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Dear All

The good weather this summer has taken me by surprise with a pleasant August Bank Holiday weekend and I hope you have been able to make the best of it too.

The Trustees have regretfully decided that we must reduce the rate of mileage that we pay to our volunteers. For some time the travel costs for volunteers have been increasing due to the expanding range of our service, but our public funding has not kept pace. Although we have secured our basic grant from the NHS for this financial year, the financial outlook is uncertain and we expect to be in deficit this year, in the region of £25,000 – £30,000. We are able to cover this from reserves for the current year but we are having to make cutbacks to continue to provide the level of service across the County. Everyone is working hard to increase our income from sources other than public money but this takes time. Many charities have been paying at a lower rate and the Trustees feel we have to manage the CHH resources more stringently than before.

So from 1st October any journeys will be reimbursed at the rate of 35p a mile. If you send in your claims form after 30th September you will be still be paid at the current rate of 45p a mile for journeys up to the end of the month so there is no need to rush to send in your claims form, although we always appreciate it if these are sent in on a regular basis, rather than all at the end of the year. For those of you who are tax payers please remember you can help us by completing claims for petrol with a Gift Aid form but then asking us to treat these as a donation. This would be a very helpful way to increase our income.

Addenbrookes are also finding savings where they can and are no longer able to support the lip-reading classes which have been running there for many years. With Cambridgeshire Deaf Association we have agreed to help with this and are looking into how this might be done. We hope to be able to get the classes going again, even if we have to ask for a small contribution to the costs.

Our sessions have been busy for this time of year. This has been across the County but both Shelford and Little Paxton showed unusual and exceptional increases in July. Thank you to all the volunteers who have worked hard and we will keep an eye on the numbers so that these sessions are not overwhelmed.

Care Homes are coming to us for the Hearing Help service and the Care Home folder is proving useful in helping to keep track of residents who need us. Any volunteers who are interested in this work but who do not currently volunteer in this area should talk to Fran or Gaynor about an introduction to the scheme. This is a very important part of our work, as we notice that people in care do not get the level of maintenance that mobile hearing aid users receive. There are frustrations. Staff change, residents may not be ready in the time and the homes rarely tell us if their residents have passed away. You have to be resilient to cope with this and accept that this is part of the job, but it is also extremely rewarding, as you are helping the most frail people and our volunteers are a robust group well up to the challenges.

David Baguley, Head of Audiology, is leaving Addenbrooke's and there is a message from him below. He supported CAMTAD and helped to develop the service from its earliest years and we would not have survived without his help. We will miss him. But everyone at Cambridgeshire Hearing Help wishes him and his family very best wishes for their move and David's future career.

Frances

David Baguley leaves Addenbrookes



Thank you for the opportunity to share some thoughts with you. Many CHH readers will know that I am leaving Addenbrooke's at the end of September, and I will start a new job as Professor of Hearing Sciences and Deputy Director of the Biomedical Research Institute in Hearing at the University of Nottingham in early October. This new post is focused on research, and I will be investigating several aspects of tinnitus and hyperacusis (reduced sound tolerance).

Leaving Addenbrooke's after 31 years is a challenge, and I'd like to share that I have been blessed with brilliant clinical and research colleagues, with whose support and guidance I have been given many opportunities. The clinical service has developed into one of the busiest and best in Europe, and I hope will continue to thrive and develop.

It has been marvellous to work in partnership with CHH (CAMTAD for many years of course), both on an organisational level, but also with the many committed and highly conscientious volunteers. The work that CHH does is extremely valuable, both in terms of practical help for hearing impaired individuals and their families, but also in the outworking of the kindness and compassion that is at the heart of CHH. This has been the case since the outset, and I was fortunate to know Dorothy Parry, and observe her energy and vision at first hand, and to see how Avril Dring built superbly upon that. Frances Dewhurst has been an excellent colleague also, and I am indebted to her in many ways.



I hope for and expect a bright future for CHH: let's keep in touch!

