

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 5 part-time staff and 115+ volunteers provide a range of services/activities to approx. 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/advice about hearing loss, awareness-raising talks/stalls, peer support, lip-reading classes and Living Well with Hearing Loss Workshops.

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

A Warm Hello to all our Readers

A warm hello to all our readers! Alongside updating you on recent developments and future plans, this autumn newsletter has a special focus on the different volunteering roles we have available here at Cambridgeshire Hearing Help.

We have had a good year so far. Although the number of people accessing our community services continues to sharply increase, our growing team of dedicated volunteers, and our staff and Trustees, are successfully keeping up with demand. We now have roughly 6,500 active service users - a huge thank you to each and every one of you that makes this possible!

Most of our volunteers provide community NHS hearing aid maintenance at one or more of our 43 Hearing Help sessions across the county. Our Supervisors Fran and Gaynor take new volunteers under their wing and give them hands on experience. Each volunteer is also required to undertake our two day Community NHS Hearing Aid Maintenance training course.

Six new volunteers successfully completed our recent course in September. We are very grateful to Cambridgeshire County Council's Sensory Services and audiologists from Addenbrookes and Hinchingbrooke hospitals who helped to make this course so informative and engaging. We would also like to thank our volunteers Sally and Roger for coming along and enabling participants to practice

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hearing aid re-tubing on real-life people. Going forward, our aim is run two training courses per year. Next year there will be a course in the Ely area in the spring and another in the Cambridge area in the autumn.

It is important to mention that September's Community NHS Hearing Aid Maintenance course was also attended by two staff from Bluebird Care. We have started working in partnership with Bluebird care to help reach more people who are housebound and need extra help to manage their hearing loss. This work is so important because unmanaged hearing loss can lead to loss of independence. For example, hearing loss increases the risk of falls by 140% for every 10 decibels of loss and significantly increases the risk of dementia (Johns Hopkins School of Medicine and the USA National Institute of Aging), however, if hearing loss is effectively managed, then these risks can be reduced.

We have lots of other volunteering roles available here at Cambridgeshire Hearing Help. On page 4 our Chair, Roger Hill, outlines the role of Trustee and all other roles are outlined on page 6. Another volunteering role which I would particularly like to outline here is Fundraising and PR Group Member. The Fundraising and PR Group meets quarterly to plan fundraising events and strengthen local community support, alongside ensure we are raising enough public awareness about hearing loss and our services. Please do get in touch with me if this is a group you are interested in joining.

Our volunteers tell us they get immense satisfaction from easing the burden of hearing loss for local people and developing new interests and skills. They are also able to enjoy the support of our passionate and caring team, many of whom have shared experience of hearing loss – indeed, the 'great camaraderie' is often reported as one of the reasons why volunteers choose to stay with us for ten, twenty, and even thirty plus years. So do please get in touch if you are interested in joining us!

With very best wishes,

Amanda Morgan, Director

Email: amandam@cambridgeshirehearinghelp.org.uk

Celebrating Volunteers



A round of applause goes to Alice (left), who is celebrating her 30 year volunteering award with CAMTAD and CHH, and Betty (right), recently receiving an award for most residential homes visited during 2017-2018.

WELL DONE!



Noise – our love-hate relationship

We love noise. Children shout with joy, sports fans chant and motor bikers rev their bikes. Music lovers get as close to the source of noise as possible in the mosh pit at gigs, and ramp up the level of sound on their personal music devices. It is used as an expression of power and dominance - think of the passing car with the music blaring from the windows. It says, *“This is my space and my territory because I can make the loudest noise”*. On the other hand, we also need noise to warn us of danger or simply the existence of others around us. New electric cars make very little noise and come with warnings that the driver must be extra careful to watch out for pedestrians in the area.

All that sound around us comes at a price. Vuvuzelas used at football matches caused controversy in South Africa in 2009. The noise generated at close range is loud enough to cause permanent hearing loss. But proposal to ban it conflicted with cultural sensitivities -



“That is what African and South Africa football is all about – noise, excitement, dancing, shouting and enjoyment”. <https://en.wikipedia.org/wiki/Vuvuzela>



There are unexpectedly loud sounds from what might be considered a common and pleasurable activity. The British Medical Journal reported in 2008 on a case of regular golfer who was found to have single sided deafness. “He had been playing golf with a King Cobra LD titanium club three times a week for 18 months and commented that the noise of the club hitting the ball was “like a gun going off.” <https://www.bmj.com/content/337/bmj.a2835.full>

And there is now the recent case of the viola player from the Royal Opera House who successfully sued his employer for acoustic shock experienced during a rehearsal of Wagner Opera. He was sitting in front of the brass section. The decision in this case was that the Royal Opera House had the same obligations as any employer to ensure hearing protection in the workplace and that artistic production of noise did not provide an exemption to the Control of Noise at Work Regulations 2005. <https://www.bbc.co.uk/news/entertainment-arts-35938704>

