

Founded in 1978 under the name of CAMTAD, our mission is to reduce the impact of hearing loss on people's lives across Cambridgeshire.

Our dedicated team of six part-time staff and 115+ volunteers provide a range of services and activities to approximately 6,500 people with hearing loss, and their family and friends. These include 43 community-based NHS hearing aid maintenance 'Hearing Help' sessions across the county, and NHS hearing aid maintenance home/residential home visits. This work is a lifeline for those who face barriers to accessing mainstream audiology services for routine NHS hearing aid maintenance because they are older, frail, and have other disabilities or live in rural areas. We also provide information and advice about hearing loss, awareness-raising talks and stalls, peer support, lip-reading classes as well as Living Well with Hearing Loss advice.

To find out more, visit our website: www.cambridgeshirehearinghelp.org.uk or contact us directly
 01223 416141, Text: 07852 699196.  enquiries@cambridgeshirehearinghelp.org.uk
Cambridgeshire Hearing Help CIO, 153 St. Neots Road, Hardwick, Cambridge, CB23 7QJ
Office opening times Mon – Fri 9.30am to 1.00pm. Registered Charity No 1154071

Cambridgeshire Hearing Help and the Coronavirus!

As you will all know this has been a very difficult two months for us all at Cambridgeshire Hearing Help because of the coronavirus pandemic. For the first time in our history we have been required to close all our Hearing Help sessions and suspend both our visits to the homebound and visits to care homes. It is likely to be a little while before we are able to re-open our sessions.

Furthermore, after little more than six weeks with us as our new Chief Executive, Richard Howitt found himself in hospital as a victim of the coronavirus. Fortunately he is now on the slow road to recovery but we are all beginning to find out that if you are one of the unlucky ones who has been seriously affected it takes a while to recover. We wish Richard a speedy recovery and hope to welcome him back before too long.

Meanwhile we have been doing everything we can to ensure that those with NHS hearing aids can continue to receive all the help they need to keep things working as they should. We are supplying batteries through a telephone and postal service and supplying some open fit hearing aid tubing where the sizes are known. Please see our Revised Arrangements on page 2. We have also published details of how the service now runs on our website.

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3 Ways to Support CHH

Our office remains in operation every day of the week with either Ruth, Rachel or Gaynor taking telephone calls and answering email requests. Fran, Gaynor and Claire have also been giving advice, sending out batteries, delivering batteries to care homes or posting new tubing for some open-fit hearing aids. The telephone has been ringing continuously and we must thank all our staff for the hard work, dedication and help they have been giving to all our service users.

For me it is enormously gratifying to see that all our staff and a number of our wonderful volunteers have managed to organise themselves in Richard's absence to provide a completely different Hearing Help service providing assistance to all our users with such enthusiasm and unflappable calm. Our office takes calls from 9:30 am on Mondays, Wednesday and Fridays but our staff are also able to remotely access phone messages outside these hours.

Please do not hesitate to call us and keep safe and well!

**Roger Hill,
Chairman CHH**

Revised Arrangements for Cambridgeshire Hearing Help

In light of Government advice in relation to Coronavirus we have SUSPENDED all hearing help sessions at external venues with immediate effect.

We apologise it is not possible for us to receive or examine your hearing aid for cleaning or maintenance for the foreseeable future. If your hearing aid is not working, please contact your original supplier: your hospital audiology department or Specsavers.

However, we will CONTINUE TO PROVIDE BATTERIES BY POST. Please telephone us on 01223 416141 or email: enquiries@cambridgeshirehearinghelp.org.uk. We will need to know what SIZE batteries you require. This will be either size 13 Orange, size 312 Brown or size 675 Blue.

We will do our best to continue to respond to telephone enquiries during our advertised times, but apologise that this may be restricted at times.

We hope to return to providing our full service as soon as possible and thank service users, volunteers and staff for your understanding and continuing support.

Events affected:

Lip-reading classes and our Hear for You social groups have been cancelled until further notice.

The AGM and New Volunteer Training will now be postponed till later in the year.

If you no longer wish to receive this newsletter please contact our office and we will remove your name from our newsletter mailing list.

 01223 416141  enquiries@cambridgeshirehearinghelp.org.uk

Information from Audiology Providers

The government has placed a partial stop on audiology services. This is a roundup of services available to you locally. If you have problems with your aids, you should contact whichever organisation provides the service to you.

