

THANK YOU FOR YOUR SUPPORT — we are working hard to be able to extend our services

My message to all our service users, volunteers, friends and supporters is to thank you for your understanding, as Cambridgeshire Hearing Help has continued to do as much as possible to keep services going, despite the restrictions of Coronavirus.

I'm really pleased with how many of you have contacted us by telephone or email, and more than 100 of you have joined the new online social group which we launched last month (see page 5 for details).

We have continued to provide hearing aid batteries by post throughout the lockdown period. If you need them, simply ring or email our office.

If your hearing aid needs cleaning and retubing, we continue to liaise closely with hospital audiology departments and with Specsavers, to ensure all urgent cases can be dealt with. Please continue to contact them — your original hearing aid provider — in the first instance.

However, we want to assure you that we are working very hard to resume more of our services, as soon as possible, at the same time ensuring new procedures offer protection for all involved, against the risks of Covid-19.

This may involve asking our service users or carers to use a postal service or a drop-off and collect service, and to make appointments and undertake assessments in advance of meeting us. It may involve you in having to travel further in the first instance. We will find ways to ensure urgent cases continue to receive priority.

As soon as we are able to extend our service, we will update the information through our website, our Facebook page and Twitter feed. The answerphone message on our telephone enquiry line also summarises any changes.

For members of our Social Groups, lip-reading classes and those interested in our *Living Well with Hearing Loss* workshops, we are missing you and also hope it will not be too long before we can get together again too.

We all very much hope that the Coronavirus pandemic continues to abate. I wish every one of you safety and good health, in these very difficult times.



Richard Howitt
Chief Executive Officer, Cambridgeshire Hearing Help

In this edition:

[Page 2](#)

Revised Arrangements
for CHH

[Page 3](#)

Information from
Audiology Providers

[Page 4](#)

Frances' Blog

[Page 5](#)

CHH online social group
Opportunities to
volunteer

[Page 6](#)

Healthwatch survey

[Page 7](#)

Donation Wall

[Page 8](#)

3 Ways to Support CHH

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

Join us by Zoom!

Over the next couple of months, we hope to organise more Zoom meetings for our volunteers — which can be accessed from any computer or mobile device — or even by phone. We also plan to offer a Zoom session on awareness of hearing loss, aimed at the community more widely.

If you are interested in either, please email us: enquiries@cambridgeshirehearinghelp.org.uk.

Revised Arrangements for Cambridgeshire Hearing Help

We are busy making arrangements to resume our service so that is safe to do so for all our service users, staff and volunteers. However, in the meantime, all our hearing help sessions remain CLOSED until further notice.

However, we will continue to supply 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 post any revisions to our service on our website: www.cambridgeshirehearinghelp.org.uk and also update our recorded telephone answering message so please check there for further news.

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



Information from Audiology Providers — July update

If you have problems with your hearing aids, you should contact whichever organisation provides the service to you.

Addenbrookes

Message from Rachel Knappett:

Due to the 2m social distancing rule in place, we have to limit the number of patients we can have in the waiting area at any given time and therefore our capacity has been reduced.

We are trying to book in order of clinical priority and time waiting, but there are long waiting lists, so it will take us a while to get to everyone! There is no plan yet to resume open repair clinics, due to the need to restrict and carefully control the numbers in the waiting area. We are continuing to operate a postal repairs service.

Please send your hearing aid(s) in appropriate packaging, with your brown record book and a stamped self-addressed envelope with a LARGE letter stamp. Our address is: Audiology Clinic 10, Box 94, Addenbrookes Hospital, Hills Road, Cambridge CB2 0QQ. Telephone: 01223 217797.

Hinchingbrooke

Message from Nathan Stewart:

Services remain accessible to patients. Patients are able to access repair services, batteries, and remote care. 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

Specsavers

Jag at the Cambridge Store says:

In May, our governing body gave us the green light to start providing routine face to face appointments. To ensure everybody's safety and to provide the most appropriate appointment, one of our audiologists make a remote care call first to understand our customers' needs, and then we confirm the next appointment.

If you have any questions or concerns please do not hesitate to contact us on 01223 305241 or email: had.cambridge.uk@specsavers.com.

