

## Dear All

Welcome to our winter newsletter. I am pleased to tell you the format now includes a blog from Frances Dewhurst, our previous Director. Frances has been keeping up-to-date with the national picture regarding hearing loss and will be putting you in the picture on the latest 'reasons to be cheerful'!

Much has happened over the last three months. We ran our training course for new volunteers over six mornings in Sept/Oct and successfully recruited 10 fantastic new volunteers. Shortly after this, three more approached us about volunteering, meaning we were able to recruit 13 new volunteers in total. We have decided to be more flexible with our volunteer recruitment and will be allowing those wanting to join the team to start gaining hands-on experience at our 43 community-based Hearing Help sessions in the lead up to upcoming training courses. We plan to deliver two training courses a year, each over two short days. Our next training dates are 25<sup>th</sup> and 26<sup>th</sup> April 2018. Fuller details of both our 2018's training dates can be found on our website.

Thanks to the success of our recent recruitment we now have a team of 115 volunteers. Huge thanks to one and all for this amazing gift of time, energy and skill to the hard of hearing community across Cambridgeshire. I am frequently told how rewarding the work is, and in particular lighting up people's faces when their ability to hear, through their hearing aids, has been restored.

To help our case for support for funding, we recently asked some of our 6,000 active service users who attend our Hearing Help drop-in sessions for feedback, and specifically whether they would struggle if our sessions didn't exist. Here is just a snapshot of the 500+ responses we received, which make it incredibly clear how vital our services are:

*"I am struggling to walk. I am 93. I use my scooter to get about. This service is a lifeline for me and others."*

*"I am 86 years old and it is impossible for me to get anywhere else. The volunteers are very kind and helpful and it's another way of not clogging up the doctor's waiting list."*

*"I have difficulty putting my hearing aid in and I need help to clean and maintain it. I can't imagine having to travel long distances to do this, it would make my life unmanageable."*

*"A very comforting service that has given me a new lease of life and the confidence to wear my hearing aids. Thank you to everyone involved."*



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Our Move

Attendance at our community-based Hearing Help sessions continues to increase. We are re-tubing more 'Open Fit' hearing aids as they are increasingly prescribed by audiology providers. There is a vast array of Open Fit-style hearing aid tubing and dome fittings which makes the job of re-tubing them quite complex. We offer Open Fit induction and practise once a year at our Volunteer Refresher Training, led by audiologists from Addenbrookes Hospital and encourage our volunteers to attend at least once every two years.

Furthermore, there are three positive changes taking place. Firstly, our administration office is moving premises to 153 St. Neots Road, Hardwick, Cambridge, CB1 3NH by the end of this year. We are making this move for a number of reasons, including ever-increasing Cambridge traffic congestion and to save approximately £5,000 per year on rent and utilities. Our telephone number will continue to be the same.

**WE'RE MOVING!**



Secondly, with the New Year bringing a fresh start in the new office, we will be upgrading and refreshing our website and promotional materials thanks to an Awards for All grant from the BIG Lottery Fund. Watch out for myself and other staff in December and January, when we will be collecting photos and short videos to profile our work and give it a home-grown feel. We are looking for people to share their personal experiences of hearing loss and of supporting others with hearing loss. If you are interested in getting involved, please do get in touch with me.



Thirdly, we have created a new fundraising strategy to increase our fundraised income. As part of this, we have lots of plans which we will be implementing across 2018. One successful means of raising much needed funds that I would like to mention, is our Grafham Water Safari Walk Fundraiser. Our volunteer Norman Hardy started this initiative a couple of years ago and this year it raised £2,793. The walk takes place in May each year and I'd like to encourage as many of our volunteers, service users, and their family and friends as possible to get involved in 2018 to help support the continuation of our services. If you or somebody else you know are interested, please get in touch so that we can add you to the communication list.

There is lots more news in this Newsletter, so do enjoy the read.

