



Having a hearing assessment in the Audiology Department

This is a social story for adults with learning disabilities coming to the Audiology Department for a hearing assessment.



I have an appointment to check my **ears** and my **hearing**.



My appointment will be at the **Audiology Department** in the **hospital**.



On the day of my appointment I will **travel** to the hospital.

My carer or a family member may come with me to the appointment.



We will go to the Audiology **front desk** to let them know we have arrived.



We will then sit in the **waiting room**.
There may be other people waiting.



The audiologist will come to the waiting room and call my name.

The audiologist is the person who will check my ears.

The audiologist will tell me their name.

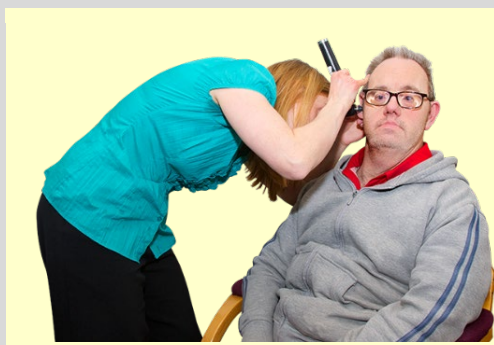
The audiologist will take me and my carer or family member to the room where I will have the hearing tests.



The audiologist will ask me some easy questions about my ears and my hearing.

My carer or family member will be there to help me if I'm not sure about what I should say.

The audiologist might ask me about my favourite things.



The audiologist will look in my ears using a little torch.

It might tickle a bit.

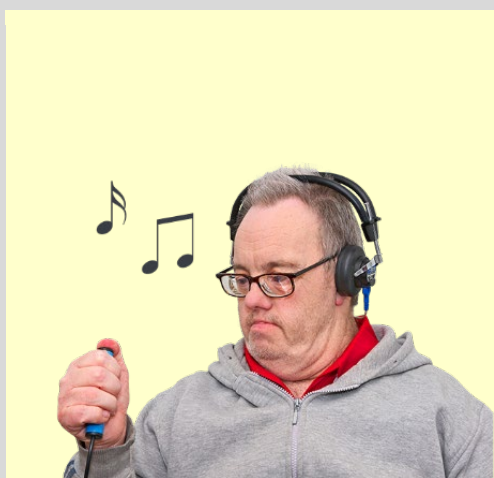
I will try to sit as still as I can.



The audiologist will also ask to put a soft tip in my ear for a few seconds.

It might feel a bit tickly and I might hear a noise.

This will check how my ears are working. I will try and sit as still as I can.



Next it is time for some **listening**.

I might need to wear some headphones.

The audiologist will tell me what to do when I hear a sound; they might ask me to press a button or put an object in a box.

I will try to listen carefully.



The listening tasks will help the audiologist understand how I hear.
If I am not hearing very well, the audiologist can explain some **things that might help** me hear better.



Some people have **hearing aids** to help them hear well.
They can help people hear their favourite TV programs, or hear their friends and family talking.



If I need it, the audiologist will ask me if I would like to try a hearing aid.
A hearing aid can help me hear well.
If I would like to try a hearing aid I might need an **ear mould**.
Ear moulds help the hearing aids stay in my ears.
They also stop the hearing aid from making a whistling noise.



Ear moulds are made **especially for me** and my ears.

I can decide what colour I would like them to be.

I can also choose if I want my ear moulds to be glittery or have a picture in them.



To make my ear moulds, the audiologist will need to look in my ear and then put a soft sponge into my ear.

The sponge might tickle, it might even make me cough. This is ok.



Then the audiologist will put some **putty** in my ear.

It might feel a bit cold and it might sound like I am wearing an earplug.

I will try to sit as still and quiet for a few minutes to make good ear moulds!



When the putty is ready the audiologist will take it out of my ear.

The audiologist will look in my ear again.



The audiologist will send the putty to someone who will turn them into ear moulds that fit my ears.

This may take **a few weeks**.



I will go back for another audiology appointment when the ear moulds are ready.



At my next audiology appointment my new hearing aids will be set up for me, with my new ear moulds.



The audiologist will make sure I am happy with how the hearing aids sound.

The audiologist will explain how to use the hearing aids, and how to look after them.

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

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

Lisa Jackson, RBFT Senior Clinical Scientist, March 2024

Reviewed: March 2026

Next review due: March 2028