We have now re-started our hearing aid maintenance service to help those most in need!

We are pleased to announce that we have now managed to restart our hearing aid maintenance activities for those most in need following a complete restructuring of how we deliver our services. Sadly the Coronavirus pandemic prevents us from holding our normal drop-in Hearing Help Sessions so we are now operating an appointment based system to re-tube hearing aids in four Hearing Aid Maintenance (HAM) Centres located across Cambridgeshire.

The four Hearing Aid Maintenance Centres are situated in Ely, Cambourne, St Ives and Fulbourn, where we are providing the service on a ‘drop-off your hearing aid and pick-up it up again 30 minutes later’ basis (see full details on page 3).

To make an appointment if you are in urgent need of a clean and re-tube please contact the office on telephone 01223 416141 or email enquiries@cambridgeshirehearinghelp.org.uk. We will require that your hearing aids are handed to us in a sealed envelope labelled with your Name, Date of Birth, post code and contact phone number.

Our Chair, Roger Hill, looks forward to working with all our volunteers and staff in the coming months as we all navigate through the pandemic to emerge into better times. Roger says he is lucky to be surrounded by a group of such committed volunteers, the ever helpful and calm Ruth and Rachel in the office together with Fran, Gaynor and Claire, our wonderful supervisors, overseeing all the services of Cambridgeshire Hearing Help in the HAM Centres, care homes and those who are homebound.

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
Best Wishes to and from Richard

Cambridgeshire Hearing Help would like to extend thanks to Richard Howitt, who has now completed his role with the charity. Richard brought forward a restructuring by mutual agreement, which enables the charity to meet the financial and service challenges caused by the Coronavirus crisis, allowing the resumption of its services. During his time with us, Richard also prepared the way for the charity to meet new funding arrangements being introduced by Cambridgeshire County Council and by Cambridgeshire and Peterborough Clinical Commissioning Group. Richard is sad that continuing restrictions due to Covid prevent him being able to thank and say farewell personally in the organisation and asked us to pass on the following message:

“I have very much valued the friendship, support and advice from my colleagues, volunteers, partners of the organisation and our service users. I am very sorry to be moving on but think it is right to make way, to put service provision first in these challenging financial circumstances. I am proud to be supporting the long-term interest of the charity and know the dedication and commitment in Cambridgeshire Hearing Help is as strong as ever. I have enjoyed tackling the important issues of hearing loss in our community and want to extend my best wishes to everyone involved for your success, now and in the future.”

Richard

The Trustees of Cambridgeshire Hearing Help wish Richard well with his own future career.

Volunteers needed to run our Covid-19 safe re-tubing process during the pandemic!

Whilst the Covid-19 pandemic persists we will be carrying out the re-tubing process using an infection control process jointly developed and risk assessed in conjunction with Addenbrooke’s Hospital. The new re-tubing process incorporates Covid-19 safety precautions and the procedure is lengthier than was previously the case. It will therefore require the re-training of our staff and volunteers.

If you feel in good health and are able to help in serving our users we need you as volunteers to train for three job roles working in our HAM Centres. All necessary Personal Protective Equipment (PPE) will be provided to our volunteers to ensure proper infection control of all our activities.

Re-tubing For work in re-tubing hearing aids using the Covid-19 safe re-tubing procedures we need volunteers to carry out the re-tubing process following training in the new process.

Couriers For the homebound and those in residential homes, or for those who are unable to access our HAM Centres, we need volunteers to act as couriers to pick up hearing aids from the housebound, take them to the HAM Centres for re-tubing and return them to their owners following training.

Receptionists For work in the HAM Centres in Ely, St. Ives, Cambourne and Fulbourn we require volunteers to act as receptionists and distributors of batteries following training in the new process.

If you feel able to help, and haven’t already spoken to us, please contact the office on 01223 416141 or email: enquiries@cambridgeshirehearinghelp.org.uk. If you have any specific questions or concerns please email our Chair, Roger Hill at chair@cambridgeshirehearinghelp.org.uk.

Annual General Meeting

We are planning to hold the Annual General Meeting of Cambridgeshire Hearing Help online by Zoom before the end of 2020. Full details will be circulated shortly.
Coronavirus Update October 2020

Our NHS drop-in Hearing Help Sessions throughout the county still remain closed.

However, we are pleased to announce that we have opened four Hearing Aid Maintenance Centres in Ely, Cambourne, St Ives and Fulbourn, where you can go to get your hearing aids cleaned and retubed.

This is a drop-off and wait outside 30-minute service, by appointment only.