Wishing you a peaceful Christmas and New Year,

*Amanda Morgan*  
*Director*

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 /Cambridgeshire-Hearing-Help



@CambHearingHelp

## *Please note our New Mobile Phone Number*



You can now contact us by text message via our new mobile. This is specifically for those who due to their hearing loss find it difficult to speak to us on our landline. Additionally, if you are one of our Home Visitor volunteers and would prefer the information for your visits to come via text please let the office know.

Please note we will only be able to respond to text messages during office hours.

**07852 699196**

## *Volunteer Roles you may be interested in...*

**Community Talks:** We are looking for more volunteers to deliver community talks to raise awareness about hearing loss and how it can best be managed. If you are interested in being considered for this role, please contact the office. We will provide a talk template you can use as a frame of reference to make the talk your own.

**Supporting our new “Hear for You” support network:** In the New Year we will be launching a new “Hear for You” peer support network. It will consist of a Facebook Peer Support Group for Cambridgeshire hearing aid users and quarterly social meets in areas across the county. Amanda Morgan, our Director will be running a quarterly evening social meet in Cambridge and Norman Hardy, one of our volunteer’s will be running a similar event in the St. Neots area. If you are interested in running a quarterly social meet for hearing aid users in your area, please contact the office.

## *Donation Wall*

Every donation counts and goes towards the magnificent work carried out by Cambridgeshire Hearing Help. This quarter we are delighted with the following donations/awards.....

Kelly Chapman’s 40<sup>th</sup> Birthday donations  
in lieu of presents £125

Donation Tins from Hearing Help  
Sessions £714.31

Girton Town Charity  
£218

Commission from Action on  
Hearing Loss sales £15.64

Anonymous £2,000

NHS Retirement Fellowship £40

Derby Stores, Newnham - Donation Box £15.50

BIG Lottery Awards for All grant £9,918

Macfie Charitable Fund £250

## *Reasons to be cheerful - Blog November 2017*



At the Ear Foundation on Hearing and Healthy Ageing conference in London there was a feeling of optimism in the air. We have seen off most of the attempts to ration hearing aids for mild loss as the evidence begins to mount of their effectiveness in preventing health deterioration.

There are at last some signs that hearing loss is being regarded as a serious health issue. In May 2017, the World Health Assembly recognized that 360 million people live with disabling hearing loss, much of which could be prevented by better health care and sound protection and passed a [Resolution](#) identifying hearing loss and deafness as a major cause of health inequalities. It urged member states to take steps to work to prevent and ameliorate the condition and will work with them to provide information and technical support.

Then in the summer of 2017, a Lancet Commission [Report](#) on Dementia Prevention, Intervention and Care identified hearing loss as a key risk factor in dementia - not a cheerful thought for those of us who have hearing loss - but a wake-up call to commissioners of care that funding strategies to manage hearing loss will have a long-term benefit in either delaying or reducing the burden of dementia. Delaying the high-cost care by one year for a single person would save in the region of £39,000, so early intervention to manage hearing loss could have huge benefits to both the individual and the taxpayer.

It is surprising that only now is there a credible accumulation of evidence that hearing aids actually work, but at last we have a Cochrane [Review](#) (a study that looks at all current research and weighs up its validity) which concluded that (as we knew) hearing aids do work for people with mild to moderate loss and are a cost-effective intervention. It also found hearing aids have a small beneficial effect in improving general health-related quality of life, such as physical, social, emotional and mental well-being, and have a large effect in improving the ability to listen to other people. This adds to the accumulating evidence that hearing loss cannot be seen in isolation but as part of a holistic approach to care.

NHS England have published, in collaboration with the voluntary sector, a new series of hearing loss guides called [What works](#), including ones on Employment and Healthy Ageing. Also, in the pipeline will be looking at what works for people with hearing loss in care homes.

So, in spite of the funding cuts, we can hope that there is a sea-change in attitudes to supporting people with hearing loss now that both the social and economic benefits are better understood.

