

Salford Hear to Care

Funded by Salford CCG Innovation Fund

January 2020

Introductions



A national charity since 1911

Margaret Hadfield

Project Co-ordinator

Hear to Care Salford

David Haughton

Service Development Manager

Local Engagement England



Content

- Why was this project is needed
- Brief overview of what we sought to achieve with the funding requested
- Methodology
- Challenges & successes
- Evaluation
- The future.....

But....before we start

- People who are deaf or hard of hearing are good lip readers
- If I shout a hard of hearing person will hear me better
- Nodding signifies understanding or agreement
- Hearing aids restore hearing

Why this project was needed



A national charity since 1911

- Hearing loss is a major public health issue and affects one in five people in the UK. With an ageing population, the prevalence of hearing loss is predicted to increase significantly to 14.5 million people in the UK by 2031.
- Prevalence of hearing loss increases with age with 71% of over 70 year olds having some kind of hearing loss.
- Recent research (Commissioning Services for People with Hearing Loss: A Framework for CCG's) shows 80% of care home residents have some degree of hearing loss and there's a recognised need to address the skills gap of care staff in identifying, addressing and managing hearing loss amongst residents.
- The Dept. of Health & NHS England's Action Plan on Hearing Loss states that properly diagnosing and managing hearing loss is essential for improving the health and wellbeing of older people living in care homes.
- The action plan lists improved communication experience in mainstream care homes as a key outcome measure for service improvement.

Why this project was needed

- Hearing loss has a huge impact on people's health, wellbeing, quality of life and opportunities in all aspects of their daily life. Raising awareness of barriers faced by people with hearing loss and improving communication is key to helping overcome the negative impacts of hearing loss.
- Our research in "A World of Silence" showed that if the hearing loss of care home residents is identified and managed effectively there's a real chance of:
 - improving quality of life
 - reducing loneliness and social isolation
 - improving overall health and wellbeing.
- Age related hearing loss often goes unnoticed for several years because it's signs can be misunderstood e.g. it can be identified as a sign of dementia or a mental health condition rather than hearing loss.

Why this project was needed



A national charity since 1911

- Hearing aids make a real difference to the lives of users and can help delay the onset of dementia and cognitive decline but it can take time for people with a newly diagnosed hearing loss to adjust to their new hearing aids. It's therefore important people receive the necessary support at an early stage to get the most out new hearing aids and this project sought to put this in place.
- Poor deaf awareness and management of hearing loss contributes to health inequalities, increased social isolation/low mood and poor mental health.

What we sought to achieve

- Improve awareness of the communication needs of residents who have hearing loss in care homes and demonstrate how care home staff can change their communication tactics to ensure good communication.
- Raise awareness of both residents and care home staff of the importance of assistive technology in communication, the types of equipment available and the different situations they can be used.
- Reduce isolation in care homes and encourage residents to use hearing aids and assistive technology
- Provide hearing screen checks to residents to identify undiagnosed hearing loss and train staff to perform these.
- Emphasise obligations under current legislation including Accessible Information Standard and the Equality Act

What we sought to achieve



A national charity since 1911

- Ensure lasting legacies from the project
- Provide a return on investment for NHS Salford CCG in the long-term
- Support the NHS Salford CCG priority areas:
 - preventative Health
 - self care and management
 - safer care homes

Our methodology

Raise awareness

- basic deaf awareness sessions for staff
- hearing aid maintenance awareness for staff & residents
- requirements of the Equality Act & Accessible Information Standard

Assistive Technology

- staff & residents were shown the benefits of assistive technology including equipment that benefitted those who don't wear hearing aids e.g. for people who have dementia or poor dexterity due to health conditions

Project support & sustainability

- provision of reference toolkits for future use
- identify & enable two deaf champions in each care home we worked with to ensure sustainability
- recruit & train two volunteers to support with delivery of the project

Achievements & challenges

Objective	Results	Notes
Raise awareness to a minimum of 30 care home staff	To date we have delivered training to in excess of 69 staff	Staff feedback shows the training was valuable and majority reported an intention to change their approach
Deliver 140 hearing aid interventions	We did not deliver all these directly.	Following training it was evident hearing aids were being maintained weekly by care home staff
Appoint 2 champions in each care home	Each care home had 2 champions appointed	Resource packs & support provided
Recruit 2 volunteers to support with the project	2 volunteers recruited	Volunteer support was extremely valued
Undertake 25 hearing checks	90 delivered	Lower than average used hearing aids = more might benefit by using hearing aids

Evaluation

- Overall we exceeded our expectations for this project and all the objectives we set were achieved.
- We initially intended to work with 6 care homes but were able to include an additional 4.
- Awareness sessions were very well received by care home staff and managers and has helped to reduce communication barriers in and isolation in care homes involved in the project.
- An important and unexpected result was an agreement to review the care pathway. This occurred after we highlighted concerns regarding ear care referral difficulties from residential and nursing home.
- Care plans within the care homes we worked with have been amended to include suggestions about battery replacement intervals, re-tubing in hearing aids and details of providers and re-testing dates.
- Awareness raising with residents has been more challenging. Some residents were unable to participate and fully understand the demonstrations of most of the equipment and the focus on these were reduced.

Alderwood:

“The project helped staff realise the difficulties faced by people with hearing loss and showed them how to communicate better. Care plans have been amended to notify staff when batteries should be changed, etc. For the Residents who now have hearing aids as a result of the hearing screener referral, they are able to participate more fully in activities.”

The Broughtons:

“The Project has highlighted the challenge in obtaining appropriate hearing care for residents and demonstrated to our staff, the need for additional patience when communicating with those residents with hearing loss”

Cherry Trees:

“We found the tips regarding maintenance of aids very helpful for all staff and the home has now established links with Community Services and referred 6 more residents for investigation of their hearing difficulties.”

Kenyon lodge:

“Hearing care can often be overlooked in the care setting however the work that project is doing is raising awareness for something that is a necessity for residents. It will make a big difference and making sure the importance how to deal with hearing loss is understood properly.”

Ecclesholme:

The project gave staff the awareness on how important it is to ensure hearing aids are cleaned and maintained regularly. When they are in good working order they enable residents to experience positive communication within the home and reduce the risk of isolation.

Wentworth House:

“The Project helped our staff to understand the importance of hearing aids in effective communication. We have also added the battery change day to residents’ diaries. This is highlighted in their individual care plans and is a reminder to staff on the day by the systems we have in place. One family commented that their visits were so much more pleasurable as a two way dialog was happening.”

Barton Brook:

Hearing Loss Champion - “Although we only joined the project recently we have already referred 11 residents for further investigation following hearing screening. The training provided was clear and helpful. Residents hearing improved after provision of oil but one of our gentleman refuses to wear the hearing aids supplied.”

The future?

- Care homes who participated in the initial project will continue to receive support from Action on Hearing Loss' Regional Information Manager and our Information Line team.
- We have recently sought additional funding from the CCG to extend the project for a further 12 months and are awaiting a decision in the near future.
- If successful we will be looking to support a further six care homes – if you are interested please let us know so we can contact you if our application is successful.
- Our contact details:
 - margaret.hadfield@hearingloss.org.uk
 - david.haughton@hearingloss.org.uk

Thank you



A national charity since 1911

Action on Hearing Loss is the trading name of The Royal National Institute for Deaf People. A registered charity in England and Wales (207720) and Scotland (SC038926). Registered as a charitable company limited by guarantee in England and Wales No. 454169. Registered office: 1-3 Highbury Station Road, London N1 1SE

