Outstanding care every time

St George's University Hospitals NHS
NHS Foundation Trust

Adult Hearing Aid Services

Audiology Department Contact Details

Appointments:

Appointments telephone: 020 8725 0007	**Manage appointments through MyCare St George's Portal** www.stgeorges.nhs.uk → Patients and visitors → MyCare St George's Patient Portal
Adult hearing aid follow-up appointment requests (St George's Hearing Aid users): www.stgeorges.nhs.uk → Services → Audiology and Audiovestibular Medicine → Adult Hearing and Hearing Aid Service	**Children's hearing aid repair appointment requests (St George's Hearing Aid users):** www.stgeorges.nhs.uk → Services → Audiology and Audiovestibular Medicine → Children's Hearing and Hearing Aid Service

Audiology general enquiries:

Tel: 020 8725 1151	Email: Audiologist.Enquiries@stgeorges.nhs.uk
Website – general information: www.stgeorges.nhs.uk → Services → Audiology and Audiovestibular Medicine	

Consumables (batteries, tubing, etc):
Please send a stamped self-addressed envelope to the department with a note specifying what you require. The address is:

Audiology
St George's Hospital
Ground Floor, Lanesborough Wing
Blackshaw Rd
London
SW17 0QT

Outstanding care every time

This leaflet is for people who have been fitted with one or two hearing aid(s). In it you will find information about the audiology department and your new hearing aid(s).

What happens when I visit the audiology department?

It's **very important** that you check in at the reception desk **every time** you visit the audiology department. This will help us to try to see you on time.

At your visit, you might see just one team member, or you might see a few of them.

Information about my Hearing Aid(s)

I have ……..hearing aid(s).

The type of hearing aid is ……

The settings on my hearing aid(s) are as follows:
……
……

My batteries are size ……

My tubing size is ……

I received my hearing aid(s) on ……

Any other information:
……
……
……

Lost hearing aid policy

In the case of you losing your hearing aid(s) and requiring a replacement, the following charges will apply.

- For each device £85

This payment goes towards not only the cost and replacement of the lost hearing aid(s), but also the admin involved in booking appointment(s) and the cost of replacement ear mould(s) / slim tube(s).

Getting used to your Hearing Aid(s).

A new sound

The sound you get through your hearing aid(s) is a processed sound. It won't sound like normal hearing. Luckily, our brains are very good at helping us get used to the new sound. As long as you wear your hearing aid regularly, you will get used to the new sound. Important things to remember are:

- Background noise is NORMAL. Don't be alarmed if everything seems so much louder with a hearing aid. In the beginning, it is louder. That's because your brain is not used to hearing all the sounds anymore. If you wear your hearing aid(s) regularly your brain will adjust to the sound.

- You need to teach your brain that the sound through the hearing aid is now normal for you. With your hearing aids on, listen to water running, close and open doors and cupboards, turning the pages of a newspaper… All of these things will sound different. Regular use means better sound quality for you!

- Effective listening is influenced by background noise, lighting, familiarity of the speaker and various other factors. Pay attention to when it is difficult for you and try to think of ways you can make it easier such as sitting in a quieter part of a restaurant and watching the speakers face. Taking note of situations, where you are having difficulty hearing is also useful to the audiologist to adjust your hearing aid(s) optimally.

Sensori-neural hearing loss (hearing loss due to nerve damage) creates distortional changes to sound processing that cannot be completely eliminated by hearing aids. Despite advancements in hearing aid technology, communication in challenging environments for people with hearing loss is still difficult, even for those with mild and moderate hearing losses.

As with anything new, you will need some time to get used to your hearing aid(s). You may have worn hearing aids before and be quite familiar with how the earmould feels and adjustment period required for the new sound. Or you may never have worn hearing aids before in which case you will need to get used to everything.

Why regular use is important.

Usually hearing through hearing aid(s) becomes easier the more they are used. This is because the brain is adapting to the new and different sounds. If you don't use your hearing aid(s) regularly, the brain will need to re-learn **every time** you use the hearing aid(s).

Expectations of your hearing aids

Absolute expectations include.

- Hearing aids should be fully functional daily.
- Hearing aids should be free from feedback (whistling) when correctly positioned in the ear.
- Hearing aids should be physically comfortable to wear. Whilst they can feel cumbersome and strange to begin with this should settle as you wear them more. If significant discomfort is experienced adjustments can sometimes be made to the physical shape of the earmould.
- Loud sounds whilst expected to be perceived to be louder should not be uncomfortable so that you might flinch. If this severity of discomfort is experienced adjustments can be made to the output of the sound.
- The hearing aid should improve the ability to hear soft and conversational level speech.