By law, noise in the workplace has to be reduced to levels to prevent hearing damage but we are exposed to high levels of sound all around us, cafes with coffee making machines, traffic passing, aeroplanes, sirens, helicopters and lorries. By law, noise in the workplace has to be reduced to levels to prevent hearing damage but we are exposed to high levels of sound all around us, cafes with coffee making machines, traffic passing, aeroplanes, sirens, helicopters and lorries. We cannot avoid all of this noise, but we should consider protecting our hearing better. How many people wear ear plugs when mowing the lawn for example? Even small reductions in the exposure to noise around us may help to preserve our hearing for longer. And we need to have a much greater awareness of how the enjoyment of sound can impact on our essential sense of hearing. <https://www.vox.com/2018/5/9/17280992/noise-hearing-loss-tinnitus>

Frances Dewhurst
frances@cambshearingtherapy.com





Our social group for people with hearing loss and their family and friends is being held at The Cloisters, The Priory Centre, Priory Lane, St. Neots, PE19 2BH, on **Wednesday 19th December, 12.30 to 2.30pm**. Cambridgeshire Hearing help's volunteer, Norman Hardy, runs this group. He can be contacted by  norman@normanaldridge.plus.com or  07514 914 664. Peer support – a proven help!

Would you like to become a Trustee?

As with any registered charity, Cambridgeshire Hearing Help has a Board of Trustees whose role is to have control over, and legal responsibility for, the charity's management and administration. To ensure a degree of independence it is important that our Trustees come from a variety of backgrounds, but I feel we should have a strong representation from our volunteers owing to their understanding of the day to day working of the charity.

We currently have four Trustees, Bob Andrews (our Treasurer) along with Paul McCloskey, Isobel Hambleton and myself, Roger Hill, who are all volunteers. This number is really too small for an organisation as important as Cambridgeshire Hearing Help and for that reason we are seeking to enlarge our Trustee Board. Furthermore, our Treasurer has announced that he would like to step down from the role in about one year's time, after an association with the charity for 17 years. We are therefore making a plea for our volunteers to offer themselves as Trustees. Trusteeship can be rewarding - from a sense of making a difference to our charitable cause, to new experiences and relationships.

Charities can be set up in a number of different legal types of structure. Cambridgeshire Hearing Help is a type of charity known as a Charitable Incorporated Organisation (CIO). We changed to this type of structure at the same time as we changed our name from CAMTAD to Cambridgeshire Hearing Help in 2014. One reason was to recognise that it was important to reduce the financial risks to our Trustees if anything went wrong by way of our contracts with the NHS and Cambridgeshire County Council. Being a Trustee of Cambridgeshire Hearing Help as a CIO will therefore not result in you being exposed to any personal financial liability.

It is important though that you feel you are able to give your time to attend about four or five two hour Trustee meetings each year. Ideally we would like to raise our Trustee numbers to six or seven people. **If you feel you might be able to offer your time to help our wonderful charity we would love to hear from you.** Please contact Amanda on 01223 416141 or myself, Roger Hill, on 01353 740021.

Roger Hill,
Chair, Cambridgeshire Hearing Help



Free Workshops

Free Living Well with Hearing Loss Workshops are being held on:

November 15th, 10.30 am to 1pm at C3 Centre, Brooks Road, Cambridge, CB1 3HR

November 22nd, 1.30pm to 4pm at the Health Education Room, Sawston Surgery, CB22 3HU

December 3rd, 1.30pm to 4pm at Linton Health Centre, Coles Road, Linton, CB21 4JS

December 8th, 9.30am to 12noon at the Abbey Room, Christ Church, Cambridge, CB1 1HT

These are aimed at people who suspect they have a hearing loss or who have been newly diagnosed, and those who are caring for people with hearing loss.

To find out more or book a place visit www.cambridgeshirehearinghelp.org.uk/living-well

☎ 01223 849798 or ✉ livingwell@cambridgeshirehearinghelp.org.uk

Recent feedback from an attendee: "Thank you. The presentation was fantastic and I've learned a lot that I didn't know before. This has been so helpful."

Free Lip Reading Classes

Our free and friendly lip-reading class runs term-time on Tuesdays, 1.30pm to 3.30pm, at St Andrew's Baptist Church, 43 St Andrews Street, Cambridge, CB2 3AR. You can join any time in the term to find out more or to book your place contact:

☎ 01223 416141, Text: 07852 699196 or ✉ enquiries@cambridgeshirehearinghelp.org.uk

Donation Wall – each donation counts towards the wonderful work carried out by Cambridgeshire Hearing Help. This quarter we are grateful for the following donations/awards.....

