
Trousers	Tights
Socks	Shoes
Shirt	Coat
Hat	Underwear

Parts of the Body

Head	Eye
Nose	Mouth
Ear	Throat
Neck	Chest
Stomach	Back
Arm	Hand
Leg	Foot



What Does an NHS Hearing Aid Look Like?

There are two main styles of NHS hearing aid.

1. This is a hearing aid with a tube and dome. This is known as an open fitting. They are generally suitable for mild to moderate hearing losses.



2. This is a hearing aid with a tube and ear-mould. They are generally used for moderate to profound hearing losses. People with dexterity issues may also have mould fittings.



How to Fit an Earmould

It is important to put the earmould into the ear properly. This prevents the ear becoming sore, and should reduce any feedback (a whistling or buzzing noise).

1. Hold the earmould at the back with your finger and thumb.
2. Fit the part that goes down the ear canal into position.



3. Fit the hooked part into the crease at the top of the ear.
4. Use your other hand to pull down the ear lobe. Push the earmould firmly in.



5. This picture shows a correctly fitted hearing aid.



General Items

Glasses

Table

Remote control

Chair

Book

Kitchen

Cup

Bathroom

Card

Television

Pen

Light

Paper

Bed

Clock

Brush

Knife

Fork

Spoon

Plate

Bowl

Clothes

Gloves

Newspaper

When Things Happen

Yesterday

Today

Tomorrow

In one week

In two weeks

In a month

Next year

Weather

It's warm outside

It's icy outside

It's sunny

It's windy

It's cold outside

It's raining

It's snowing

It's cloudy

How to Fit an Open Fit

It is important to get the open fitting in the ear properly. This should feel comfortable and secure.

1. Hold the hearing aid behind the ear with the soft dome facing towards the patient's head.
2. Place the dome into the ear canal with the ear grip facing backwards.



3. Fold the ear grip backwards into the bowl of the ear.
4. This shows a correctly fitting aid. The ear grip should curve around the bowl of the ear and should not stick out.



Information about Hearing Aid Batteries

Digital hearing aids bleep (like a smoke alarm) when a battery has run out.

The Audiology Department will supply batteries whenever necessary.
Please contact us on ext. 5667.

Changing a battery, step by step

1. Open the battery drawer and take out the old battery.
2. Take a new battery from the packet. This will have a coloured sticker on it. Do not use a battery that doesn't have a sticker.
3. The battery has a flat side with a sticker, and a rounded side with a rim.
4. The sticker will have some + signs on it.
5. The hearing aid battery drawer has a similar + sign on it.
6. Place the battery into the battery drawer that has the + sign on the sticker pointing up. The + sign on the sticker should match with the + sign on the battery drawer.
7. Peel the sticker off the battery.
8. Close the battery drawer. The battery drawer should close easily, and you should not have to force it shut. If it does not close easily check you have fitted the battery correctly.

Seasons

Spring
Summer
Autumn
Winter

Times of Day

Morning
Afternoon
Evening
Night

Months

January

February

March

April

May

June

July

August

September

October

November

December

Date

1 / 2 / 3 / 4 / 5 / 6 / 7 / 8 / 9 / 10 / 11 / 12 / 13 / 14 / 15 / 16 / 17 /
18 / 19 / 20 / 21 / 22 / 23 / 24 / 25 / 26 / 27 / 28 / 29 / 30 / 31

How to Clean Hearing Aid Earmoulds

Hearing aid ear moulds are made specifically for a person's left or right ear. They must be cleaned every week to prevent hearing aid problems, and possible ear infections.

The tube in the ear mould needs to be changed every four to six months by Audiology staff.

Step by step cleaning of an ear mould

1. Pinch the soft tube at the join with the hearing aid elbow, and pull them apart.
2. Keep the hearing aid microphone dry.
3. Put liquid soap on your hand, with the ear mould. Rub the soap over the ear mould.
4. Rinse the soap off, and run water through the tube, like a fountain.
5. Dry the ear mould with a tissue.
6. Clear the tube of water by using the air blower, or by shaking the ear mould. Check there are no water bubbles left in the tube.
7. Pinch the tube again and the end of the hearing aid microphone will go inside the tube.
8. The hearing aid and mould should sit together like two spoons.

How to Clean a Hearing Aid Open Fitting

Open fitting hearing aids are made specifically for a person's left or right ear. They must be cleaned daily to prevent them getting blocked by wax. And they must not be put into water as this will block the tube.

Step by step guide to cleaning an open fit

1. Gently pull the tube from the hearing aid
2. Fit the cleaning rod into the end of the tube from where you have detached it.
3. Push the cleaning rod all the way through the tube
4. Pull the cleaning rod out of the tube
5. Wipe the dome of the Open fitting with a wipe.
6. Wipe the cleaning rod.
7. Fit the tube back onto the hearing aid until it clicks into position

If you have any problems with cleaning the open fitting, please contact the Audiology Department.