Hearing aids can:

- Make sounds louder.
- Make some sounds a bit clearer (not all sounds).
- Make listening in quieter environment easier.
- Pick up a lot of information that was previously missed.
- Help you to feel more relaxed about hearing in important situations.

Hearing aids can't:

- Make sounds the way they are with normal hearing.
- Cut out background noise.
- Make other people more patient.

Remember that you didn't get new ears in the hearing aid clinic! Hearing aids can help to improve difficulty with hearing, but they can never be as good as normal hearing.

These are devices that are helping ears that are not working properly. Even when they're set perfectly, the sound is still going to ears that are not working properly. Considering that your ears are not working as you'd like them to, you may need to use other ways in addition to wearing your hearing aids to make communication easier.

Ways to improve communication.

Things that help to make communication easier:

- Being in the same room as the person you are talking to.
- Having good lighting so that you can see the person you are talking to.
- Looking at the person you are talking to (we all lip-read a bit).
- Telling people to get your attention before talking to you (then you can give them your full attention).
- Confirming what you think you've heard instead of asking for repetition.

If you are only wearing your hearing aid(s) occasionally your progress will be slow, and you won't get the full benefit of the hearing aid(s). We recommend you wear the hearing aid(s) every day.

Outstanding care every time

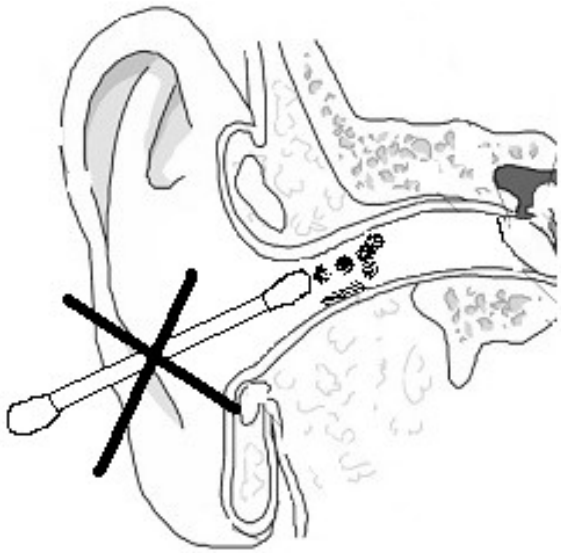
Looking after your ears

Did you know that wax helps to keep our ears healthy? Wax comes in all different colours; from light yellow to black. Working together with the little hairs in our ears, it helps to carry dust and debris out of the ear canal, protecting the middle and inner parts of the ear.

Wax is only a problem if it blocks the ear canal.
If using cotton buds, whilst you may see some wax come out on the end, ear buds will be pushing wax deeper into the ear canal where it wouldn't naturally form. This can be difficult to remove and can in some circumstances can cause a temporary hearing loss.

If you feel you have wax blocking your ear(s); do not use cotton buds. Instead seek medical assistance via your GP or local pharmacy. Sometimes if the wax is very hard, you may be asked you to use olive oil or sodium bicarbonate drops to soften the wax for few weeks before the wax can be removed.

If you have ever been told that you have a perforation (hole in the eardrum), then please see your GP for advice before using ear drops. If syringing is not appropriate for you then your GP may refer you to your local ENT (Ear Nose and Throat) department to have the wax suctioned out.



Outstanding care every time

Battery Safety

Coin/button batteries such as those used in hearing aids can be extremely harmful if ingested and should be treated as a medical emergency. Battery compartments on hearing aids should be tamper-proof (lockable battery compartment) for anyone at risk of accidental ingestion, such as children under 5 years of age, as per an NHS national safety alert. If you do not have a lock on your battery compartment and you/your carer believe it is appropriate that you have this feature, please contact the audiology department, and speak to an Audiologist urgently.

Tamperproofing may be required for hearing aid users living with children aged under 5 years of age, hearing aid users who have additional risk factors of coming to harm from their hearing aid batteries or who live with someone with these additional risk factors putting them at a higher risk of swallowing a coin/button battery or pushing one into an ear or nostril. Additional risk factors to consider include complex learning difficulties, dementia, other cognitive or sensory impairments, individuals who may self-harm and vulnerable adults.

In the case of suspected ingestion of a coin/button battery, the matter should be treated as a **medical emergency**. The removal of the battery itself may be an inadequate action to prevent further damage, with further symptoms manifesting later. Following an incident as such, expert input, careful monitoring, and several follow ups may be required. In case of a medical emergency as such **please call an ambulance or go directly to A&E.**

The potential risk of coin/button battery ingestion:

- Choking, rapid tissue necrosis, perforation, haemorrhage, catastrophic internal bleeding, and death.

Ways to reduce risk of coin/button battery ingestion:

- Keep coin/button batteries out of sight in a sealed container out of reach of individuals who are at high risk.
- Keep used batteries out of reach/sight instantly and dispose of safely as soon as possible, to avoid at risk individuals finding used batteries that have fallen on the floor or other easily accessible places.