Home visits
£80.20

The Pye Foundation Grant for Staying Well £2,000

Anonymous
£30

Burwell Knit and Knatter £50

John Huntingdon's Charity, Final Grant Payment £293

Ely Hereward Rotary Club
£1,000

CHH Supporter £100

Hearing Help Sessions
£965.88

Talks £79.58

Action on Hearing Loss Commission £42.10

Gift Aid £153.04

Soham Town Council £350

Easy Fundraising £42.83

St Marks Church
£564

Gift Aid Refund –annual £3,753.18



Volunteering Roles

Community NHS Hearing Aid Maintenance Volunteers - We are looking for volunteers able to provide NHS hearing aid maintenance at one or more of our 43 community-based hearing help sessions across the county. You will need to be able to commit to at least two hours per month and have good eyesight (with glasses) and dexterity. We will train you to clean and re-tube NHS hearing aids and provide hearing loss information, advice and signposting via a two day training course and hands-on experience.

Community Hearing Help Volunteers starting April 2019 - We are looking for volunteers to support people with hearing loss in their local area (e.g. their village, or local ward(s)), starting January 2019. You will need to commit to roughly three hours per week and have good eyesight (with glasses if needed) and dexterity. You will be trained, through our training days and hands-on experience, and supported to provide hearing loss information/advice/signposting/NHS hearing aid maintenance via home visits and residential home visits. In addition you may want to undertake other activity such as running social meet-ups for people with hearing loss to reduce their sense of loneliness and isolation but this is optional. You will also be able to draw on support from other volunteers.

Volunteer Receptionists - We are often looking for volunteers to undertake reception duties at our 43 community-based hearing help sessions across the county. At these sessions we provide NHS hearing aid maintenance and hearing loss information/advice/signposting. You will be required to welcome service users with a calm and friendly approach, and process paperwork with clear handwriting. This role would require a commitment of at least two hours per month.

Volunteer Fundraisers - We are looking for people to join our pool of Community Fundraising Volunteers who support/run our community fundraising events and activities. The level of commitment required is flexible.

Volunteer Awareness-Raisers - We are looking for people willing to raise awareness of our services – e.g. by running information stalls at community events and/or by giving talks to community groups. The level of commitment required is flexible.

If you are interested in any of the above volunteer roles, please do get in touch.

✉ enquiries@cambridgeshirehearinghelp.org.uk ☎ 01223 416141 or Text: 07852 699196



Refresher Training for our Volunteers

The next refresher training will take place on Monday 29th October, 1pm to 4pm at Abbey Meadows Community Centre, Abbey Meadows Primary School, Galfrid Road, Cambridge, CB5 8ND. There will be ample parking either in the school car park or out on the street. We will be using an excellent loop system. Please do let us know if you have any other access requirements.

The schedule for this refresher training is as follows:

- 13.00 Cambridgeshire Hearing Help updates, including relevant signposting to other services
- 14.00 Open Fits update and presentation from Elizabeth and Jan from Addenbrookes Audiology
- 14.45 Break
- 15.00 Open Fit practical sessions:
 - New volunteers with Elizabeth and Jan from Addenbrookes Audiology
 - Experienced volunteers with Fran and Gaynor, Volunteer supervisors
- 16.00 Finish

To book your place, please get in touch:

☎ 01223 416141 ✉ enquiries@cambridgeshirehearinghelp.org.uk

Please note that all of our volunteers who work with Open Fit hearing aids are required to attend this Open Fits Refresher Training at least once every two years and we very much look forward to welcoming you.

Cheerful Volunteers

Recent feedback: *“Good Morning, I have just attended the Hearing Help session at Huntington Community Centre. I would be very grateful if you would pass on my thanks to the staff. A no-nonsense service carried out seamlessly by cheerful and welcoming volunteers; it was a pleasure to attend and receive such caring treatment”.*



Obituary

It is with great sadness that we are announcing the death of our volunteer Diane Edwards. Diane joined us in 2015 and was very committed and highly valued. She undertook NHS hearing aid maintenance at our Brampton Hearing Help Session, and became both a member of our Fundraising and PR Group, and a Trustee. We are very grateful for all the support she gave to our charity and we know that she is very much missed by the staff, volunteers and Trustees who had the privilege of working with her.

If you no longer wish to receive this newsletter please contact our office and we will remove your name from our newsletter mailing list. ☎ 01223 416141

✉ enquiries@cambridgeshirehearinghelp.org.uk

Chair of Trustees: Roger Hill: 01353 740021

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 '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/Pay Pal 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 £_____

Please tick this box if you would like to receive our quarterly newsletter.

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, Nine

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.