Time in Hours

- | | |
|-------------------|---------------------|
| 1 – One o'clock | 7 – Seven o'clock |
| 2 – Two o'clock | 8 – Eight o'clock |
| 3 – Three o'clock | 9 – Nine o'clock |
| 4 – Four o'clock | 10 – Ten o'clock |
| 5 – Five o'clock | 11 – Eleven o'clock |
| 6 – Six o'clock | 12 – Twelve o'clock |

Minutes Past

- | | |
|------------------|-------------|
| Five past | Ten past |
| Quarter past | Twenty past |
| Twenty-five past | Half past |
| Twenty five to | Twenty to |
| Quarter to | Ten to |
| Five to | |

Food and Drink

- Would you like a cup of tea?
- Would you like a cup of coffee?
- Would you like a cold drink?
- Would you like some breakfast?
- Would you like some lunch?
- Would you like some dinner?
- What would you like to eat?
- I've made you.....

a cup of tea
a cup of coffee
some juice
some toast
a sandwich
a hot meal

- Would you like anything else?

Lost Hearing Aid Charge

From the 1 January 2012 a charge was introduced for lost or damaged hearing aids.

Every time an NHS hearing aid is lost or damaged the NHS has to pay to replace it. This uses money that could be spent on maintaining and improving patient care and services.

It is the responsibility of the ward/department staff to keep hearing aids safe. Please contact the Audiology Department for repairs or maintenance.

Hearing Aid Troubleshooting Guide

The hearing aid doesn't seem to work

1. Change the battery
2. Wash the mould and dry it with the air blower– it may have been blocked with wax or water.
3. Hold the hearing aid in your hand – does it whistle? If so, it is working.
4. If not, ring us on 01942 774667 and we will arrange an appointment to check it.

The hearing aid whistles constantly

1. Check if the hearing aid is fitted properly and adjust if necessary
2. Ask a nurse or doctor to check if there is any wax in the patient's ear and arrange for wax removal
3. Check the hearing aid – ring us on 01942 774667 to arrange for a new impression, tube and for us to check the hearing aid.

For any other problems with hearing aids, please ring us to arrange an appointment on 01942 774667.

Communication Sentences

The communication sentences are designed to be used with patients who are having difficulties hearing staff, and visitors.

The sentences are designed to provide information for patients who may otherwise struggle to understand us.

Patients with severe or profound acquired hearing loss, or those with hearing aids which have been lost or are broken, may benefit from using the communication book.

Staff or visitors can point to keywords or phrases. This provides context to what is being said. Using these sentences should help provide informed and dignified care, and may also help to reduce isolation or fear.

Patients who use British Sign Language **must** have a face to face interpreter provided to assist with communication. (Please see page 18 for information about booking interpreters).

Staff Training

Extra staff training is available from the Audiology Department in any of the areas listed below.

Type of Training	What it involves
Hearing Aid Maintenance Training	Learn about how to operate hearing aids, clean ear moulds, re-tube ear moulds, changing batteries, check hearing aids are working and more.
Hearing Communication Training	Learn how to make the best of communication with your hearing impaired residents by understanding their hearing loss, improving listening environment and improving communication skills.
Assistive Listening Equipment Training	Information about assistive equipment options such as telephones, loop systems and alarms. Equipment catalogues available in this session.
Understanding Hearing Loss and Tinnitus	More in-depth information about how the ear works, causes of hearing loss and management of tinnitus. Also the chance to experience how it feels to have a hearing impairment.

If you would like to receive any of this training for your department or ward please contact ext. 5667.

Staff will receive certificates after training.

The Loop (Telecoil) System



What is the Loop (Telecoil)?

The Loop, or Telecoil, is a special system that can be used by people with a hearing aid. They can be identified by the sign of an ear with a 'T' next to it (see above).

Why is the Loop system useful?

It can help us to maintain confidentiality and privacy with patients, by reducing the need for raised voice levels. The Loop may increase clarity, which improves a person's perception of speech and intelligibility, which may help with patient understanding and gaining informed consent.

How does the Loop work?

The Loop system is a loop of wire that is installed around a room or area, for example a reception desk. This will be connected to a special microphone that picks up what the other person is saying. When somebody stands within the area that the loop is fitted, it sends a signal directly into a hearing aid via a magnetic field. The signal reduces any background noise and echo which could affect the clarity of sound.

The person using the loop will only be able to hear what is said into the special loop microphone.

How does a person with a hearing aid use the Loop?

