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Dear All

I hope you had a relaxing Easter break.

Technology develops at a pace that is hard to comprehend and new products are available to help people with hearing loss, every few months. Because of this we have decided to give up our equipment loan scheme. We cannot afford to buy the latest models every time they are on the market, so our stock is out of date and is difficult to keep in good condition. The scheme has not been well used recently and has only been easily accessible to people in the Cambridge area.

But we are not giving up on information and advice about equipment, which we see as a critical part of the support people need to manage the condition. We will continue to have our regular drop in display on the last Friday of the month at St Andrew's St Baptist Church and there will be the occasional "mini-demo" at regular Hearing Help sessions across the county. There will be catalogues in the Hearing Help sessions which can be used to guide people to understanding what might improve their listening experience. Both Addenbrookes and Hinchingsbrooke have equipment clinics for patients but please contact the hospitals to find out if you are eligible for this, and of course the County Council sensory team are there to provide assessments and, if appropriate, equipment.

And we will continue to have big events like the recent one at The David Rayner Centre at Scotsdales Garden Centre at Great Shelford. We invited Action on Hearing Loss and the sensory teams to have displays and this worked well in the generous space available there, and helped to extend the range of exhibits. 51 people attended in the two hours we were open which was a good number. The volunteers worked hard and we got some very positive feedback from the public.

In February, Emma Marriott from Action of Hearing Loss showed us some of the latest gadgets available, which make use of radio signals through Bluetooth technology. However for us the most important news was that the much loved Mybelle 650 is changing to a smaller size with the option for caller ID. It will be interesting to see how well this is received.

T530 Photophone 450

<https://www.actiononhearingloss.org.uk/shop/photophone-450-product-t530.aspx>



I went to an interesting conference on the theme of Screening for Hearing Loss. The National Screening Committee is not yet convinced this would be of benefit, although there is plenty of evidence of the negative impact of undiagnosed hearing loss. There are new initiatives to try and break down the barriers that stop people from getting help early, and we heard about research into “screen and fit” programmes which would significantly reduce the cost and complexity of providing hearing aids. The idea was that a simple auditory screening test would enable a client to be fitted with a pre-programmed aid from a range available for different levels and types of hearing loss. The assessment would be shorter and could take place in a community setting without the need for a sound-proofed room. The preliminary trial showed no significant difference in user satisfaction between the group with “screen and fit” and those with the more in depth and lengthy audiology assessment. People with more complex needs were filtered out and were not part of the trial. This has important potential for getting more people to be fitted with aids in a timely way at a price that the NHS can afford, and may be a better option than the rationing of aids proposed by some of the local commissioning groups.



We are saying good bye to Roger Mallabon who is moving to Derbyshire. Roger has worked in East Cambs but has also helped us to get the sessions in Fenland underway as well as carrying out home visits and being part of the equipment team. Derbyshire will get the benefit of his expertise and we wish him well for the future. Sue Judd is also leaving us as she has other commitment.

You will, I hope, now be aware of the problems with ZeniPower Batteries exploding but we are including the Alert in this issue so that the information is widely circulated. We have had a lot of people delivering their ZeniPower batteries to us but please be aware that it is only some batteries which belong to the “rogue” batch and others are safe to use.

In the last issue we mentioned stickers for identifying hearing aids in Residential Care Homes or other areas where there is a risk of aids being mixed up. Melanie has done some further research on this and we can now offer blue and red stickers so that the left and right aids can be clearly differentiated. Contact the office if you know of any home of groups that would be interested in having these.

Alan Jones’ publicity and fundraising team are preparing an information stall for the St George’s Fair in March and the Rose Fair in Wisbech. If you are in the area please support the volunteers. Dates are in the programme at the end of the newsletter.

We are at the end of our financial year so please if you have not done so already, send in any expenses claims and any home visit returns to Ruth without delay. We will only pay expenses that run over the end of the financial year in exceptional circumstances.

Frances

ALERT!

Addenbrookes hospital have advised that some ZeniPower mercury free batteries have a small risk of explosion. If you have any ZeniPower batteries please check the "Best Before Date". Do not use any ZeniPower batteries from packs with a "Best Before Date" of 08-2018 or 09-2018. If in doubt do not use ZeniPower batteries.



Cambridgeshire Hearing Help can supply you with replacement batteries made by Rayovac which do not carry the same risk.

Volunteer Reports...



Anglia Ruskin University recently invited volunteers to join the audiology students in an informal seminar to talk about the experience of using audiology services from the patient viewpoint.

CHH volunteer, Christine Starkey recounts, "I attended the seminar at Anglian Ruskin University. It was a pleasant couple of hours with learning on both sides. We were divided into two groups with eight or nine students in each one. They were interested in our personal reasons for being involved in the charity and our role within it.

A number of the group were mature students who were already working and wanted to enhance their knowledge. Some were from other counties and involved in different aspects of audiology and wanting to compare notes, others were from the private sector. Most of them wanted to know if our audiology department had time to discuss problems that arose from wearing a hearing aid and how to overcome them and general maintenance of it.

Questions that arose were about family relationships and a member having a hearing loss; whether we had come across any life changing experiences after they had being fitted with an aid.

More importantly they asked about the work of CHH within the clinics we run in the community and our link with audiology.

The questions they asked were thought-provoking and I hope our answers did the same for them."

Subtitles film screenings

We get regular updates for subtitled film screenings. You can check the website <http://www.yourlocalcinema.com/subtitled.trailers.html> for subtitled trailers.

If you would like to receive the regular updates then you can e-mail subtitles@yourlocalcinema.com. But if you do not want to use the internet or e-mail you can always check with the local cinema when they have subtitled screenings.

All the latest films are shown with subtitles but the times will vary.