David Baguley PhD MBA

Stalwart Volunteer Remembered

Very sadly John Harnwell, one of our Ely volunteers, passed away in August. John was one of the earliest and most loyal volunteers and had just earned his 20 year appreciation certificate. Sadly I was not able to deliver the award to him. He will be remembered as an extremely cheerful and sociable man, involved in many aspects of local life in Ely. I will always think of his endearing smile and his smart dress.

John was also an early adopter of a cochlear implant and was a great advertisement for their effectiveness and use.

Ivy Court, who took over the lipreading classes when Dorothy Parry retired and was a great supporter of the newly formed CAMTAD in 1978, gave John Harnwell a great deal of support when he totally lost his hearing. Ivy was able to support John right through the cochlear implant operation and his after care. Frances

Ivy Court comments:-

"John was a true pioneer where cochlear implantation is concerned - he had the first single channel implant done at Addenbrooke's in March 1986 and he had one of the early multichannels (Kevin Bassam had the first multichannel). He was a great supporter of the Lip reading and Hearing Therapy Department, later the Emmeline Centre. He helped with fundraising in the days before cochlear implants were funded by the NHS. He participated with great enthusiasm in any research programme."

Lip Reading Classes

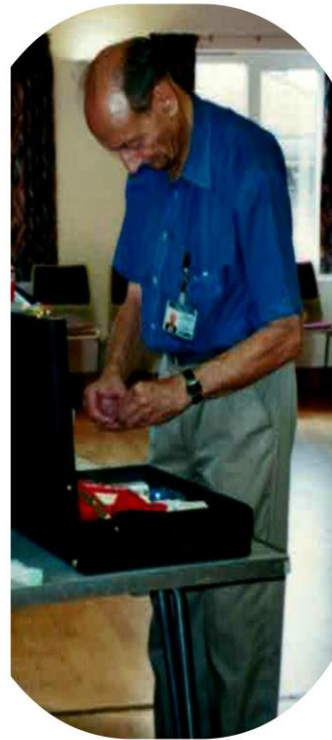
Lip reading classes are continuing as usual in Hertford and in Bishop's Stortford and are also starting on Friday mornings in Letchworth Settlement. The new term begins on Monday 12th September.

Please follow the link below for further information or contact Louise Reed on 01920821401.

<http://www.hhas.org.uk/lip-reading-classes.htm>

Congratulations

The ongoing hard work of our many volunteers is greatly appreciated. Our congratulations go to Carolyn Bulmann who recently received her 10 year award. Well done!



CAMTAD & CHH Memories of John Harnwell



Hear clear Expo 2016

Cambridgeshire Hearing Help was invited to join the exhibitors at the recent HearClear Expo in Peterborough which sought to bring together professionals and charities supporting people with hearing needs all under one roof for a day. The event was 'headlined' by the BBC Radio 2 Broadcaster Johnnie Walker along with Kev Lawrence, Heart Radio's Breakfast Presenter, who compered the day and talked about their own hearing loss issues. Additionally, Mat Gilbert, Vice President of the England Deaf Rugby Union (former number 8, Worcester Warriors) and the UK's only deaf professional Rugby Union player also joined the celebrity line up.

As you might expect, the leading manufacturers showcased their latest hearing technology and provided demonstrations of specialist equipment to help with hearing in all lifestyle activities. However, as with much of the commercial sector, the emphasis was definitely on lifestyle and cosmetic appearance rather than on helping generically with hearing loss and its social impact on patients. Nonetheless, there was a noticeable presence from County Council and social care staffs in the audience and our dialogue definitely delivered a very strong message to visitors from outside of our region about tackling acquired deafness and delivering support to patients in the community.

We had direct dialogue at our stand with some 60 visitors on the day, many of whom were experiencing some difficulty with the solution that had been offered them by their local health provision. In a number of cases it was clear that they needed to return to the provider to recheck mould or equipment set-up etc. With others it was equally clear that any instructions given (if given at all) had not been properly understood and needed some explanation (cycle for tube replacement; cycle for re-testing; availability of batteries etc). Johnnie Walker also visited us on the stand but we don't think he had a 'volunteering' hat on that day!