The importance to act immediately:

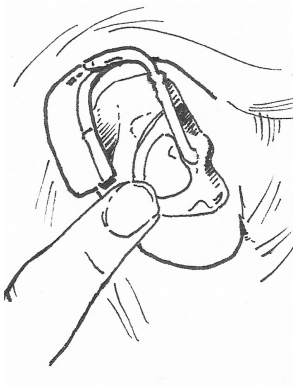
- Trust your instincts and act fast, do not wait to see if any symptoms develop. Due to the lack of clear symptoms, it is important to be vigilant with flat or spare batteries in the home and the hearing aid which contains them.
- Symptoms vary but may include, cough, gag or drool, stomach upset, vomiting, pointing to their throat or stomach, pain in their tummy, chest or throat, loss of appetite, reduced appetite or not wanting to eat solid food/unable to eat solid food.
- A specific symptom to coin/button battery ingestion is vomiting fresh (bright red) blood.

Outstanding care every time

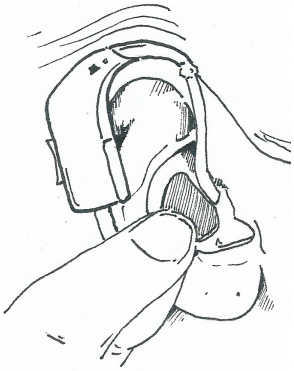
Earmould insertion

Make sure that the mould is correctly inserted into your ear(s) for best sound quality and comfort.

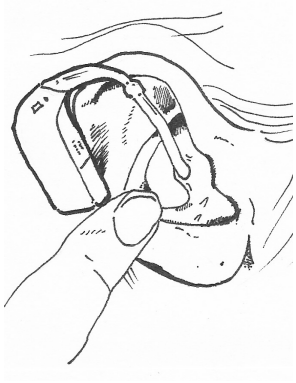
1. Hold the earmould at the back with your finger and thumb.
Pull it back past your ear.



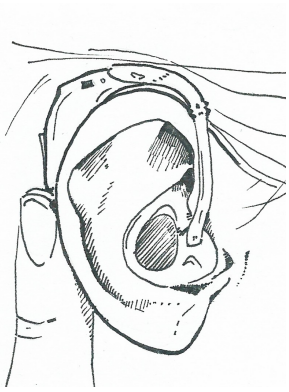
2. Place the part going down the ear into position.



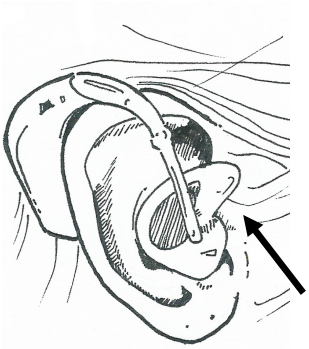
3. Ensure you put in place the top part of the earmould, underneath the crease at the top of your ear.



4. If you need to, use your other hand to pull your lobe back and ensure the whole of the mould is firmly in place.



✓
Correctly fitted hearing aid.



Incorrect

Here the top part of the hearing aid is not correctly inserted under the crease of the ear.
This can cause discomfort and whistling from the hearing aid.

Outstanding care every time

Looking after your hearing aids

The battery must be working: All hearing aids use batteries to work. There are different sizes of batteries. Check your hearing aid issue pack to make sure you get the right ones. If the battery in your hearing aid is flat, you need to change it. You can tell if it is flat if there is no sound coming from the hearing aid. You can expect your battery to last roughly 7 to 10 days.

If the tube is blocked, you will not hear through the hearing aid: If you are not managing to hear well through your hearing aid, make sure there is no wax or water blocking the tube. If there is please wash your earmould (page 15). Over time the tube becomes hard and prevents sound getting through to the ear, when this happens the tube needs to be changed (instructions on page 17).

Outstanding care every time

Troubleshooting

My hearing aid won't turn on.

- Check that the battery has not run out and is in the correct way around.
- Make sure that the tubing in the earmould or dome is not blocked with any moisture or wax. If it is, then try blowing the water/blockage out to dry it, or cleaning the wax out.
- If there is still no sound from the hearing aid after these steps then it may have broken and need fixing or replacing. See the repair options below.

The sound is very distorted/ quiet.

- Change the battery for a new one and see if this makes any difference.
- Make sure that the tubing in the earmould or dome is not blocked with any moisture or wax. If it is, then try blowing the water out to dry it, or cleaning the wax out.
- Check that your ear is clear of wax - may have to be seen by a specialist.
- If the sound still doesn't seem right after these steps, then it may be that the hearing aid has a fault. Please see Page 10 and 11 for information on how to get your hearing aid repaired.

