

A warm welcome to all our readers

I am delighted to say that now that we are in the Autumn of 2021 our terrific staff and volunteers have made it possible for us to get 15 Hearing Aid Maintenance (HAM) Centres up and running throughout Cambridgeshire. Many of these are held within local Libraries, so we are very grateful to the Library service too. The appointment system continues to work well, both for online and telephone bookings.

We also very much appreciate the fact that some of our volunteers continue to provide our courier service for housebound clients and some care home and sheltered housing residents.

Additionally, our postal battery service is equally valued. To date, we have helped over 4,000 people with their battery requests.

We are finding that we deal with an increasingly wide range of enquiries about hearing loss and related equipment and services as well. Therefore, through our HAM sessions and telephone and email based services we continue to provide information, advice and guidance for many individuals experiencing hearing loss as well as an increasingly wide range of family members, partners and professional care staff.

Thank you to all of you who have enabled us to re-open and expand these services to this extent as we know from our clients, and some of their carers just how valuable these services are.

Many of you will have gathered that we needed to reschedule our AGM to the morning of the 1st December 2021, when we hope to see many of you online as we will use Zoom again.

Thank you again to everyone who makes it possible for us to sustain and expand our services as we all emerge from Covid-19.

Fiona Kerr

CEO

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How 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.

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 1.30pm.

Registered Charity No 1154071

News

AGM change of date

Our AGM will now take place online by Zoom on the morning of Wednesday 1st December 2021.

A friendly reminder to our volunteers

We would like to gently remind you that if your hearing aids are retubed during a maintenance session, or you take batteries for your personal use, please ensure it is recorded and logged with your Session Supervisor or with Ruth or Rachel in the office. It is vital that we capture and record everything that we do, including for volunteers, as this provides valuable evidence for any future funding applications. Everybody counts! Thank you.

Also, please could you ensure that your expense forms are submitted on a regular basis. Every month would be ideal. If you would like an electronic version to return by email, please let the office know. Thank you.

Hearing Aid Maintenance Centres

We are very pleased to announce the opening of two more HAM Centres in Comberton and Sawston. This means we now have 15 HAM Centres serving local communities across Cambridgeshire. This has been possible due to the commitment of our HAM Centre Supervisors, Claire and Gaynor, our Trustees and our wonderful volunteers, not to mention the venues themselves. We would like to extend our thanks to everyone involved. Please note that from January 2022 some of the opening times will be changing. We will continue to update our website with any changes and as we open new HAM Centres.

Batteries by Post

Since the start of the Covid Pandemic in March 2020, our office administrators have been very busy posting batteries. To date, Rachel and Ruth have sent out over 15,000 packs of batteries in response to the huge number of telephone and email requests they have received. We would like to thank them for this outstanding achievement and also our office volunteer, Claire.

A special thank you also goes to [Cambridgeshire Mobile Library](#), who continue to hand out batteries on their library rounds. Cambridgeshire currently has three mobile libraries stopping at 364 locations in 85 villages and communities throughout the county. It's a great place for catching up with friends and colleagues whilst supporting a local community resource.

In addition to issuing batteries, they also sell stamps and reading glasses. If you have any queries please email them at mobilelibraries@cambridgeshire.gov.uk.

If you would like batteries to be posted to you, please use our online [battery request service](#) or leave a telephone message clearly stating your name, full address including postcode and what SIZE battery you require: this will be 312 Brown, 13 Orange or 675 Blue.

You can now also collect batteries in person from any one of our Hearing Aid Maintenance Centres, without the need for an appointment. Please drop in during our HAM Centre opening hours and we will issue them to you.



Hearing Aid Maintenance Centres

We have opened 15 Hearing Aid Maintenance (HAM) Centres, where you can go to get your NHS hearing aids cleaned and retubed, and to collect batteries. This is a 'drop off and wait' service by appointment only. However, if you require batteries only, you can now collect them from any one of our HAM Centres, without the need to make an appointment. Please note the change of opening hours from January 2022.

Our 2021 dates are as follows:

- **Soham Library** 1st Monday of the month, 10.30am – 1pm (10am – 12 noon from 2022)
Soham Library, 5/7 Clay Street, Soham CB7 5HJ
- **Sawston Community Hall** 3rd Monday of the month, 10.30am – 12 noon (10am – 12 noon from 2022): Chapelfield Way Community Hall, Sawston CB22 3GB
- **Whittlesey Library** 4th Monday of the month, 2pm – 4pm:
Whittlesey Library, 31-35 Market Lane, Whittlesey PE7 1BA
- **Cambourne Hub** 1st Tuesday of the month, 10.30am – 1pm (10am – 12 noon from 2022)
Cambourne Hub, High St, Great Cambourne, Cambourne, Cambridge CB23 6GW
- **Ely Library** 2nd Tuesday of the month, 10.30am – 1pm (10am – 12 noon from 2022):
Ely Library, 6 The Cloisters, Ely CB7 4ZH
- **Comberton Sheltered Housing Centre** 3rd Tuesday of the month, 2.00pm – 3.30pm:
Sheltered Housing Centre, Nursery Way (off Barrons Way), Comberton CB23 7EL
- **Huntingdon Library** 4th Tuesday of the month, 10.30am – 1pm (10.30am – 12 noon from 2022):
Huntingdon Library, Princes Street, Huntingdon PE29 3PA
- **St Ives Library** 2nd Wednesday of the month, 10.00am – 12 noon:
St Ives Library, 4 Library Row, Station Road, St Ives PE27 5BW
- **Girton Baptist Church** 3rd Wednesday of the month, 2pm – 4pm:
Baptist Church, 103 High Street, Girton, Cambridge CB3 0QQ
- **St Neots Library** 4th Wednesday of the month, 10.30am – 1pm
(10am – 12 noon from 2022): St Neots Library, Priory Lane, St Neots PE19 2BH
- **Great Shelford Free Church** 1st Thursday of the month, 10.30am – 1pm
(10am – 12 noon from 2022): Gt Shelford Free Church, Ashen Green, Shelford CB22 5EY
- **Cottenham Community Centre** 2nd Thursday of the month, 2pm – 4pm:
Community Centre, 250A High Street, Cottenham CB24 8RZ
- **Fulbourn Library** 3rd Thursday of the month, 10.30am – 1pm (10am – 12 noon from 2022):
The Swifts Meeting Room & Library, Haggis Gap, Fulbourn, Cambridge CB21 5HD
- **Melbourn Community Room** 4th Thursday of the month, 2pm – 4pm:
Vicarage Close Community Room, Melbourn SG8 6DY
- **Chatteris Library** 2nd Friday of the month, 10.30am – 1pm (10am – 12 noon from 2022):
Chatteris Library, 2 Furrowfields Road, Chatteris PE16 6DY

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

To book an appointment at a HAM Centre or to request batteries by post, please visit our website www.cambridgeshirehearinghelp.org.uk or telephone the office on: 01223 416141.

We continue to send batteries by post.

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...

**HAM Centre
donations £335**

**Congregation of Jesus
Charitable Trust Cambridge £50**

**Cheque and Online
donations £490**

We really appreciate the donations we have received. If you would like to make a donation you can do so by either posting us a cheque or making an online payment via our website. 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. Please make cheques payable to:

Cambridgeshire Hearing Help CIO.

We also accept contributions at our HAM Centres. 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).



Caring Together help carers stay connected with Sparko

Caring Together have teamed up with Sparko TV to help older people who are looking after a family member or friend to get involved with their local community, make new friends, enjoy a range of bespoke activities and signposts to services.

Partners involved also include Care Network Cambridgeshire, Age UK Cambs and Peterborough, and Alzheimer's Society Cambridgeshire.

A Sparko kit plugs into your normal TV and creates an interactive channel which you can then use to access exercise classes and social events, lifelong learning opportunities, video calls and a messaging service, and much more.

This is particularly valuable to carers, who often find it harder to get out and about due to their caring responsibilities. Without needing to arrange cover, carers will be able to take part in a wide range of activities, gain support from other carers, and access information and services, from the comfort of their home.

To find out more about Sparko and other support available for carers in the Cambridgeshire and Peterborough area please contact hello@caringtogether.org or go to www.caringtogether.org/support-for-carers/adult-carers/sparko-tv

Frances' Blog Autumn 2021

What a pleasure to see Deaf actress Rose Ayling-Ellis in the Strictly Come Dancing line up. It will be interesting to watch how she manages through the show. I've got my fingers crossed for her.

Music and Hearing

ENT & Audiology News had a special focus on music in its latest edition (*ENT & Audiology News* Sept/Oct 2021 Vol 30 No 4). I learned some interesting facts. The *Control of Noise at Work Regulations* published in 2005 applies to all workplaces and it requires employers to limit exposure over the course of the working day. This is because continuous or frequent exposure to loud sounds can irreversibly damage the cochlear. It is thought that around 63% of pop and rock musicians have noise induced hearing loss. The blunting of a musician's skills through hearing damage can be a profound loss to the performer who can lose both livelihood and a deep emotional connection to sound. The 2019 film *Sound of Metal*, the story of a drummer who loses his hearing, brought that loss very clearly to light.

Sound levels at 80dB require the provision of information, training and making hearing protection available. At levels over 85dB, steps have to be taken to reduce noise exposure, enforce wearing hearing protection and provide hearing tests.

Of course, musical performances will often exceed those levels. Reducing sound through earplugs is unpopular with the musicians as they often find it affects their ability to hear their own playing. But there is another problem in that regular earplugs themselves distort sound and are better at reducing high frequency sounds but not the low frequency bass notes.

Fortunately, in the 1980s the first custom earplugs were developed which, with the addition of a small resonator to replace the lost high-frequency sounds, give a uniform level of noise reduction of 15dB. This innovation means that musicians can have bespoke earplugs that allow the music to be heard with the true balance of sound. Younger performers seem to be more aware of the hearing loss risks and to be more willing to use the protection available to them.

Fran's Retirement

I wanted to add my own thanks to Roger's announcement of Fran's retirement in the last edition. I arrived at what was then CAMTAD in 2008, knowing virtually nothing about hearing aids, although I wore one. Fran was an amazing teacher and guide to me in those early days as I found my feet, and she was consistently reliable and supportive. Through her help we expanded into Huntingdon and with the whole team took over the work of Fenland CAMTAD. She has been a vital part of establishing Cambridgeshire Hearing Help as it is today. So, as a former colleague, a personal thanks from me to Fran for her loyalty, encouragement and friendship.

I wish you a Covid, flu and cold free winter.

Frances

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 and/or capital gains.

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