

# Audiology support services

## Audiology Department



Patient information leaflet

This leaflet provides you with information regarding support services available in the Surrey area. These services may be able to provide you with support beyond the hearing aid services we provide in audiology.

## Are there other organisations that may be able to help me?

This booklet is divided in to four sections:

- 1) Local social care services
- 2) Support at Work
- 3) Charities and organisations which provide support, advice or additional services for people with hearing loss, tinnitus and/or balance disorders
- 4) Private Hearing Aid Services

## 1) Local social care services

### For Surrey residents

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#### **Sensory Services by Sight for Surrey**

Sensory Services by Sight for Surrey is the largest charitable organisation in Surrey working with people who are visually impaired, Deaf, Hard of Hearing or who have combined sight and hearing loss. It began to deliver services to the Deaf and Hard of Hearing in February 2016 after securing a contract by Surrey County Council to provide these services.

Hearing Loss Advisors at Sensory Services can provide information and support to assist you to manage your hearing loss. The specialist team can work with individuals, families and groups providing:

- Information about hearing loss
- Communication skills training
- Equipment and technology support

- Communicator Guides who provide specialist support to anyone with a combined sight and hearing loss and enable them to get out and about.

There are many ways hearing loss can affect your daily life. Support from the team is available if, due to hearing loss you are:

- Unable to participate in conversations with family and friends
- Feeling isolated, not wanting to go out or socialise
- Having problems having a conversation on the telephone
- Find it hard to hear your telephone or doorbell ring
- Have difficulties at work
- Struggle to hear announcements on public transport or at public stations

Sight for Surrey also has a Hearing and Sight Mobile Bus funded by Surrey County Council.

- The bus regularly visits shopping centres, care homes and clubs for the elderly, and provides a presence at events. Notably, this service is available in rural areas that are often badly served by public transport.
- Expert staff are on hand to demonstrate and supply a range of specialist equipment and offer basic equipment assessments and repairs. They can also provide information and signpost to relevant local services and networks.
- For up to date bus timetables please contact sensory services by Sight for Surrey using the below contact details

**Telephone:** 01372377701

**Textphone:** 01372 869961

**Fax:** 01372 353500

**SMS:** 07860 026269

**Email:** [info@sensoryservices.org.uk](mailto:info@sensoryservices.org.uk)

**Website:** [www.sensoryservices.org.uk](http://www.sensoryservices.org.uk)

## If you live outside Surrey

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Contact your County Council for support services.

### Hampshire

Telephone: 08456 035630

Email: Sensory.PAT@hants.gov.uk

### West Sussex

Telephone: 01243 642555

Email: county.deaf.services@westsussex.gov.uk

## 2) Hearing loss support at work

### Access to work

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If your hearing loss affects your work you may be entitled to an access to work grant

An Access to Work grant can pay for practical support if you have a disability, health or mental health condition to help you:

- start working
- stay in work
- move into self-employment or start a business

The grant is not for business start-up costs.

How much you get depends on your circumstances.

The money doesn't have to be paid back and will not affect your other benefits.

**To find out more information or apply contact Access to Work**

**Telephone:** 0345 268 8489

**Textphone:** 0345 608 8753

**Email:** atwosu.london@dwp.gsi.gov.uk

**Website:** [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

### 3) Charities and organisations which provide support, advice or additional services for people with hearing loss, tinnitus and/or balance disorders

#### Action on Hearing Loss

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Provide support for people with hearing loss and tinnitus.

- provide day-to-day care for people who are deaf and have additional needs.
- supply communication services and training.
- offer practical advice to help people protect their hearing.

Provide information on a number of subjects including hearing aids, health care, benefits and services, deaf awareness, communication, equipment, rights and tinnitus.

#### Information Line

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**Telephone:** 0808 808 0123

**Textphone:** 0808 808 9000

**Fax:** 020 7296 8199

**SMS:** 0780 0000 360

**Email:** [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

#### Tinnitus Line

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**Telephone:** 0808 808 6666

**Textphone:** 0808 808 0007

**Fax:** 020 7296 8199

**SMS:** 0780 0000 360

#### Action on Hearing Loss Shop

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Supplying a full range of products for people who are deaf, hard of hearing or have tinnitus.