Specsavers Open for essential and urgent services only

Jag at the Cambridge Store says:

We are providing a remote service. Patients can call us on 01223 305241 or email had.cambridge.uk@specsavers.com with any concerns or questions. We can post out batteries, tubes and domes and carry out repairs where possible.

Naz in Huntingdon says:

We are providing phone consultations and posting batteries and tubes out to anyone calling us. We are also offering support to hospital-based patients if they need any batteries or if we have any stock of the tubes and domes they need. They can call us on 01480 457800. We will need the patients' full name, address, date of birth and NHS number and what batteries or hearing aids they have. We currently are not able to provide face to face consultations just over the phone.

Addenbrookes

Message from Rachel Knappett:

The outpatients' department is closed, and Audiology are not seeing any patients face-to-face.

There is still a greatly reduced ENT service operating for emergencies and urgent patients. Audiology are continuing to provide support for this.

We are continuing to do postal repairs and supply batteries by post.

We will be operating a telephone service for tinnitus patients, follow ups and undertaking the initial part hearing aid assessments. Some patients will start to receive appointments for this in the next week or two.

Any patients who are struggling with tinnitus or hearing can also phone for advice.

There will be a skeleton staff team in the department every day, with others working from home and some staff will be redeployed. Please call us on 01223 217797 if you are struggling.

Hinchingbrooke

Message from Nathan Stewart

Services remain accessible to patients. Patients are able to access repair services, batteries, and remote care. We are not currently offering any routine face-to-face appointments. Telephone and email enquiries are being responded to. For battery requests, please phone or email (preferred) and we will post out.

Telephone: 01480 847465 email hch-tr.audiology@nhs.net

continued overleaf...

County Council Sensory Services Message

The Sensory Team, Cambridgeshire County Council Team are active and working. We are all working from home and restricted in making home visits but will be calling everyone on our caseloads and our waiting list to do what we can over the phone. We are happy to provide advice and information on all matters relating to living with a sensory impairment. We are taking referrals which will be held on our lists after an initial call until such time as we are back to normal working. We will also try to connect people with community support where necessary and of course can connect people to critical teams where there are care needs. Please do not hesitate to contact sensory.general@cambridgeshire.gov.uk or phone 01480 373239.

In response to Covid 19 we are operating a telephone contact system checking on the wellbeing of service users; offering support and advice and linking with essential services on their behalf. If you would like to be included in order to receive regular checks please contact 01480 373239.

Donation Wall

Every donation goes towards the amazing work carried out by Cambridgeshire Hearing Help.

This quarter we are grateful for the following donations...

Hearing Help Session donations £670

Batterson Chivers Foundation £2,000

South Cambridge Rotary Club £1,500

Home visit donations £117

Other donations £1,090

Ways to help fundraise by shopping!

Did you know that there are ways in which anyone can support us with our fundraising without any cost to you? We have signed up with **Amazon Smile**: <https://smile.amazon.co.uk/>. If you already shop through Amazon then why not try the Amazon Smile portal instead; 0.5% of what you spend will go to our charity. All you need to do is select Cambridgeshire Hearing Help as your chosen charity.

If you like to shop online through other stores, then you can sign up to **easyfundraising** where you can also support us at no extra cost. Use the easyfundraising website to choose from more than 4,000 well known online stores like Argos, John Lewis, ASOS, Boden, eBay, Booking.com and M&S. When you make a purchase, the retailer then sends us a free donation, at no extra cost to you. Please visit our easyfundraising page:

www.easyfundraising.org.uk/causes/cambridgeshirehearinghelp/ and click 'support us'.

Raise funds for
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Find us on easyfundraising to start:
<https://www.easyfundraising.org.uk/causes/cambridgeshirehearinghelp/>

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SCREWFIX JUST EAT moonpig ASOS
discover fashion online

easyfundraising feel good shopping £20 Million raised 1.2 Million users 100,000 causes

Frances's Blog ... with a round-up of recent news.