Sylvia in Ely says:

Our hearcare services have indeed changed and we are now open in Peterborough and Cambridgeshire for new NHS referrals as well. We are serving private and NHS patients, testing hearing, repairing and adjusting existing hearing aids and also fitting new hearing aids. All services are back to 'normal': obviously we are following the guidelines from the government and professional bodies and use PPE and hygiene measures as is appropriate.

The clinics are open Sundays to Tuesdays in Lisle Lane (in Sainsbury's) and our High Street clinic is open Wednesdays to Fridays. We have reintroduced 10-minute audiopad testing for those people who would like to have a quick screening of their hearing which is available in both clinics 7 days a week during opening hours. We are also concentrating on further training in hearcare, so repairs and bookings are done promptly and our team members can work with confidence.

Frances' Blog Summer 2020... with a round up of recent news

The Living Well Hearing Loss workshops are currently paused but we now have the results of the evaluation from the University of Essex and the analysis of the data we collected from the participants.

Some of the results will be no surprise to those of us engaged with the hearing loss community but there are trends and indicators that have implications for future work which were not exactly as expected.

I really loved delivering the workshops; it was immensely rewarding to see people experience lightbulb moments as they had an explanation as to why they could hear some sounds and not others, and sometimes, as one participant said, the sessions were more like marriage guidance counselling as partners worked out why communication was frustrating and saw how they could get round this.

Key points were that the workshops were valued by everyone and we got a good 4/5 or 5/5 rating. Most people left with a plan to help them communicate better. A bit surprising was that people were as interested in assistive technology and communication tips as they were in hearing aids, I think because this was completely new knowledge for most people there. This reinforces the view that people don't get enough useful information at the point of hearing loss diagnosis and CHH has an important role to play in supplementing the advice given by the audiology service.

Another interesting finding was that after three months the people who completed the follow-up questionnaires were finding that they had greatly improved relationships with friends and family. This was not something we anticipated at the outset. It suggests that having a better understanding of the condition and peer support helps people to gain in confidence in their social interactions. The implications of this are important as loneliness is such a significant factor in mental and physical health and if we can make a difference here there will be long-term benefits for people who attend and their social groups.

A final point was that partners also found it useful in helping them to understand the experience of hearing loss, and committed to actions, such as being more patient and speaking more slowly.

There are a lot of good reasons to continue the workshops in one form or another in the emerging world where physical meetings are on hold. I'm hoping we can revive some activity soon. In the meantime, there is an online course people can explore, and if you know of anyone who wants help at the moment, then this is probably the place to start:

<https://healthunlocked.com/programs/your-hearing-matters>.

Stay safe

Frances



It can be difficult to find out the best way to manage a hearing loss and you may feel unsure about whether a hearing aid is the best option for you.

We can help you make the most of the technology and manage your condition alongside family and friends so that you still live life to the full.

Cambridgeshire Hearing Help's new online social group reaches 100 members - have you joined?



More than 100 people have joined the *Cambridgeshire Hear for You community* Facebook group since its launch last month. Thank you to everyone involved in organising this and to those people who have already joined.

It's not too late to sign up. If you use a hearing aid or find yourself hard-of-hearing or support someone who does, and you live in Cambridgeshire, then you are invited to become a member. This is a new way of keeping in touch and to exchange views and Ideas, whether it's about hearing loss or hearing aids, or just your news, ideas and messages about literally anything!

Two of the hot topics have been how to resolve problems with hearing aids during the Coronavirus lockdown and how lip-readers can respond, given the widespread move towards wearing face masks.

Cambridgeshire Hear for You community is a closed group for members only. You will be able to share your interests knowing that only other members will be able to see your comments. It is also completely free.

You can join the Facebook group by going to the Cambridgeshire Hearing Help page on Facebook, click on 'Groups' then on 'Join'.

If you have any difficulty, simply enter the following link in your search engine:

<https://www.facebook.com/groups/cambridgeshirehearforyoucommunity/>

If you haven't used Facebook before, please don't be put off. An easy guide on how to do so is on our website or please contact our office.

We are 'Hear for You'!



Opportunities for Volunteers — we need your help!

Although our service is restricted, there are still opportunities to be involved from home. We rely on generous **fundraising** activities to support our work, and guidelines on social gathering are currently preventing us mounting many of our normal fundraising activities. However, it is still possible for us to write asking for funds to businesses, other organisations and to make applications to charitable trusts and foundations. If you are good at writing and would be interested in helping with this, please contact us.

