



Transition from paediatric to adult audiology services

You have been given this information pack as you will shortly be transferring from the paediatric audiology service to the adult service. It includes information about your hearing and hearing aids, as well as access to services and useful equipment.

Name: _____

Contents

Introduction	2
o What is transition?	
o What is the difference between the paediatric and adult services?	
o What will happen at transition appointments?	
o What am I entitled to?	
o Will I have to pay for anything?	
o What are my responsibilities?	
o How will my information be shared?	
My hearing	3
o Latest audiogram	
o Tympanometry	
o Hearing aids	
Access to the adult service	4
o Clinic appointments	
o Repairs service	
o How do I access audiology services if I'm away from home?	
Equipment	5
o Listening devices	
o Radio aids	
o Alerting devices	
o Subtitles and sign language	
o Communication technology	
Financial help	6
o Education	
o Employment	
o Benefits	
Links	7
Contact details	9

Introduction

Transition is a smooth process that actually commences from a young age, from as far back as when you picked out your first earmould colour! Therefore, just the fact that you are reading this and are aware and interested in your own care means that you are already almost there!

What is transition?

From the age of 18, your audiological care will be transferred from paediatric audiology to our adult audiology service. This process should have begun from the age of 11, as the department wants to ensure you have acquired the necessary skills of caring for your hearing aids whilst also providing advice on availability of services when entering into adulthood. The final part of the transition of your care will take place over one or more appointments.

What is the difference between the paediatric and adult services?

Adult audiology services are located at several different hospitals and clinics so there is a greater choice of where you can be seen (see page 4). You may be used to seeing the same audiologist each time you come to the paediatric clinic. You will probably see different audiologists in adult services, although some of the staff from the paediatric clinic also work with adults.

What will happen in the final transition appointment/s?

This appointment will be in the paediatric service. Royal Berkshire Hospital patients will be shown around the adult audiology service, which is based in Audiology 2 in West Drive. Bracknell and West Berkshire Community Hospital patients will attend appointments in the same rooms you have been used to. You will become familiar with how to get an appointment and attend a repair session should your hearing aids need attention. We will check that you understand how to look after your hearing aids and that you are able to carry out routine maintenance such as retubing your earmould and carrying out a listening check. We will discuss your plans for the future, and from this, we will suggest services or agencies that you may like to contact so that you can make sure you are getting the best advice and information.

We will discuss any issues that may have arisen from reading this information pack as well as any problems or concerns. In addition, we will talk about the contacts you have made and any advice and information you have been given. We will also arrange a post-transition hearing therapy appointment for you if you would like one. This appointment can help you with all aspects connected with your hearing including assistive listening devices, benefits and services, and counselling.

What support am I entitled to?

You are entitled to an interpreter for your appointment if you need one. We can arrange this for you.

Will I have to pay for anything?

Behind-the-ear hearing aids, earmoulds and batteries all continue to be free in the Adult Audiology Service. If you lose a hearing aid, you may have to pay £75 towards a replacement.

What are my responsibilities?

You will need to make your own review appointments if you notice any new difficulties with your hearing or your hearing aids. National guidelines suggest that, as an adult, you have your hearing tested every three years. You will not have an annual review appointment but if you feel you need to be seen, get in touch with us using the contact details on page 9. If you notice a sudden change in your hearing this is a medical emergency and you should seek medical attention urgently.

How will my information be shared?

We use one database at Royal Berkshire Audiology Services for all patients, both adult and paediatric. Your information will remain on this database so that the adult team can access it. If you move away from home, your new audiology department can request we send your information to them with your permission. This will be sent securely by post. Other audiology services may have different systems and ways of being referred, so it is worth contacting them in advance of moving. We can help you find contact details for other audiology departments in the country.

My hearing

Latest audiogram – date: _____

Right

Left

#Audiogram graph split#

Description: _____

Latest tympanogram (test of middle ear function) – date: _____

Ear	Right	Left
Shape		
Pressure		
Compliance		

Description: _____

Hearing aids

Ear	Right	Left
Hearing aid make and model		
Style		
Colour		
Ear mould		

Tubing		
Battery		
Programmes		
Radio aid		
Prescription		

Access to the adult service

Clinic appointments:

If you want to arrange a clinic appointment, you can email or call us using the details on page 9. If a review is appropriate, you can choose which clinic you are seen at:

Royal Berkshire Hospital	London Road, Reading, Berkshire RG1 5AN
Wokingham Hospital	41 Barkham Road, Wokingham, Berkshire RG41 2RE
West Berkshire Community Hospital	London Road, Benham Hill, Thatcham RG18 3AS
Royal Berkshire Bracknell Clinic	Eastern Gate, Brants Bridge, Bracknell, RG12 9BG
Townlands Memorial Hospital	York Road, Henley-on-Thames, Oxfordshire RG9 2DR

Repairs service:

At present, we do not operate a drop-in repair service. Should you have concerns regarding your hearing aids or your hearing levels, please visit the website [Hearing Aids - Royal Berkshire NHS Foundation Trust](#) to request replacement parts or book a repair appointment.