The hearing aid must be activated to use the loop. The hearing aid will have a button or switch that allows the person to connect onto the loop. In most cases, the person wearing the hearing aid pushes the button once, or alters the switch onto a 'T' setting.

What happens when the person has finished using the Loop?

If the person is moving away from the Loop system, they must switch back onto the general microphone hearing aid setting. In most cases the person must press the button once, or put the switch onto the 'M' setting. This will allow the user to hear surrounding speech, and environmental noise again.

Where are Loop systems situated?

There are loop systems present throughout all of our sites. Most departments should have access to a Loop system around the reception desk, and in some consultation rooms.

Some wards have access to loop systems as well. Sometimes the loop will need to be switched on by a member of staff.

How to Book a British Sign Language Interpreter

During Office Hours

1. Contact the Trust's Interpreter Services Booking Team by completing the online booking form. This can be accessed via the Interpreter Services web pages on the intranet.
2. The Interpreter Services Booking Team will contact Action on Hearing Loss and book the interpreter.
3. Once the Interpreter has been booked, the Interpreter Services Booking Team will send a confirmation email to the Department/Ward.

Out of Office Hours

1. Ring Action on Hearing Loss on 0161 276 2307 or 0700 341 8352 and give all of the details of the appointment or clinical situation.
2. Action on Hearing Loss will contact a local interpreter and book them to attend.
3. Once the Interpreter has been booked, Action on Hearing Loss will send a confirmation fax to the department/ward.

British Sign Language

What is British Sign Language?

- British Sign Language (BSL) is recognised as an official minority language within Great Britain.
- BSL is used by approximately 50,000 adults and children within Britain as their first language.
- British Sign Language uses specific hand, shoulder, facial movements and grammatical structure.
- Patients who use British Sign Language may use some written English and lip-reading, but not in all cases.

What services can we provide for British Sign Language users?

- Wrightington, Wigan and Leigh NHS Foundation Trust have a contract with Action on Hearing Loss, to provide British Sign Language interpreting services for **all** clinical work with patients who use British Sign Language.
- This allows us to obtain informed consent and to provide accurate clinical information and support services to patients.

Location of Loop Systems

Portable Hearing Loops

Ward/Department	Site	Location	Ext
Accident & Emergency (Majors)	RAEI	Reception	2440
Accident & Emergency (Minors)	RAEI	Reception	2440
Pharmacy	RAEI	Reception	2491
Orthopaedic Out-Patients	RAEI	Reception	2109
Patient and Public Engagement Department	RAEI	Andrea Arkwright's Office	2193
Pre-Op Assessment Clinic	Wrightington	Reception	6340
Ward 4	Wrightington	Reception	6575

Integrated Hearing Loops

Ward/Department	Site	Location	Ext
X-Ray Department	RAEI	Reception	2409/ 8720
Pharmacy	Wrightington	Reception	6205
X-Ray Department	Wrightington	Reception	6331
Out-Patients Department	Wrightington	Reception	6295
Patient Information Centre – Admissions	Wrightington	Reception	6210
General Office	Wrightington	Reception	6209
Out-Patients – Area 4	Leigh	Reception	4110
Audiology	Leigh	Old Walk-in-Centre	4923
Pharmacy	TLC	Reception	5746

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Integrated Hearing Loops continued

Ward/Department	Site	Location	Ext
Out-Patients – Suite 1	TLC	Reception	
Out-Patients – Suite 2	TLC	Reception	
Out-Patients – Suite 3	TLC	Reception	
Out-Patients – Suite 4	TLC	Reception	
Out-Patients – Suite 5	TLC	Reception	
Audiology	TLC	In clinic rooms	5667
General Office	TLC	Reception	5618
Diagnostic Front Desk (Blood Tests/X-Rays)	TLC	Main reception	5600

The Equality and Diversity Project Manager (Patient Services) undertakes audits of Hearing Loops throughout the Trust, to make sure that all services are accessible. Action Plans are reviewed when necessary to check that Hearing Loops are integrated within all main hospital reception areas.

Communication Tactics

- Get the patient's attention before speaking to them.
You could say the patient's name, or tap them on the shoulder.
- Face the patient when you speak to them, so they can see all of your face.
- Have the light on your face so they can see you.
- Speak slowly and clearly, but without shouting.
- The best listening distance is within three to six feet of a patient.
- Reduce background noises to help the patient to focus on what you are saying.
- If necessary, write things down, or draw pictures to help the patient understand what you are saying.
- Rephrase information if the patient cannot grasp what you are saying.
- Tell the patient what you are talking about in a concise way, without using jargon.
- Use simple gestures to get a message across.
- Speak to the patient, not just relatives or friends that they have attended with.
- Stay calm, as this will help your patient to be more relaxed and understand more.