It's hard to know where to begin this blog as we try and absorb the shock of lockdown and the impact of Covid19. Never has communication been more important and challenging for people with hearing difficulties. The introduction of masks for health and social care workers is necessary but it puts us at a disadvantage as it prevents lip-reading and I've already experienced that at the pharmacy. I've never before felt the need to wear a badge saying I have a hearing loss, but I'm thinking this may be the way forward to avoid causing offence by asking for constant repeats. I'm also aware that with GPs only offering phone consultations except in exceptional cases, this may lead to poor understanding of advice as a result of mishearing. Can I urge anyone who is experiencing difficulties to contact Healthwatch as they are collecting data on how these changes are impacting on patients 0330 355 1285 or you can e-mail via the website <https://www.healthwatchcambridgeshire.co.uk/contact-us?> Or you can drop me a line on the email livingwell@cambridgeshirehearinghelp.org.uk

I've rapidly had to learn how to take part in a video conference. In the past I have found this difficult due to the time lag between sound and sight, but the new technology seems much better. My family who are widely distributed are using Zoom, and I've also tried Skype. Anyone who has a smart phone, laptop or tablet with a camera and microphone can use these. It is worth spending time trying this out as it adds enormously to the feeling of social connection. One thing we have got is time on our hands, and I'd advise practicing with a technology partner who knows how this technology works, to get the feel of it.

Even if you don't want to video conference, a good working phone is essential. This may not be the time to change provider but make sure you have the best phone you can get. Action on Hearing Loss are no longer selling assistive equipment but Connevans www.connevans.co.uk 01737 247571 or Sarabec www.sarabec.com 01642 247789 will cover the options available. Sarabec say very popular ones at the minute are the Geemarc phones, the amplidect 295 range for mild to moderate hearing loss <https://www.sarabec.com/search/?q=295>, and the amplidect 595 for moderate to severe <https://www.sarabec.com/search/?q=595>. Doro mobile phones are available from most mobile service providers and I found the quality of the ring tone and the voice were excellent, but these are not fully operational smart phones and have a very limited texting function.

Stay safe, stay well and keep talking.

Frances Dewhurst

Three ways you can support Cambridgeshire Hearing Help...

As a charity, we rely on charitable donations to continue our vital work. Any support you can give will make a real difference.



LEAVE A LEGACY IN YOUR WILL: If you are interested in leaving a legacy in your Will, we can send you all the paperwork you need to complete and include in your Will. It only takes a few minutes to complete. Please just get in touch with our office.



MAKE A DONATION ONLINE: Simply visit www.cambridgeshirehearinghelp.org.uk and click on the 'Make a donation to Cambridgeshire Hearing Help' button on the bottom right of the screen. You will be able to make a one-off donation or set up a standing order using your bank card/Paypal account via our Virgin Money Giving Page.



MAKE A DONATION BY POST: If you would like to make a donation by post (e.g. send a cheque or set up a monthly standing order), please complete and return this form with any cheques to: 153 St Neots Road, Hardwick, Cambridge CB23 7QJ.

GIFT AID DECLARATION

Please complete for all donations if you are a UK tax payer.

Boost your donation by 25p of Gift Aid for every £1 you donate!
I want to Gift Aid my current donation and any donations I may make in the future or have made in the past 4 years to Cambridgeshire Hearing Help. 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 of any change in my personal circumstances, such as name and address, or that I no longer pay UK Income or Capital Gains tax.

In order to Gift Aid your donation
please tick the box and complete:

I want to Gift Aid my single or regular donation of
£_____ to Cambridgeshire Hearing Help

YOUR DETAILS - Please complete for all donations.

Title:..... First name

Surname:

Home address:.....

.....

Postcode:.....

Email address:.....

Signature:.....

Date:

CHEQUES: I enclose a cheque made payable to
'Cambridgeshire Hearing Help' for the sum of £_____

STANDING ORDERS

Please complete if you wish to make a monthly donation via your Bank/Building Society account.

Name of your Bank/Building Society

.....

Address of your Bank/Building Society

.....

Sort code:.....

Account number:.....

Please set up a monthly standing order
and debit my account the sum of:

£_____ per month

Starting from (date):

Signature.....

Date.....

until further notice, and credit the
following account:

Account Name:

Cambridgeshire Hearing Help

Sort Code: 60-83-01

Account No: 20323864

Address: Unity Trust Bank,

9 Brindleplace, Birmingham, B1 2HB

Please notify us if you: want to cancel your declaration or standing order, change your name or home address or no longer pay sufficient tax on your income ad/or capital gains.

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