



Cambridge Campaign for Tackling Acquired Deafness, 8A Romsey Terrace Cambridge CB1 3NH
Telephone 01223 416141 Fax 01223 245800 www.camtadcamb.org.uk e-mail admin@camtadcamb.org.uk
Registered Charity No 27815

Dear all,

Happy New Year to everyone and I hope you enjoyed Christmas.

We are about to undergo far reaching changes in audiology. NHS Cambridgeshire is recommissioning the Adult Direct Service - that is the service which has no medical link nor meets the need for specialist care. At present audiology services are provided by several different hospitals and the coverage of the county is patchy. The plan is to bring all the services under one contract which will cover the whole county. The contract will be put out to tender and may be awarded to a private company or to an NHS organisation. There may also be changes in the way the service is delivered outside the hospital setting and locally.

CAMTAD will work with and support whatever organisation delivers the audiology service in the interest of hearing aid users throughout the county. However there is a risk that what we do in the follow up work with maintenance and advice is not clearly understood or valued and we get overlooked in the tendering process. As you all know, getting a hearing aid is only the first step on the journey to better hearing for someone with acquired deafness, and some people never adapt. Our work is critical to helping people manage their hearing aids so they use them correctly thus making sure that money spent by the NHS on the issue of aids is fully utilised.

The consultation process for the review of the service is underway and will continue until 29th

March. On page 5 of this newsletter you will find information on how to complete the consultation questionnaire. Please take the time to complete it. We have copies in the clinics and the office and you can leave them there as we will be collecting and sending them on to NHS Cambridgeshire, or you can complete it online or post it. The Trustees will respond on behalf of CAMTAD so your replies are purely personal to you. I have contacted Andrew Lansley the MP for Cambridgeshire South and Shadow Secretary of State for Health to make sure he is aware of the changes afoot; can I encourage all of you to contact your local MPs to make sure that the importance of what we do is given the attention it deserves? Contact me if you would like further details of how to get in touch with your local MP.

We have been busy and our hardy volunteers with Fran and Mike managed to keep all our sessions going through the snow. We opened at St Andrew's Baptist church in Cambridge (which replaces Michaelhouse) in horrible weather with slushy snow but had 11 visits which was a good start. The venue is a great improvement and we were made very welcome by the staff. Little Paxton is opening shortly and there will then be a pause in the Huntingdon expansion while we build up the numbers at the sessions and our domiciliary visits.

The change of venue to the new Cambridge Regional College for the annual lunch was a great improvement although the parking is still not as good as it might be. The students gave us a delicious meal. Thanks to Cutlacks for providing



the basket for a hamper first prize in the raffle and we raised £80. Our Fulbourn Tesco's stall at the beginning of December was extremely chilly but worth the cold feet as we raised nearly £180. We also received generous donations over the Christmas period from our loyal supporters.

With the new year we have had a number of inquiries about our training and I am very pleased that the Arthur Rank has asked us to work with them on a programme for their staff to help them understand what might help in the very special context of the hospice. Unfortunately my meeting with the chaplains at Addenbrooke's has been delayed due to the norovirus but I have a date later in February to discuss how they might assist in deaf awareness in the hospital. Alan has been successful in getting to talk to the training manager at John Lewis who has taken the DVD and is very interested in using it as part of their communications training.

We are progressing with the plans for a resources clinic and the next step will be to start training our volunteers. Anyone who is interested but has not yet joined the group please call the office and asked to be put on the list and I will make sure you get informed about the timetable.

I am off for more minor surgery on my ear next week so I expect to be a bit grumpy while my ear is blocked up, but I shall be borrowing all the CAMTAD kit and it will give me a chance to try out the bone phone which seldom gets used.

Good luck to you all in 2010

Frances

Equipment News

The Mybelle 650 is still the most popular telephone and we have ordered some more for loans. We have also increased our stock of Minitechs, Sonidos and Crescendo personal listeners.

We have been clearing out old stock and have the following for anyone who would be interested. The usual rules apply which is they are offered without any guarantee and donations are at your discretion.

- A range of loops for Nokia mobile phones. These are specific to particular telephones
- CL100 Geemarc big button telephones.
- BT Converse 1200
- Lindam plug in door chime
- Various room loops

Referrals to Sensory Services

If you think a client has problems with hearing the doorbell, telephone or television, you need to check how recently they have been reassessed by audiology as the problems may be resolved by better hearing aids. Only refer them to Sensory Services if the aids have been fitted recently, otherwise recommend that they make an appointment with the Audiology service.



More CAMTAD memories

Below is an extract from a letter we received from Eunice Dunlop, who was delighted to see Dorothy Parry's name mentioned in the last newsletter, and wanted to share some of her memories with us.

"In the mid 70's when I was a young mum with profound deafness and bringing up two children I found it difficult socializing. Then I read an article in the Cambridge Evening News about Dorothy. I was so taken in that I wrote to her the next day. She responded quickly and invited me to her home. From that moment onwards she took me under her wing and we became friends. During the following weeks I had one-to-one lipreading sessions with her, then went on to class sessions with Ivy Court.

It was during those first weeks that over cups of tea and chats with her, and our husbands, that the inspiration of forming a 'Deaf awareness' group in Cambridge came about (CAMTAD was born!) Dorothy made contact with Christopher South to have an article in the Cambridge Evening News and my husband printed leaflets. It was hard work, but an instant success – the rest is history."

Great Staughton



The new clinic at Great Staughton was opened on 24th November by Bill Morris and Andy Beaven. It was a quiet first session, but with the efforts of the Hunts team, will no doubt build up its numbers over the months ahead.