Similarly, as you can see from this newsletter, the current restrictions mean some of our activities are using online resources. If you, a family member or friend has particular skills in **information technology, electronic communications and social media**, we would also be really pleased if you could get in touch.

Finally, we would like a small number of volunteers to come forward to increase **help in the office**, answering the telephone when we are able to re-open the office itself.

Please consider helping us in any of these ways.

Have your say on health and care services!



How has the Covid-19 pandemic and lockdown affected your health and care?

People with hearing loss are being asked to give their experiences in a new survey from Healthwatch Cambridgeshire — the local champion for people who use health and social care services.

The way most services are provided is changing to help keep people safe from Covid-19. Healthwatch wants to know how this has affected you and those you care for and the impact on your mental health and wellbeing.

Have you been able to get accessible information? What about telephone and online appointments with your GP or hospital services?

They also want to know if you have had support from the county community hubs.

The survey is online, takes 10 minutes to complete and is anonymous, so you can share experiences in confidence.

Please take the survey if you can. All feedback is reported to the people running the health and social care system, so that they understand what is working well or what needs to change and the reasons why.

Like a paper questionnaire? Contact Healthwatch on 0330 355 1285.

Take the survey at:

www.healthwatchcambridgeshire.co.uk/coronavirus-yourviews

You're invited to have your say about health and care in Cambridgeshire and help improve services across the county.

There are three public health and care forums — Huntingdonshire, Fenland and Greater Cambridge — that meet regularly to find out what is working well or what could be improved.

These popular public meetings bring local people together with health and care decision makers to ask questions and share experiences and ideas. They meet every two months.

In March, the forums had to be postponed because of the coronavirus lockdown. But now they are back, as online sessions, run by Healthwatch Cambridgeshire, the independent champions for people who use health and social care services.

Join in:

Greater Cambridge: 5 August, 10am

Fenland: 13 August June, 10am

Please contact Healthwatch for details of how to join the video-based sessions or if you need information in a different format, such as Easy Read, or a British Sign Language Interpreter.

Telephone: [0330 355 1285](tel:03303551285)

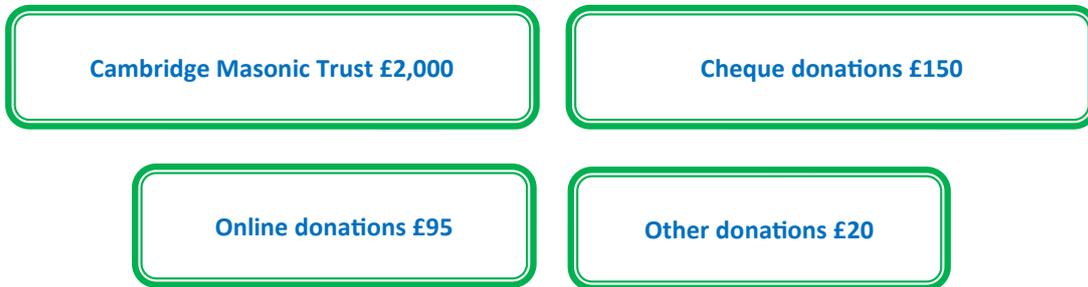
Text: [0752 0635 176](tel:07520635176)

Email: enquiries@healthwatchcambspboro.co.uk

Donation Wall

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

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



We really appreciate the donations we have received during the lockdown period.

We want to be there for everyone who needs our support and we can't do that without you. Every penny donated will allow us to continue helping people with hearing loss.

If you would like to make a contribution you can do so by either posting us a cheque or making an online payment via our website. Any amount will be gratefully received.

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.

Please make cheques payable to: Cambridgeshire Hearing Help.

If you are a UK tax-payer and would like to make your donation go further then please consider filling out a Gift Aid declaration (see page 8).

We thank you for your continued support.

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
Cambridgeshire Hearing Help
every time you
shop online

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

Shop with over 3,300 online stores

amazon.co.uk John Lewis ebay M&S
Argos Booking.com Boden next
DEBENHAMS GAP Viking Sainsbury's
SCREWFIX JUST EAT moonpig ASOS

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

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.