The hearing aid is whistling when it is in my ear.

- Check that that the mould is inserted correctly. If you are unsure of this then refer to your hearing aid booklet for instructions.
- Ensure that your ear is clear of wax – may have to be seen by a specialist.
- If there is no wax and it is inserted correctly, then you might need to come and see us to consider if you require a new better fitting earmould.

The mould is making my ear sore.

- Ensure that the mould is correctly inserted
- If it is still uncomfortable then please book an appointment to see us so we can consider if adjustment(s) to the mould or if a new mould is required.

The tubing has come out of the earmould

- The tubing should be relatively soft and flexible. It tends to turn hard after approximately 6-8 months of regular use, and can often come free from the mould. If this happens then first try to push the tubing back in to the hole in the mould. If this is not successful, then you should place a new tubing in your earmould. Please refer to page 17 for retubing of your earmould. If there is any difficulty please contact us for an appointment.

The hearing aid has been physically broken.

- If part of the hearing aid has been damaged, then we will usually be able to replace it with a replacement hearing aid. If this happens repeatedly then getting a replacement may incur a charge.

Outstanding care every time

If your hearing aid is still not working or your require an appointment to see us please see below, options available to you;

Booked Repair Clinic:

Repair appointments are offered at Trevelyan House as well as at St George's Hospital**.**

To request a repair appointment, scan the QR code below / visit our website and fill out an online request form. Alternatively, please call 020 8725 0007 and specifically request a repair appointment. We will usually be able to see you within a few days.

www.stgeorges.nhs.uk → Services → Audiology and Audiovestibular Medicine → Adult Hearing and Hearing Aid Service

The following services are covered by the booked repair clinic:

- Routine service of hearing aid(s).
- Retubing of earmoulds / Replacement of broken open tubes.
- Collection of earmoulds/swimplugs.
- Mending of broken hearing aids / Replacement of faulty hearing aids on a like-for-like basis.
- Aural impression taking for replacement earmoulds or swimplugs for current audiology patients with non-complex ear canals (an example of a complex ear canal would be mastoid cavity).

The clinic is **NOT** for:

- Complex aural impressions (such as mastoid cavities) (needs an Imp - Impression appointment).
- Fine-tune (sound adjusted) of hearing aids (needs DHAR – Digital Hearing Aid Review).
- Ear impression for new hearing aid patients (needs IMP (impression) apt)
- First time issue of hearing aids (needs HAF - Hearing Aid Fitting appointment).
- Performing hearing tests (needs referral for RAA/AA – Direct Access).
- Access to ear wax removal (must visit GP/Pharmacy for this).
- Children hearing aid work.

To request a DHAR appointment (e.g. for fine-tuning of hearing aids), scan the QR code below / visit our website and fill out an online request form. Alternatively, please call 020 8725 0007 and specifically request a DHAR appointment. These appointments tend to have a longer waiting time.

www.stgeorges.nhs.uk → Services → Audiology and Audiovestibular Medicine → Adult Hearing and Hearing Aid Service

Walk-in repair Clinic: Friday walk-in clinics at St George's Hospital have stopped as of the 20th of July 2015. All repairs will now be in booked repair slots, see above for information on how to arrange this.

Drop-in Service: A hearing aid can be dropped off at the Audiology Department at Trevelyan House as well as at St George's hospital audiology department to be repaired. Please ensure that you leave your details and a contact number to call you on, once the aid is repaired. Repairs usually take about a week; therefore, if you are unable to manage without your hearing aid, this may not be the best option for you.

Postal Service: Hearing aids can be posted to us to be repaired. It is essential to include your details and home address in the envelope, as well as description of the fault.

Repairs usually take about a week or more as unfortunately, this can also be affected by the postal service. Therefore, if you are unable to manage without your hearing aid, this may not be the best option for you.
Please note that loss of hearing aids in the post are considered a lost hearing aid and standard lost hearing aid procedure will be followed, therefore you may wish to consider sending them by signed delivery.

Frequently Asked Questions

I need new batteries. How do I get them?
You do not need to pay for your batteries, they are provided by the NHS provider of your hearing aids.

You are entitled to one packet of batteries per hearing aid, per visit. For batteries for your St Georges hearing aid(s) you can either;

1) If you would like to collect replacement batteries for your hearing aids you can do so by visiting the reception desks at our below clinic locations, during office hours (Mon-Fri 9:00-17:00) unless otherwise stated:

Main Hospital Site, SGH: ENT and Audiology Department, Ground Floor Lanesborough Wing, St Georges Hospital, SW17 0QT.
Trevelyan House: First Floor Audiology Suite, 160 Tooting High Street, Tooting, SW17 0RT.
Tooting Health Centre: 63 Bevill Allen Close, Tooting, London, SW17 8PX
Tuesday, Wednesday, and Thursday clinic days (09:00-17:00).
St Johns Therapy Centre: Entrance B, 162 St Johns Hill, London, SW11 1SW
Monday, Tuesday, Wednesday & Thursday clinic days (09:00-17:00).