**Telephone:** 01733 361199

**Textphone:** 01733 238020

[www.solutions@hearingloss.org.uk](http://www.solutions@hearingloss.org.uk)

## **Action on Hearing Loss Publications**

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Further information regarding a range of subjects including hearing health, deaf awareness, communication, hearing aids, tinnitus and your rights can be downloaded from the following address:

**www.actiononhearingloss.org.uk/how-we-help/information-and-resources/publications/**

## **Association of Teachers of Lipreading to Adults (ATLA)**

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The aim of ATLA is to ensure lipreading is available to anyone who wants to learn to lip read. Lipreading is often a hugely beneficial skill for those with hearing loss.

**Email:** [ATLA@lipreading.org.uk](mailto:ATLA@lipreading.org.uk)

**Website:** [www.lipreading.org.uk](http://www.lipreading.org.uk)

## **British Deaf Association (BDA)**

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The BDA is the UK's leading membership organisation and registered charity run by Deaf people for Deaf people. The BDA delivers a range of services to achieve its aims of empowering Deaf people to overcome difficulties that they face on a daily basis.

**Telephone:** 020 7697 4140

**Email:** [bda@bda.org.uk](mailto:bda@bda.org.uk)

**Website:** <https://bda.org.uk/>

## British Tinnitus Association

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The British Tinnitus Association (BTA)'s vision is a world where no one suffers from tinnitus. We support and give information to people with tinnitus via:

- our confidential freephone helpline – **0800 018 0527**
- email support via **helpline@tinnitus.org.uk**
- our accredited information leaflets
- Quiet, our quarterly journal
- our websites **tinnitus.org.uk**; **takeontinnitus.co.uk** (focussing on management) and **plugem.co.uk** (damage prevention)
- information days and awareness raising events

Additionally, we support a vibrant programme of clinical research and provide training for health professionals.

**Telephone:** 0800 018 0527

**Email:** [info@tinnitus.org.uk](mailto:info@tinnitus.org.uk)

**Website:** [www.tinnitus.org.uk](http://www.tinnitus.org.uk)

## c2hear Online

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This is a service developed by The University of Nottingham and Nottingham University Hospitals NHS trust which provides practical information of how to use hearing aids in video format. The videos can be accessed via youtube:

**[www.youtube.com/channel/UC\\_CO85ih5H68q5YSxMziidw](http://www.youtube.com/channel/UC_CO85ih5H68q5YSxMziidw)**

There are 9 videos available:

- 1) Getting to know your hearing aids
- 2) How to insert your hearing aids
- 3) What to expect from wearing hearing aids
- 4) Adapting to wearing hearing aids
- 5) Using the phone and other devices
- 6) Communication tactics
- 7) Troubleshooting
- 8) Hearing aid care
- 9) Hearing aid retubing

## Deafblind UK

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Support people with combined sight and hearing loss to live the lives they want. They provide services such as a free information and advice line, social groups, digital support and a befriending service.

**Telephone:** 01733 358 100

**Email:** [info@deafblind.org.uk](mailto:info@deafblind.org.uk)

**Free advice line:** 0800 132 320

**Website:** [deafblind.org.uk/what-we-do/](http://deafblind.org.uk/what-we-do/)

## Hearing Link and Hearing Dogs for Deaf People

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Hearing Link and Hearing Dogs for Deaf People provide information, services and support to deafened people and their families with the aim of reconnecting with others to share experiences and advice.

Some examples of what they offer:

Learning to manage your own hearing loss better and learn new skills to manage hearing loss by attending a free Link up programme or a self-management programme

Community support volunteers are available to provide you and your family support in managing your hearing loss and getting the best from services.

Intensive rehabilitation programmes to help deafened people and families learn how to meet the future with confidence.