The Hearing Aid Maintenance Centres are open as follows:

- **Ely Hearing Aid Maintenance Centre**, open every Monday 10:30am to 3:30pm at Ely Library, 6 The Cloisters, Ely CB7 4ZH
- **Cambourne Hearing Aid Maintenance Centre**, open every Tuesday 10.30am to 3.30pm at The Hub, High St, Cambourne, Cambridge CB23 6GW
- **St Ives Hearing Aid Maintenance Centre**, open every Wednesday 10.30am to 3.30pm at St Ives Library, 4 Library Row, Station Road, St Ives PE27 5BW
- **Fulbourn Hearing Aid Maintenance Centre**, open every Thursday 10.30am to 3.30pm at The Swifts Meeting Room & Library, Haggis Gap, Fulbourn, Cambridge, CB21 5HD

To book an appointment please contact the office on telephone: 01223 416141 or email: enquiries@cambridgeshirehearinghelp.org.uk

We continue to send batteries by post

If you require batteries please contact the office and leave a message stating your name, full address including postcode and what SIZE battery you require: this will either be 312 Brown, 13 Orange or 675 Blue.

You will find the size printed on the bottom left hand side of the packet.

You can also pick-up batteries from the Cambridgeshire Mobile Library, which visits 85 villages and communities throughout the county: www.mobilelibraries@cambridgeshire.gov.uk.

We will post any revisions to our service on our website: www.cambridgeshirehearinghelp.org.uk and also update our recorded telephone answering message.
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...

<table>
<thead>
<tr>
<th>Donations</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge Hard of Hearing Club</td>
<td>£1215</td>
</tr>
<tr>
<td>Online donations</td>
<td>£75</td>
</tr>
<tr>
<td>Donations</td>
<td>£1083</td>
</tr>
<tr>
<td>Legacies</td>
<td>£35,075</td>
</tr>
</tbody>
</table>

We really appreciate the donations we have received. We would like to extend our thanks to Cambridge Hard of Hearing Club who have generously donated money towards the running of our lip-reading services. It is with regret that the club has now closed.

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.

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 6).

We would like to give a big shout-out to Betty, one of our dedicated volunteers who has been working with us for a number of years. Betty has been busy making and selling face masks to raise money for the charity. Thank you!

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’. 
Teleaudiology or e-audiology

Audiology services are costly and complicated to deliver because, like other health interventions, they have depended on face-to-face contact, meaning patients have to travel to appointments. It is a challenge to meet the population’s need for diagnosis, hearing aid fitting and ongoing support and maintenance. That is why volunteer organisations, such as CAMTAD/Cambridgeshire Hearing Help (CHH), were widely welcomed by audiologists in the 1980s. It meant that at least part of the audiology service could be provided close to people’s homes; encouraging and supporting the take-up of hearing aids.

That has all been put on hold in the Covid epidemic and there’s a real fear that the advances made in hearing aid take-up and use will slip back, as it becomes more difficult to get and travel to appointments, and maintenance services aren’t up and running. It is great news that CHH services are starting in measured way.

Countries such as Australia and Canada with very dispersed populations have been working on remote audiology services for a while, and the pandemic has accelerated this worldwide.

Teleaudiology can mean anything from the telephone follow-up call following a hearing aid fitting to the purchase of an over-the-counter aid with a preset programme that can be adjusted by an app on a smart phone, with no human contact at all. More commonly in the UK, telecare is blended with face-to-face and might be an initial in-person diagnosis and hearing aid fitting, with support offered over the phone or by video link, with some manufacturers/providers offering remote adjustment to the aid facilitated by an audiologist. With a complete shut down of routine and non-urgent appointments in the initial stages of the lockdown, telephone and video support has been widely offered.

The recent research article published in The International Journal of Audiology showed that there had been a big increase in the use of teleaudiology since Covid 19, and most audiologists would continue to use it even if in-person consultations can be offered in the future. Patients gain from not having to travel and there is more convenience and flexibility in appointments.

Clearly there are communication challenges. Currently in-person appointments involve trying to communicate with an audiologist wearing a mask, but phone or video links may not offer better sound quality for patients, and the quality of captions on video links is variable. Some patients do not yet have the technology of a smart phone or tablet/computer for a video call.

But be prepared for the next generation of audiology care. We may find that the service is more patient-friendly, and chatting to an audiologist from the comfort of your own home promotes a better relationship where problems can be sorted out effectively on the spot. Always remembering that for some people a face-to-face consultation will be essential.

News

Action on Hearing Loss has decided to change its name back to RNID as the old name was found to be more memorable (The Royal National Institute for Deaf People).

In September the government imported 250,000 clear masks for “frontline NHS/social care workers to support better care for people who use lip-reading and facial expressions to communicate.”
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.

<table>
<thead>
<tr>
<th>1</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>MAKE A DONATION ONLINE: Simply visit <a href="http://www.cambridgeshirehearinghelp.org.uk">www.cambridgeshirehearinghelp.org.uk</a> 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.</td>
</tr>
<tr>
<td>3</td>
<td>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.</td>
</tr>
</tbody>
</table>

**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.

Chair of Trustees: Roger Hill 01353 740021