2) Ask a friend or relative to go to one of the above audiology clinics during working hours for battery collection.

3) If you or a friend cannot attend the clinic to collect your batteries, you may write to us to request for them to be posted to you. Please ensure you include your details, with a stamped, self-addressed envelope for the return of your batteries. Our address is:

   Audiology Department
   First Floor, Trevelyan House
   160 Tooting High Street
   London, SW17 0RT

I've lost my hearing aid. What do I do?
All hearing aids are issued by the NHS free of charge and remain the property of the hospital that issued them. They are very valuable so if you were to lose or damage the hearing aid there would be a charge of £85 for each device. If you feel you are unable to pay this charge, then you must write to the 'Head of Adult Rehabilitation' at the above address to ask for an exemption with a reason why. Each loss will be decided on a case-by-case basis.

My GP has made a new referral to the department, and I have not heard anything. Who do I contact?
All new referral appointments are arranged by the Central Booking Service; you can contact them on 020 8725 0007.

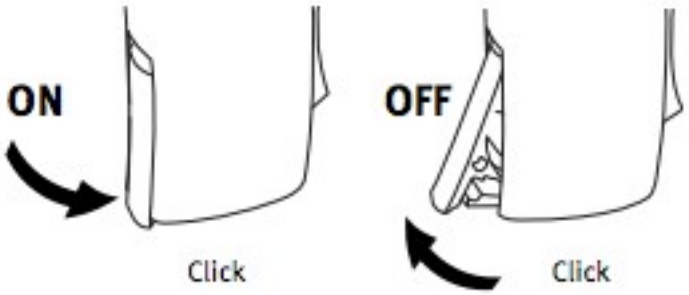
I need a follow up appointment. Who do I contact?
To book a follow-up appointment, please contact the call centre on 020 725 0007.

I can't hear on the phone. Is there another way I can contact the Audiology department?
E-mail: audiologist.enquiries@stgeorges.nhs.uk

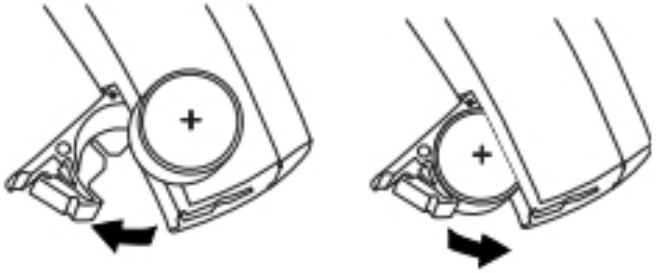
Outstanding care every time

Oticon Hearing Aid On / Off

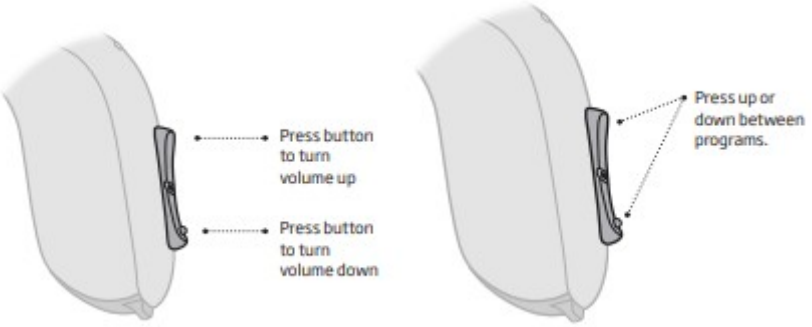
On and Off



Changing the Battery

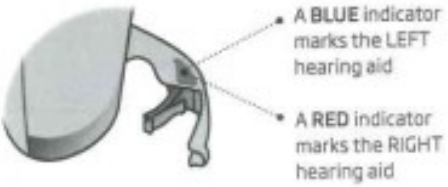


Volume Control & Program Button



Colour Indicator:

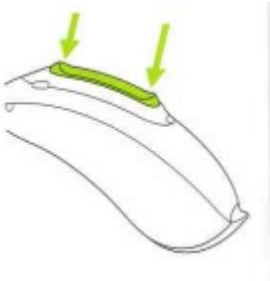
Red = Right
Blue = Left



Outstanding care every time

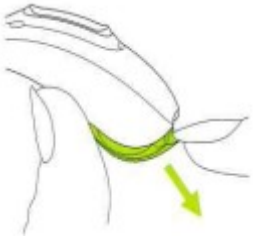
Phonak Hearing Aid

Multi-function button



Changing the Battery

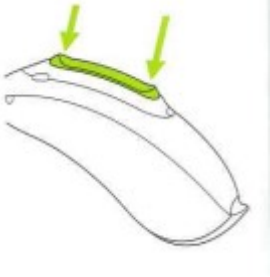
On



OFF

Volume Control

Louder Softer



Colour Indicator:

Red = Right
Blue = Left

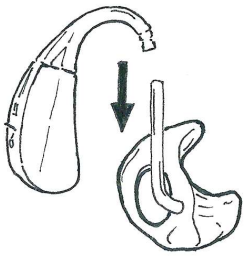
Outstanding care every time

Cleaning your earmould

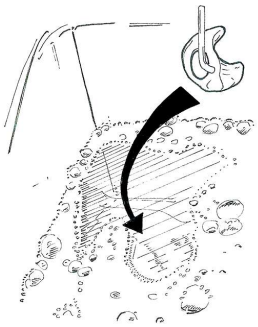
We recommend cleaning your earmould with a wipe (baby / antiseptic / face wipe) daily in order to maintain good hygiene and prevent wax or debris from blocking the tubing.

If there is visible dirt or discolouration of your earmould then we recommend you should clean your earmould by washing it, as per the below instructions.

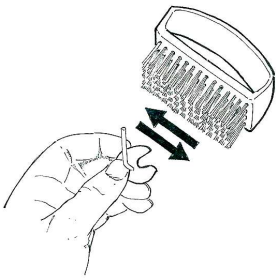
1. Separate the earmould from the hearing aid by gently pulling the soft tubing off the hooked part of the aid.



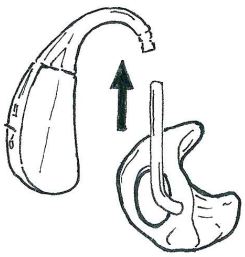
2. Wash the earmould (with the tubing still in place) in warm, soapy water -hand soap.



3. Use a nailbrush to remove any wax. Rinse the earmould well, blow down the tubing to get the water out, and leave it to dry overnight.



4. Connect the earmould back to the hearing aid by pushing the soft tubing back onto the hooked part of the aid, as shown.



Outstanding care every time

Sterilising your earmould

As above detach your mould from the hearing aid(s).

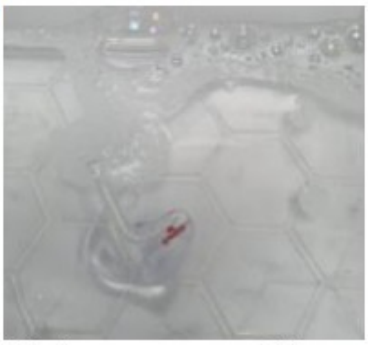
1

Hold your hearing aid as shown above.

2

Detach your ear mould from your hearing aid. You may need to twist it slightly. **Remember to keep your left and right ear moulds separate.**

3



Wash your ear mould in warm soapy water or Milton® if you are prone to ear infections. You can soak it overnight. You can use a small brush to remove wax from the tubes.

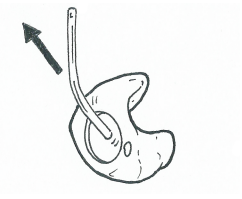
4

Rinse your mould to ensure it is free of debris. **Please note any previous dis-colouration may still be there** – this is normal and happens over time.

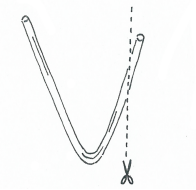
Connect the earmould back to the hearing aid by pushing the soft tubing back onto the hooked part of the aid.

Outstanding care every time

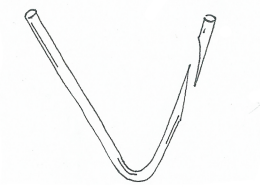
Re-tubing your earmould



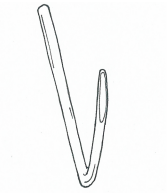
1. Pull the old tubing out of the earmould. Do not throw the old tubing away yet.



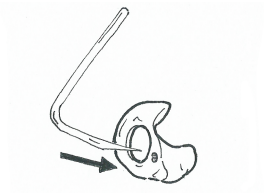
2. Cut last 5 cm (2 inches) off a pre-bent piece of tubing. Make sure you cut at a slant.



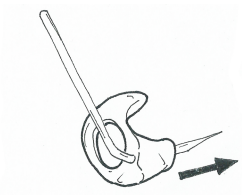
3. You should be left with a tapered end to the tubing.



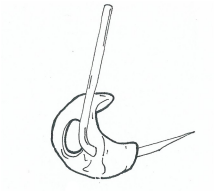
4. This tapered end needs to be pushed into the earmould.