**Telephone:** 0300 111 1113

**Email:** [helpdesk@hearinglink.org](mailto:helpdesk@hearinglink.org)

**Website:** [www.hearinglink.org/](http://www.hearinglink.org/)  
[www.hearingdogs.org.uk/](http://www.hearingdogs.org.uk/)



## Meniere's Society

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The Ménière's Society is the only registered charity in the UK dedicated solely to providing support and information to people with vestibular (inner ear) disorders causing dizziness and imbalance.

The Society provides information to people affected by vestibular conditions, those who care for them, health professionals and the general public. Members are from all over the UK, with a small number overseas. The Society is staffed by a small team and overseen by a board of trustees.

With over 30 years' experience providing information to those affected by vestibular disorders, the Ménière's Society:

- provides a friendly, confidential telephone information line during working hours
- publishes a magazine, Spin, three times a year
- produces factsheets on a variety of subjects (e.g. driving, surgery and vestibular rehabilitation)
- helps people source specialists in their local area
- encourages peer support
- supports vital research into vestibular conditions.

**Telephone:** 0845 120 2975

**Email:** [info@menieres.org.uk](mailto:info@menieres.org.uk)

**Website:** <http://www.menieres.org.uk/>

## Sense

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For children and adults who are deafblind, have sensory impairments or complex needs. It provides advice, information and specialist services.

**Telephone:** 0300 330 9256

0207 520 0972

**Email:** [info@sense.org.uk](mailto:info@sense.org.uk)

**Website:** [www.sense.org.uk/](http://www.sense.org.uk/)

## 4) Private Hearing Aid Services

The hearing aids provided by the NHS are very good quality aids. However if you wish to go privately for your hearing aids, you may be offered more choice over style and sound quality. There are many high street and independent providers of hearing aids, and you would need to do your own research to choose your provider. There is also a private clinic run by the Audiology Department, known as HearWear, which is based at the Royal Surrey County Hospital - see below for details.

### HearWear@RSCH – Private Clinic

HearWear@RSCH is a private service available for the purchase of hearing aids and technology, based in the Audiology Department at the Royal Surrey County Hospital.

Available from HearWear are:

- Devices to connect both NHS and private hearing aids to other equipment, such as a mobile phone, home phone, PC, MP3 player, television or personal microphone
- Hearing aids in a range of technology levels and styles, including *In-the-Ear, In-the-Canal, Invisible-in-the-ear, Behind-the-Ear and Receiver-in-the-Ear*. There is a choice of hearing aids from several leading manufacturers and we offer competitive prices.
- Custom made swimming plug moulds for people who should not allow water into the ears, for example due to perforated ear drums, grommets or infections.
- A range of customised noise protection plugs.

More information can be found in leaflets available in Audiology and on the Royal Surrey County Hospital website. If you would like to book a free no-obligation appointment with HearWear, or simply have a chat about the options, please contact us.

**Telephone:** 07717 694 460

**Email:** [rsc-tr.HearWear@nhs.net](mailto:rsc-tr.HearWear@nhs.net)

**Website:** [www.royalsurrey.nhs.uk/service-list/audiology/hearwear/](http://www.royalsurrey.nhs.uk/service-list/audiology/hearwear/)

## Reference sources

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All of the information in this leaflet is provided directly from the organisations. Please note the information from these companies is up to date as of November 2017.

## More information

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Further information about the audiology team, audiology service and how to find the hospital can be found on our website:

**[www.royalsurrey.nhs.uk/service-list/audiology](http://www.royalsurrey.nhs.uk/service-list/audiology)**

### **Audiology Department**

Egerton Road

Guildford

GU2 7XX

**Telephone:** 01483 464108

**Fax:** 01483 408338

## Contact details

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### Audiology Department

Egerton Road  
Guildford  
GU2 7XX

**Telephone:** 01483 464108

**Fax:** 01483 408338

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### PALS and Advocacy contact details

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Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

**Telephone:** 01483 402757

**Email:** [rsc-tr.pals@nhs.net](mailto:rsc-tr.pals@nhs.net)

**Opening hours:** 9.00am–3.00pm, Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

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