We're always very pleased to receive articles for the newsletter from volunteers. Thanks to Terry Cooper, who sent us the following :

My new Hearing Aids

What started as getting new moulds ended up with new updated Oticon Spirit 3P. They have a Dynamic filter mode and being the least dynamic person on the planet, I thought they would do wonders for my image. They haven't. What they do is cut out background noise much quicker and effectively than the old ones. I noticed this at the Annual Lunch. Like many of us I dread rooms with lots of people talking at once but soon after walking in I could carry on a conversation with several people at once without straining to hear. It was a very subtle change and I was able to notice how quickly it worked after using the loop. They won't work for everyone but it is certainly worth a try.

Hearing Aids and Moisture

Moisture and condensation are enemies of hearing aids. Rob Richens told me about a container impregnated with Silica that absorbs this. It was about £7 and only lasted about six months. After a bit of research I've come up with a better idea. You need an airtight box big enough to hold your aids. I use a small Kliplok box. Go onto Ebay and search for Day2Day Packaging. Scroll down to Silica 1gram colour change crystals. 50 sachets cost £ 3.99 inc. P&P. I change them every two weeks (or when the colour changes to clear) and also keep the stock in an airtight box.



FROM NHS CAMBRIDGESHIRE **IMPORTANT PROPOSALS TO IMPROVE HEARING SERVICES IN CAMBRIDGESHIRE**

We are writing with a special purpose to inform you about potential changes to NHS hearing aid services in Cambridgeshire. From Jan 4 - 29 March we want to engage with as many residents with hearing difficulties in Cambridgeshire to get their views about how we might improve direct access audiology services. We are also looking to hear views on the current service from service providers and NHS staff or any interested parties such as local charities and patient groups

Bringing hearing services closer to home – we'd like your views

NHS Cambridgeshire is looking to make hearing aid services more accessible for adults living in rural areas and to provide more locations to get hearing aids assessed, tested and fitted in the county. We also want to ensure that everyone receiving hearing services get the same high standard of care wherever they live. Currently all services are provided by six hospitals in Cambridgeshire. (Children's services shall remain within the hospital setting). It is this element of the service we are looking to improve.

Timeline for getting your views

- 4 January to 29 March 2010 – this is the time you have to comment on this document using the questionnaire and give us your ideas for the future provision of hearing services.
- During this time – we will spend this time carefully considering your views and the comments you've made.
- April/May 2010 – taking these views into account, we will present a report to NHS Cambridgeshire board members.
- Sept/Oct 2010 – the contract for the new service will become operational.

Tell us what you think and how we can change hearing services to make them better.

1. By completing our online questionnaire at <http://audiology.questionpro.com/>
2. Visit our website for more information <http://www.cambridgeshire.nhs.uk/default.asp?id=970>
3. If you belong to a group or organisation, you can invite us along to one of your meetings. If you would like us to come and speak to your members/residents/staff please call freephone 0800 279 2535 or 01223 725588 or by email to yourviews@cambridgeshire.nhs.uk
4. By filling in the questionnaire [**available at CAMTAD clinics or from the office**]. Please return the form by FREEPOST.

If you have any questions, please don't hesitate to contact us. If you have already made arrangements to meet with us, please use this email as an additional method to inform your members/staff about the proposals. We very much look forward to hearing from you and working together to help improve hearing services for the people of Cambridgeshire.

Rachel Harrison
Head of Contracts/Performance – Mental Health & Community Services



DATES FOR YOUR DIARY

19th March 2010 - Resources Clinic meeting
10 am CAMTAD office, 8A Romsey Terrace

29th March 2010 - Deadline for returning
Audiology Recommissioning questionnaire (see
p.5)

April 2010 - Please send in quarterly returns for
home visits and Hearing Help Sessions up to
March 2010 as early as possible.

LIPREADING AND COMMUNICATION TACTICS CLASSES

Weds 1.30pm-3.30pm

The Meadows Community Centre
1 St Catharine's Road Cambridge

Weds 6.45-8.45

Mayfield School
Warwick Rd, Cambridge

Wed 2-4pm

Huntingdon Library
Princes St, Huntingdon

The above classes are run by Adult and
Community Learning. For more information
please phone 01223 703530

Additional classes run at Addenbrooke's. For
details please contact Janice Harmer (01223)
256049, janice.harmer@addenbrookes.nhs.uk

USEFUL INFORMATION FROM THE POLICE

The police have now launched a dedicated
phone number for people with
communication difficulties.

The police enhancement access line (PEAL) is
available 24 hours a day for non-emergency
calls for anyone who has a communication
difficulty.

Those wanting to use the system must register
first to ensure their details are already in the
system. They will then be given the dedicated
number which allows them to contact
specially trained call takers.

The scheme can be used for all non-
emergency calls. In the event of an
emergency people should always call 999.

For more information about the scheme
contact the police service centre on 0345 456
4564 or visit the force website -
www.cambs.police.uk.

HOLIDAYS FOR THE HEARING IMPAIRED

Hearing Concern LINK have teamed up with
Co-operative Travel and Shearings Holidays, to
offer a range of leisure breaks aimed at people
with a hearing impairment. Groups are
accompanied by a person skilled in lipreading
and easing communication where needed.
Non-hearing impaired friends and partners are
of course welcome. Breaks for 2010 include
Amsterdam, Paris, Turkey, Belgium and
Venice, as well as Blackpool, Edinburgh, Wales
and Longleat. For more information or a full
brochure, please contact Hearing Concern
LINK, phone 01323 638230,
email info@hearingconcernlink.org