Brenda Hutchinson volunteering at Hear Clear Expo 2016



We had some sturdy discussions with the public about portable hearing loops, how to set up a 'Hearing Help' in Nottinghamshire, Bluetooth and streaming, cosmetic Vs older-fashioned bigger hearing aids, recycling hearing aids for 3rd world countries, the seemingly poor provision of follow-on support elsewhere in the country and on the Peterborough City Council's "Local Offer". There was also a warm interest from other presenters in what we do, particularly from "Healthy Hearing", the deaf and blind disabled group and Peterborough Deaf Children's Society and of course we helped Action on Hearing Loss network with the staff from Lincolnshire County Council who visited the stand.

One lady was shocked when we told her that, having travelled to Switzerland a number of times to bulk buy her '312' batteries at a quarter of the cost in UK, they were available free from the National Health. Another gentleman was trying to find a sponsor to help patent a technique he was developing to counter ear infections.

We were also visited by a lady who used to bring her Hearing Dog to our training sessions; sadly the dog has died and will be replaced shortly. She and her husband are keen to volunteer and, living near Whittlesea, might want to assist there; they left the stand fully armed with the information.

There is no doubt that visitors from Lincolnshire, Nottinghamshire, Rutland, Norfolk, Derby, Bedfordshire and Cheshire have taken away the message of what we do in Cambridgeshire and what can be achieved with volunteers, and that will be a force for good elsewhere.

Brenda Hutchinson & Paul McCloskey

Penderels Trust and Cambridgeshire Alliance for Independent Living...

...are running a free training session for PAs employed by people with disabilities living in their own homes throughout Cambridgeshire. 8 sessions of the same training course will be held in: March 22nd September, Littleport 29th September, Cambridge 12th October, St. Neots 19th October, Wisbech 2nd November, Isleham 9th November, Huntingdon 23rd November and Melbourn 30th November.

Time: 10am to 3pm

Cost: Free including reimbursement of travel expenses (*please note your mileage/bring receipt*).

Refreshments: A light lunch and hot and cold drinks will be provided.

To book your place or for more information contact Tracey ☎ 01284 592 418

Or email: cambridgeshire@penderelstrust.org.uk

Places are limited and will be allocated on a first come, first served basis.

Message from the Office

We are excited to share the office now has a brand new database!

A big thank you goes to Bob Andrews for helping us install the new system. During the summer months the office staff and two very helpful volunteers have been transferring all our Residential and Home visiting Service Users information onto the new database, but this has highlighted some gaps in our information. Please can we request over the next few months all CHH Home Visitors and Residential Home Visitors provide us with as much information as possible on all Returns, to include full name, full address, date of birth, number of hearing aids, type of hearing aids, type of batteries and GP Surgery in clear writing.

Thank you for your help.



Thank you

A big thank you goes to Polly Macartney, who has been part of the office staff for over 2 years. We have greatly appreciated her cheerful support, but Polly is leaving the office staff this September to concentrate on other activities. We are pleased to say though, Polly will continue as a volunteer as part of the St Andrews Street Baptist, Cambridge Hearing Help Session.



Refresher Training

Autumn is almost here and a Refresher and Open Fit Training Day has been booked. For Open Fit training experienced volunteers will have a chance to practice with Fran and Gaynor while newcomers to the skill work with the audiologists. This will give everyone the chance to make sure they are up to date and practice where they feel uncertain. See below for details.

Diary Dates

Wednesday 23 rd November	Equipment Demonstration	Commemoration Hall 39 High Street, Huntingdon, PE29 3AQ 10AM – 12 noon
Tuesday 29 th November	Volunteer Refresher Training This will be held in 3 parts: Refresher Training (open to all volunteers) 10am to 12.45pm Open Fit Training (for volunteers who have not completed open fit training) 1.30pm to 3.00pm Refresher Open Fit Training (for volunteers who are experienced with open fits but would like a refresher) 1.30pm to 2.30pm	C3 Centre, Coldhams Lane, Cambridge, CB1 3HR
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 specialist hearing equipment or discuss your Hearing difficulties with a trained volunteer. Drop in between 10.00am – 12 noon.	

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