Best Practice – Volunteer Practical Check

Best practice with hearing aid maintenance changes with better knowledge about hygiene and safety in the sessions. Our volunteers are experienced and hard-working but under the pressure of a busy session sometimes good practice slips. Our Best Practice Advisory Group has developed a simple practical check list and Fran and Gaynor will be using this in the sessions to work with volunteers to make sure everyone is up to date. There will be an opportunity for volunteers to talk to the session supervisors one-to-one about their roles and anything that might be of concern and any support they would like in developing, for example as a home visitor. Everyone will have this opportunity so please support Fran and Gaynor as they take time to work with volunteers.

CHH Volunteer Practical Check List

Task	Skill required
Problem solving	Identify task required and correct approach prior to cleaning (e.g. the right tubing, one aid at a time)
Retubing: conventional moulds	Select correct tubing. Measuring correctly, cut flush with mould
Retubing: Open Fits (trained vols only)	Identify correct tubing and dome. Checking with other. What to do if tubing and dome don't match records.
Infection control: Handwashing	When to wash, how to wash, use of sanitiser.
Infection control: Pots & Pegs	Use of pegs to identify moulds and methods for cleaning pots in Milton
Infection control: Care of tools	Cleaning as appropriate

Stay Dry - Please make sure you check the tubing before you start to retube. If someone has stay dry tubing it is important that this is replaced with the same kind so they do not have problems with excess moisture.

Doddington and Princess of Wales Hospitals - If someone wants to go back to Doddington hospital for referral (Specsavers) they have to now phone the Specsavers free phone number 0800 0232984 to make appointment and the same goes if they want appointment with Specsavers for Princess of Wales

If they are under Hinchingsbrooke at Princess of Wales they call Hinchingsbrooke for their appointment.

Hinchingsbrooke no longer go to Doddington Hospital and Addenbrooke's no longer go to Princess of Wales Hospital.



U3A is running a **lip reading class** throughout the Summer Term. Commencing on Thursday 14th April, 1.05-2.20 in the U3A building, 27-28 Bridge Street, Cambridge, CB2 1UJ. For users and volunteers who are U3A members. <http://www.u3ac.org.uk/weekly-bulletin/>

Free Multimedia Resource

On behalf of Melanie Ferguson please be aware of this free multimedia resource for hearing aid users:



It can be difficult for new hearing aid users to absorb and fully understand all the information and advice given by an audiology department

C2Hear is a series of interactive, multimedia videos about hearing aids, hearing loss and communication developed by the NIHR Nottingham Hearing Biomedical Research Unit (NHBRU).

C2Hear is now freely available online and can be accessed via computers, smartphones and tablets via YouTube: https://www.youtube.com/channel/UC_CO85ih5H68q5YSxMziidw

C2Hear has been designed for first-time hearing aid users, but may also be beneficial to existing hearing aid users, as well as family and friends. The videos have been shown to provide a range of benefits to first-time hearing aid users by a high-quality research study. For more information, leaflet/flyer and credit-card sized information that can be given to patients, please visit the NHBRU webpage: <http://www.hearing.nihr.ac.uk/research/c2Hearonline> .

Developed by the NIHR Nottingham Hearing Biomedical Research Unit in partnership with:



Volunteers busy...



Volunteers Gail and David running the CHH stand at Access all Areas. The event was organised by Cambridge Alliance and held in February half term at Comberton Village College.

The aim of the day was to promote and showcase things for people to get involved in, and was backed by a variety of organisations that support the community to maintain independence, including Sensory Services, Cam Sight and Health Watch.

There were speakers throughout the day, free Lunch and refreshments with the afternoon offering opportunities to try out accessible sports too.

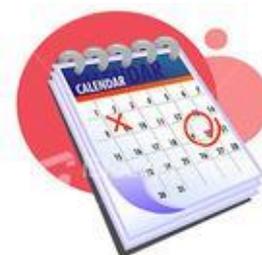
Second Hand Equipment

Following the decision to discontinue our Equipment Loan service to the public, we have a stock of ex-loan equipment that we no longer need. Much of it is old and/or discontinued but is too good to discard. Therefore we have decided that we would like to offer our Volunteers the opportunity to take this equipment off our hands for a donation of your choice, as from the 10th April. Items include phones and TV listeners.



If you are interested in any of the items please contact the office and arrange an appointment to view. Please don't just turn up at the office. We have been unable to test the equipment so we ask that you take it home and try it first, then if you want to keep it, a donation would be very much appreciated.

Dates for your diary



Wednesday 20th April

New Volunteer Training commences
Venue: C3 Centre, Coldhams Lane, Cambridge. CB1 3HR
If interested, contact the office: 01223 416141

Sunday 24th April

CHH Stall at St George's Fayre March. Opening parade 10.15am
Followed by Official opening at 10.30 in the Market Place.

Thursday 30th June, 12 noon

AGM – 12 noon Refreshments, 1pm Formal Meeting
Bluntisham Village Hall, Mill Lane, Bluntisham, Huntingdon
PE28 3LR. Speaker: Kate Dixon from The Ear Foundation
<http://www.earfoundation.org.uk/>

Wednesday 29th June
Thursday 30th June

CHH Stall at Rose Fair Wisbech
CHH Stall at Rose Fair Wisbech
<http://www.wisbech-rosefair.co.uk>

Last Friday of each month



Demonstration of Hearing Help Equipment at our Hearing Help Session held at St Andrew's Street Baptist Church, Cambridge, CB2 3AR. Opportunity to try out specialised hearing equipment or discuss your hearing difficulties with a trained volunteer. Drop in between 10.00am – 12.00 Noon

Chair: Ruth Kern 01954 202093 Vice Chair: Roger Hill 01353740021