Alternatively, you can contact the Audiology Department on 0118 322 7238 or email Audiology.Repair@RoyalBerkshire.nhs.uk.

Self-help videos are also available on the Royal Berkshire hospital YouTube channel, which provide advice regarding cleaning and maintenance of hearing aids.

How do I access audiology services if I'm away from home?

If you are away from home, for example, at university, you will need to register with a GP close to where you live. Your GP will then be able to refer you to an audiology department nearby. We can send any information about your hearing and hearing aids to other departments if you give your permission. Other audiology departments may have different ways of working and you may like to contact them before you move. We can help you find the right person to contact.

Equipment

There is a wide range of equipment that may be useful for you. Some equipment supports independence in the home and other equipment works with hearing aids to help with study or in the workplace. There are also devices that can give you access to entertainment and educational materials as well as equipment designed to help with communication.

Note: Some of the assistive listening devices that are available are only compatible with a specific type of hearing aid, talk to your transition audiologist about your wider hearing needs and they will be able to advise you on appropriate products.

- **Listening devices** are designed to help you make the best use of your hearing. They generally work with hearing aids or cochlear implants to reduce the problems caused by background noise. Examples are loop systems, personal listening aids and connections to smart phones, tablets and computers.
- **Radio aids** are particularly useful at college, home or at work. They can help reduce background noise to allow you to concentrate on one person's voice.
- **Alerting devices** use light, vibration, sound or a combination of all three to alert you to events happening in your home. Examples include telephone indicators, pagers, doorbells, smoke detectors and alarm clocks.
- **Subtitles and sign language.** Most programmes on Freeview have optional subtitles and some include sign language interpreters. Online videos also often have subtitles although sometimes these are automatically generated and may contain some errors. There are YouTube channels and TV programmes in BSL made by and for Deaf people. At present, many digital channels have to provide at least 2% of programmes with sign language. In future, some will have to provide at least 5% of their programmes with sign language.
- **Communication technology** will help you use the telephone and your mobile phone. The products you can use will depend on your level of hearing loss.

Detailed information on equipment can be found at:

<https://rnid.org.uk/>

www.ndcs.org.uk

www.connevans.co.uk

www.fmhearingsystems.co.uk

<https://www.resound.com/en-gb/hearing-aids/accessories>

See links section on page 7 for more information.

Paper catalogues are available from Connevans and RNID, which we can supply. If you are interested in any of the products and would like further information or advice, a hearing therapy appointment can be arranged. Please contact us using the details on the last page. The Deaf Services Team can provide information about benefits, registration and assistive devices. You can contact the Deaf Services Team directly to find out more information and self-refer for an assessment using the details on page 8.

Financial help

There are various ways to get funding support, some of which are discussed below. To determine whether you are eligible you can use the following website link www.hearinggrants.co.uk. This link goes through a short set of questions to check for eligibility and then emails you a link to the application form for the appropriate funding stream.

Education

If you are already studying in a higher education setting or want to apply to do a course in higher education, you could get communication services and equipment to help you. Disabled students in higher education – which includes students who are deaf – can apply for Disabled Students' Allowances (DSA) to pay for communication services or equipment.

Contact your local education authority (LEA) for more information. If you are studying in a further education setting, you usually won't qualify for DSA. Instead, the college where you are studying should provide what you need. Different colleges provide different amounts of support. Contact your college disability or learning support officer for further details. Further and higher education institutions in the UK may have to provide equipment and communication services as part of their duty to make reasonable adjustments under the Equality Act.

Employment

Access to Work is a government funded scheme set up to ensure deaf people have equal access at work. The scheme can help with the cost of any equipment, communication support and changes to your working environment. Access to Work covers the full cost of any kind of communication service, such as BSL/English interpreters, lipspeakers, speech-to-text reporters or note takers that you need at work.

Equipment that might help includes telephone amplifiers, textphones or loop systems to help you carry out your job and communicate with people in your workplace more easily and effectively. You can find more information about Access to Work here <https://www.gov.uk/access-to-work>, or you can speak to the Disability Employment Adviser at your local Jobcentre Plus for more information.

Reading Jobcentre Plus Adelphi House Friar Street Reading RG1 1HD	Telephone: 0845 604 3719 Textphone: 0118 952 4506 https://www.jobcentreguide.co.uk/reading-jobcentre
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Benefits

If you are deaf and not working (or working fewer than 16 hours a week), then you may be accepted as having limited capability for work and/or work-related activity, so you could claim Employment and Support Allowance (ESA). You may get ESA if your ability to work is limited by ill health or disability. Contact Jobcentre Plus Benefits for more information.

Telephone: **0800 055 6688** Relay UK details are on website.

