

Patient information

Additional Services to help you with your Hearing Loss

Audiology Department – Aintree Hospital

Some people with a hearing loss find that they still struggle to hear in certain situations despite wearing hearing aids.

The most common situations include, using the telephone, hearing the TV and hearing in work situations.

There are many organisations that can provide devices and support to help you with these problems regardless of your level of hearing loss.

In order to hear well it is important that your hearing aid is in good working order and serviced regularly.

Drop off hearing aid repair/maintenance service

If you were fitted with your hearing aids at Aintree Audiology department you may use this service to avoid waiting for an appointment or trying to get through on the phone.

Bring your hearing aid/s to the drop off service **before 10.30am** and they will be ready for collection after 12.00pm on the same day. This service is provided Monday to Friday (excluding Bank Holidays).

This service is provided at:

**Audiology Department,
1st floor Elective Care Centre (ECC)
Aintree Hospital
Longmoor Lane
L9 7AL**

Hearing aids brought after this time will be ready for collection the following working day.

If you wish to see an Audiologist you must make an appointment.

Assistive listening devices

These are devices that can be used at home and in the workplace.

Loop systems

A loop system helps hearing aid user hear sounds more clearly by reducing background noise. At home, for example, you could use a loop to pick up sound from your television or radio.

Alerting devices

An alerting device can be in the form of a flashing light or a vibrating pad that is normally held or worn, or placed under the pillow at bedtime.

These can include:

- Flashing light door bell
- Vibrating smoke alarm
- Hearing dog (suitable for patients with severe /profound deafness. Applications to be made via hearing dogs UK) www.hearingdogs.org.uk

Text Phone

Mainly used by severely or profoundly deaf people. They allow you communicate via typing your conversation to others who are using a text phone. The other person will receive this message via a type/talk translator.

Next Generation Text (NGT)

This provides a link between a user and a hearing person. The link is a highly trained Text Relay operator who provides a discreet and confidential service.

If you are deaf or unable to speak, you can access this service using a text phone, computer, tablet or smartphone.

<http://ngts.org.uk/>

Telephone amplifier

The amplifier attaches to the earpiece of the telephone. Telephone amplifiers work with your existing telephone by increasing the volume of the speaker.

Emergency services:

Patients who cannot hear/speak on the phone and/or those who use British Sign Language (BSL) can contact the emergency services (police/fire/ambulance) via an App on their mobile phones/tablet or computer.

- 999 BSL the interpreters that answer can both sign and speak. You can download the App onto any smartphone.
- Relay UK (bt.com) - You can also contact the emergency services through text using emergencySMS. You must register your phone before you can send a text message to 999 using the emergencySMS service. Texts the word 'register' to 999. You'll need to register again if you change your phone number.

Social Services

Your local social services may be able help provide this equipment or help towards the cost of it.

Liverpool Environmental Aids Department
Merseyside Society for Deaf People
Queens Drive Retail Park
West Derby
Liverpool
L13 0DJ
Email: reception@msdp.org.uk

Sefton Sensory Impairment Team

Merton house
7th Floor, Stanley Road
Bootle, L20 3UU
Telephone **0151 934 4909**

Knowsley Access Team

7th Floor, Municipal Buildings, Archway Road, Huyton, L36 6YU
Telephone: **0151 443 2600**
Web Form: <http://www.knowsley.gov.uk/residents/care/get-help-from-social-services>

Assistive listening devices for work

The Access to Work Programme is intended to help disabled people obtain employment, keep existing employment or become self employed by meeting part, or all of the costs of the additional support that some disabled people require to continue in work.

The types of devices you may need in work include:

- Loop systems
- Text phones
- FM systems

For help with communication aids in work you can speak to your line manager, contact Access to work via your local Job Centre Plus or go online at www.gov.uk Or at www.hearinggrants.co.uk

Assistive listening devices for students

The Disability Students' Allowance is a scheme to support individuals for help with communication aids when studying by meeting part, or all of the costs of the additional support that some disabled people require to study. Visit www.hearinggrants.co.uk

Merseyside Centre for the Deaf

Hard of Hearing Club

This club is designed for people with hearing loss. The group can be used as a means of finding out about more support but also to socialise.

This club is based in: **Merseyside Society for Deaf People, Queens Drive Retail Park, West Derby, Liverpool L13 0DJ**

Meets on Tuesdays 1:30 – 4pm (but not the last Tuesday of every month)
For more information please contact Lynn Burns
Telephone: 0300 1111 113
Mobile: 07762724361
Email: Lynnburns50@aol.co.uk

Sign language

Sign language is normally only used by those with a severe hearing loss.

Duty sessions

Help Deaf and hard of hearing patients communicate with outside companies e.g. phone calls etc.

Duty sessions are drop in Monday/Tuesday and Thursday 9.30-12.30 and 13.30-16.30 in MSDP

Lip reading lessons – Please contact MSDP as course dates can vary.

Merseyside Society for Deaf People,

Queens Drive Retail Park,
West Derby,
Liverpool L13 0DJ
Telephone: 0151 228 0888

Merseyside society for deaf people (MSDP)

www.bslmsdp.org.uk
Telephone: 0151 285 4013
Email: training@msdp.org.uk

Tinnitus

There is a support group held locally.

Aintree Tinnitus Support Group

The group meets on the first Wednesday of every month at 6pm (except January and August). They are based in:
Room 207
2nd floor Clinical Science Building Aintree hospital.
Search via Aintree Hospitals NHS Trust website.

Tinnitus UK

www.tinnitus.org.uk

For further information regarding assistive listening devices and communication help contact:

Action on Hearing Loss Merseyside Communication Services.

Mobile:
0780 000 0360 Relay UK 18001 then 0808 808 0123
Telephone:
0808 808 0123
Email:
information@rnid.org.uk

Free home fire safety check:

Free Phone - 0800 731 5958

Liverpool North - 0151 296 6370

Liverpool South - 0151 296 6270

Sefton - 0151 296 6727

Email: fireservicedirect@merseyfire.go.uk

National Association of Deafened People

Website: www.napd.org.uk

Cochlear Implant & BAHA information

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

The Audiology Department can be contacted on:

Tel: 0151 529 0328 / 0329

Text phone:

0151 529 4195

Email: audiology@aintree.nhs.uk

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونياً.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字

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در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پئوه‌ندیدار بهو نه‌خوشانه‌ی له‌لایمن تراسته‌وه په‌سهند کراون، نه‌گسر داوا بکریت له فورماته‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گه‌وره، شریتی ده‌نگ، هیلی موون و ئیلیکترۆنیکی هه‌یه.

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