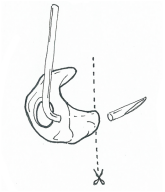
5. Thread the tubing through the earmould.



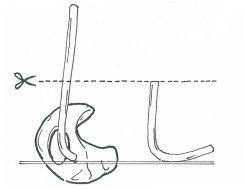
6. All of the tapered section should come through the other side.



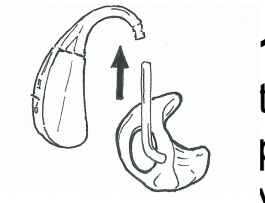
7. Pull the tube until the bend reaches the earmould.



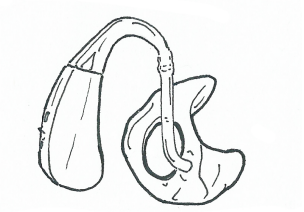
8. Cut the tapered tubing as close as possible to the earmould. Any tube sticking out could rub your ear and make it sore.



9. Take the old piece of tubing you saved and line it up with the newly threaded tube & cut.



10. Push the end of the tubing onto the plastic nozzle on your hearing aid.



11. Make sure that it bends in the right direction, as shown in the picture.

Although most people have the same type of tubing, there are a few different types. Your type of tubing should be documented on Page 2, or you can ask your audiologist. **If you do not feel comfortable or have difficulty changing the tubing please book a repair appointment.**

Outstanding care every time

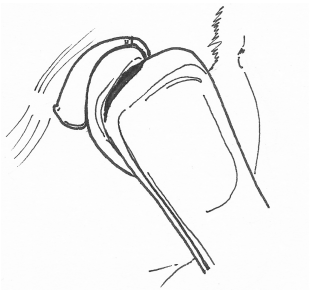
Using the telephone with your hearing aid

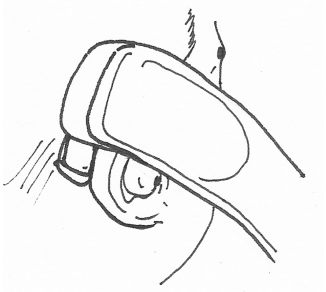
Using the telephone can be quite difficult if you have a hearing impairment, as you must rely only on what you can hear, where usually in face-to-face conversation you would be able to use visual cues such as lip-reading for assistance.

Below are a few suggestions, ways to make the best use of your hearing and hearing aids whilst using the telephone:

Tips to Make Using the Telephone Easier

- Firstly, make sure you are positioning the telephone correctly. The receiver should be placed close to the top of the hearing aid, as this is where the microphone is located. You may need a friend or family member to call you so that you can practice, ensure the telephone is in the correct position. Look at thepictures below for guidance as to the correct positioning:





- If the person is speaking too quickly, ask them to slow down and speak more clearly. As you may know asking them to speak more loudly will not necessarily make them easier to hear.
- Don't be afraid to ask the person on the other end to repeat something or use shorter sentences if you did not hear what they said.
- Repeating back the key points of the conversation such as a name, number, time, or location, will ensure you have heard the important parts of the conversation correctly.

Telephone Programs for your Hearing Aid

If you have a moderate or severe hearing loss you may find the normal conversation program on your hearing aid is not clear enough. Your audiologist may need to add an additional telephone program, and this may be either an acoustic program or by using the Telecoil/Loop (T) program.

- Before you answer the phone, you should switch your hearing aid to the telephone program, your audiologist will tell you what number your telephone program is and how to do this.
- Some landline telephones have a Telecoil (T) available. Please refer to the user manual to find out if your telephone has this feature. If it does you should then switch your hearing aid to the 'T' program.
- If your telephone does not have a Telecoil (T) you will need an acoustic telephone program.
- You may still need to ask the caller to speak slowly and clearly.

If these steps do not work…

- For further advice and assistance on positioning the telephone, you can book a repair appointment.
- If you feel you are positioning the telephone correctly but are not hearing clearly you may benefit from a telephone designed for people with a hearing impairment.

Telephones Designed for People with Hearing Impairment

There are several different types of assistive devices for the telephone.

- You can get a portable telecoil (T) amplifier, which fits over your existing receiver of your telephone.
- There are amplifiers, which plug into your existing telephone, allowing you to manually adjust the volume level.
- There are a range of telephones that are designed for use by people with hearing impairment; many have in-built telecoil systems and amplifiers.

These telephones and amplifiers can be purchased from RNID or Connevans; if you are interested in these options you can pick up a catalogue from the Audiology department or visit their websites.

www.connevans.co.uk
www.rnid.org.uk

Outstanding care every time

Hearing Aid Masterclass

Are you afraid you'll break your hearing aid trying to do a simple repair? Would you like to learn more about repairing & maintaining your hearing aid(s) independently?