<https://www.gov.uk/contact-jobcentre-plus/new-benefit-claims>

Links

RNID

Together, we're here to make life fully inclusive for deaf people and those with hearing loss or tinnitus.

Telephone: **0808 808 0123**

Livechat and BSL video relay via website

Text message: **07360 268988**

Email: contact@rnid.org.uk Website: <https://rnid.org.uk/>

National Deaf Children's Society

We give expert support on childhood deafness, raise awareness and campaign for deaf children's rights, so they have the same opportunities as everyone else

Telephone: **0808 800 8880**

Text message: **0786 0022 888**

Email: ndcs@ndcs.org.uk Website: www.ndcs.org.uk

Reading Deaf Centre

Our main aim is to promote the interest and welfare of deaf and hearing impaired, and deaf and blind people of all ages and ethnic backgrounds in the Reading and surrounding area.

Reading Deaf Centre, 131-133 Cardiff Road, Reading RG1 8JF

Telephone: **0118 959 4969**

Text message: **07704 687298**

Email: info@readingdeafcentre.co.uk Website: <https://readingdeafcentre.co.uk/>

Social Services Deaf Services Teams

The teams provide a wide range of support to adults and children who are deaf, hard of hearing or deafened, and their families. All team professionals can communicate in a variety of ways and are able to use sign language and lip speaking. Services provided include advice and assistance on a wide range of issues leading to independent living, information on deaf issues, information on deaf support clubs and meeting other people and support from a social worker.

Newbury/West Berks

Sensory Needs Team

Turnham Green Park, Pincents Lane, Reading RG31 4UH

Tel: **0118 930 2777** / Mobile SMS: **07917 013803**

Fax: **0118 930 5272**

Email: Sensoryneeds@westberks.gov.uk

Connevans

Connevans specializes in product development and supplies equipment suitable for deaf children and adults.

Telephone: **01737 247571**

Livechat and Relay service via website

Email: askaquestion@connevans.com Website: www.connevans.com

FM Hearing Systems

FM hearing systems provide radio aid solutions. This website contains a link to determine whether you could be exempt from paying VAT on equipment, if you can prove it is for personal use.

Telephone: **01535 279285**

Website: www.fmhearingsystems.co.uk

Danalogic Hearing Accessories

For information on GN Resound Analogic Products please visit:

www.danalogic-iffit.com

Purchasing wireless accessories for hearing aids can be done through the following website:

www.wirelesshearing.co.uk, password: Unite

Telephone: **01869 352828**

Email: ehs@gnresound.com When purchasing devices you may be asked to enter your hospital name.

Referral to fire service:

Berkshire: <https://www.rbfrs.co.uk/your-safety/safety-at-home/book-a-safe-and-well-visit/>

Oxfordshire: <https://www.oxfordshire.gov.uk/fire-and-community-safety/community-safety/safety-home/keep-safe-and-well>

Contact details

Paediatric Audiology

Audiology 1, Royal Berkshire Hospital, London Road, Reading RG1 5AN

Telephone: **0118 322 7238**

Email: audiology.royalberkshire@nhs.net Website: www.royalberkshire.nhs.uk/services-and-departments/audiology/childrens-hearing-services

Adult Audiology

Audiology 2, Royal Berkshire Hospital, London Road, Reading RG1 5AN

Telephone: **0118 322 7238**

Email: audiology.royalberkshire@nhs.net Website: www.royalberkshire.nhs.uk/audiology

Who do I contact during the transition process?

Please contact Audiology if you have any questions about transition or your audiology care.

Email audiology.royalberkshire@nhs.net with the subject header 'Transition' or use the additional contact details above.

If you need batteries or hearing aid repairs during the transition process, please contact paediatric audiology using the contact details above or access the adult drop-in repairs service detailed on page 5.

Who can I contact if I have a comment or complaint?

If you have a comment or complaint about the paediatric service, please contact Constantina Georga, Senior Clinical Scientist, using the paediatric audiology contact details above.

If you have a comment or complaint about the adult service, please contact Elaine Maynard, Senior Chief Audiologist, using the adult audiology contact details above.

You can also contact the Patient Advice and Liaison Service (PALS) – telephone: **0118 322 8338** (answerphone outside working hours) or email PALS@royalberkshire.nhs.uk.

Speaking to PALS or making a complaint will not adversely affect the care you receive.

Tell us your views

If you have any suggestions on how we can improve our service or if you have any concerns you would like addressed, please speak to a member of the team or post your comments in the 'Tell us your views' box in the one of the audiology departments. You can also give feedback by completing an electronic survey on the Trust website [Patient Experience - Royal Berkshire NHS Foundation Trust](#) or telephone PALS to get a paper copy of the questionnaire sent to you.

Alternatively, you can post feedback into any of the suggestion boxes around the hospital.

You can also give feedback on any of the Trust's services by the visiting the NHS Website website www.nhs.uk.

Further information

Visit: www.royalberkshire.nhs.uk/wards-and-services/audiology.htm

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.