*Frances Dewhurst*

[Frances@cambshearingtherapy.com](mailto:Frances@cambshearingtherapy.com)



## Cambridge Arts Theatre Assisted Performances

Cambridge Arts Theatre are offering a wide range of assisted performances; helping to make your experience of the theatre as enjoyable as possible.

Upcoming Audio Described Performances are: "Rules for Living", and "Jack and the Beanstalk" both on Saturday 7<sup>th</sup> January, also "Pressure" on Saturday 10<sup>th</sup> February. Additionally, BSL Interpreted Performances including "Jack and the Beanstalk" on Sunday 4<sup>th</sup> December.

Booking Office 01223 503333 <https://www.cambridgeartstheatre.com/>



## Hearing Legacy or One-off Donation

We are reliant on charitable donations and legacies to continue the vital work of Cambridgeshire Hearing Help. Any support you can give will make a real difference. If you would like to make a donation by cash or cheque (made payable to Cambridgeshire Hearing Help CIO), and you are eligible for Gift Aid, we would be grateful if you could complete your contact details with the enclosed donation.

You can also make a one-off or regular donation via our website:

[www.cambridgeshirehearinghelp.org.uk](http://www.cambridgeshirehearinghelp.org.uk)

### **GIFT AID DECLARATION** *(Please complete all sections)*

*I want to Gift Aid my current donation and any donations I have made in the last 4 years, or make in the future to Cambridgeshire Hearing Help CIO. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. I will notify Cambridgeshire Hearing Help CIO of any change of name or address or if I no longer pay UK Income or Capital Gains Tax, or wish to cancel this declaration.*

Please tick box if you are able to Gift Aid this donation:  (please ✓ tick)

I would like Cambridgeshire Hearing Help CIO to treat my enclosed donation of £..... as a Gift Aid donation, including any donations I have made in the last 4 years, or make in the future.

**Full Name**.....

**Address**.....

..... **Post Code**.....

**Email**.....

**Telephone No**.....

**Signature**..... **Date**.....

Please return this form with your donation to:

Cambridgeshire Hearing Help CIO, 153 St. Neots Road, Hardwick, Cambridge, CB23 7QJ

**Thank you for your support, it will make a real difference.**



## Claiming Gift Aid on Donated Mileage Expenses

Although we encourage all our volunteers to claim their mileage expenses to ensure they are not out of pocket, some of our volunteers opt not to claim their mileage expenses. We would like to encourage all our volunteers who take this option to submit their mileage claim in any case so that we can record it as a donation and, consequently, claim Gift Aid on it. If this applies to you, mileage claim forms and a Gift Aid Declaration Form for you to complete (if you haven't completed one already) are available from the office. Just call or email us and we will get these to you. Thank you.



## Survey Results



Cambridgeshire Hearing Help has been conducting a service user satisfaction survey for the past 5 years. Our latest survey shows that Cambridgeshire Hearing Help services are very well received by the overwhelming majority of the service users. 73% strongly agreed they were very satisfied with our services and a further 19% were satisfied, leaving only 8% in all other categories. Service users were asked if they would recommend the service of Cambridgeshire Hearing Help to family and friends, 93% indicated "Yes" and no one indicated "No", which confirms the service of Cambridgeshire Hearing Help is held in very high regard by our service users.

## Office Move

We are looking forward to moving the office of Cambridgeshire Hearing Help from Romsey Terrace over to Hardwick and will endeavour to keep the charity functioning as normal, but please bear with us throughout December and the early part of January 2018 as we transition to our new venue.

*We wish you all a very happy Christmas*



*From Fran, Gaynor, Amanda, Melanie and Ruth*

Cambridgeshire Hearing Help CIO, 153 St. Neots Road, Hardwick, Cambridge, CB23 7QJ.

Telephone 01223 416141 [www.cambridgeshirehearinghelp.org.uk](http://www.cambridgeshirehearinghelp.org.uk)

Email [enquiries@cambridgeshirehearinghelp.org.uk](mailto:enquiries@cambridgeshirehearinghelp.org.uk)

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