Our Audiology department now runs Hearing Aid Masterclasses, for patients fitted with hearing aids to learn how they work and support you in maintaining them at home.

What you can expect at the Masterclass.

- Groups will involve approximately 6-10 patients alongside with their significant others.
- You will have the chance to meet other patients with similar difficulties and share in your experiences and approaches to manage your hearing difficulties.
- We encourage you to ask questions, so this is a great opportunity to learn more and improve your confidence maintaining your device independently.

Sessions will last approximately 90 minutes and include topics such as;

- What you can expect to experience with a new hearing aid.
- How to check if your hearing aid is working.
- How to troubleshoot why your aid is not working.
- Cleaning and general maintenance (changing parts) on your hearing aids yourself.

To find out more or sign up, just speak to an audiologist, or contact us on:
Email: audiologist.enquiries@stgeorges.nhs.uk
Telephone: 0208-725-1151

Outstanding care every time

Access to Work

An Access to Work grant can pay for practical support to help you if you have a disability, including hearing loss or a physical or mental health condition.

The money can pay for things like:

- Adaptations to the equipment you use.
- Special equipment.
- Fares to work if you can't use public transport.
- A support worker or job coach to help you in your workplace.
- A support service if you have a mental health condition and you're absent from work or finding it difficult to work.
- Disability awareness training for your colleagues.
- A communicator at a job interview.
- The cost of moving your equipment if you change location or job.

When you contact Access to Work you may need:

- Your National Insurance number.
- Your workplace address, including your postcode.
- The name, email address and work phone number of a workplace contact (e.g., your manager).
- Your unique tax reference number (if you're self-employed).
- The name of your New Enterprise Allowance mentor (if you have one).

Access to Work

Email: atwosu.london@jobcentreplus.gsi.gov.uk
Telephone: 0345 268 8489
Textphone: 0345 608 8753

Operational Support Unit
Harrow Jobcentre Plus
Mail Handling Site A
Wolverhampton
WV98 1JE

Information above is from the YouGov website https://www.gov.uk/access-to-work/overview

Outstanding care every time

Assistive Listening Devices

There are lots of different devices which can help you make more effective use of your hearing aids as well as assist in a day-to-day environment. Items will usually need to be purchased by yourself or you may be able to seek help from Access to Work or your local Adult Sensory Services Team if you are eligible. Please refer to page 23 for your relevant sensory services team contact details for more information on eligibility.

Portable telecoils (Loop Systems)

At home these can be used to help make the television clearer by directing the sound to the hearing aid like public loop systems within the theatres banks, and supermarkets. **You will need to have the loop on your hearing aids to make use of these. If you do not have this, please see your audiologist.**

Audio Shoes (Direct Audio Input)

Audio shoes allow you to directly plug items i.e., a mobile phone or a music player into the hearing aids instead of using headphones. **You will need to have the audio input activated on your hearing aids to make use of these. If you do not have this, please see your audiologist.**

Alarm Clocks

Various alarm clocks are available that can vibrate, produce a light (or both).

Fire Alarms

Please see your local fire services as most offer a service to fit a fire/smoke alarm that that may be visual or vibrate depending on your requirements.

Doorbells

Like alarm clocks, visual lights or vibrating pagers can be bought to attach to the doorbell so you are alerted.

Most items can be purchased from the following websites or alternatively ask your audiologist for a catalogue.

www.connevans.co.uk

Outstanding care every time

Adult Sensory Services Teams

Borough	Address	Email	Telephone Number	Hours of Operation
Wandsworth Sensory and Physical Disability team	90 Putney Bridge Road London SW18 1HR	accessteam@wandsworth.gov.uk	020 8871 7707 Minicom: 020 8871 8485	Monday to Friday 9am-5pm
Merton Sensory Impairment Team	Adult Access Team 11th Floor, Community & Housing Civic Centre London Road Morden SM4 5DX	adultaccessteam@merton.gov.uk	020 8545 4430	Office Opening Hours Monday to Friday 08:30am – 5:30pm Drop in session (BSL Users): Wednesdays 2-4pm
Lambeth Adults' and Community Services	Phoenix House 10 Wandsworth Road London SW8 2LL	acs@lambeth.gov.uk	020 7926 5555	Monday to Friday 9 – 5
Surrey County Council Deaf Services Team	First Point Fairmount House Bull Hill Leatherhead Surrey KT22 7AH	firstpoint@surreycc.gov.uk	Voice/Minicom: 01372 376558 SMS: 07854 238787 Fax: 01372 360224	Monday to Friday 9 – 5
Kingston upon Thames Social services – Hearing Impairment	Royal Borough of Kingston Guildhall 1 High Street Kingston, KT1 1EU	adults@rbk.kingston.gov.uk	020 8547 5005	Monday to Friday 9 – 5