

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 6 part-time staff and 115+ volunteers provide a range of services/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 Workshops.

To find out more, visit our website: [www.cambridgeshirehearinghelp.org.uk](http://www.cambridgeshirehearinghelp.org.uk) or contact us directly  
☎ 01223 416141, Text: 07852 699196. ✉ [enquiries@cambridgeshirehearinghelp.org.uk](mailto: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 Welcome to all our Readers,*

With spring in the air, there is excitement here at the office about the year ahead.

On April 1<sup>st</sup> we launch a new project which will support us in helping more people who are housebound or in residential homes in need of our services. Our new member of staff, Claire Davenport, will be coordinating this project and I would like to take this opportunity to warmly welcome her. Please do read her bio on page 2. I would also like to pass on huge thanks to the Evelyn Trust for part funding this project as we continue to look for match funding from other Trusts and foundations.

After a successful pilot of our quarterly 'Hear for You' peer support and social group in St Neots, I am pleased to announce this group will continue to run throughout 2019 being specially created for people with hearing loss and their family and friends. Please see page 5 for further information. We are always on the lookout for other volunteers wanting to set up similar groups in their towns or villages so that we can do more to reduce the sense of loneliness and isolation that people with hearing loss can experience. Cambridge already has the long established Hard of Hearing Club which meets monthly at the Meadows Community Centre: <http://groupspaces.com/CambsHOHClub/> and the Tinnitus Support group <https://www.cambstsg.com/> meeting five times a year at the Meadows Community Centre.

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3 Ways to Support

Across 2019 we will continue to deliver our Living Well with Hearing Loss workshops, led by Frances Dewhurst (our previous Director) and funded by the Eastern Academic Health Science Network. You will see from Frances' blog on page 3 that these workshops are having a very positive impact on participants. To book a workshop please visit: [www.cambridgeshirehearinghelp.org.uk/living-well/](http://www.cambridgeshirehearinghelp.org.uk/living-well/). We are also pleased to launch 'Your Hearing Matters Online Course' to compliment these workshops, funded by the Eastern Academic Health Science Network and hosted by Health Unlocked. To access this online course please visit: <https://www.cambridgeshirehearinghelp.org.uk/living-well/online-course/>

For those of you looking for an opportunity to support our charity to enable us to raise much needed funds, our Grafham Water Safari sponsored walk is taking place on Sunday 12<sup>th</sup> May at 10am. This is our main annual fundraising event and a fantastic opportunity to enjoy the beautiful countryside at Grafham Water (South West of Huntingdon). There is the choice of a 3 or 10 mile walk and you can collect as little or as much sponsorship as you like. You could walk with family and friends or enjoy the company of our staff and volunteers. For more information or to sign-up please contact me. Email: [amandam@cambridgeshirehearinghelp.org.uk](mailto:amandam@cambridgeshirehearinghelp.org.uk) Tel: 01223 416141 Text: 07852 699196.

On a final note, myself and our volunteer Kate Hopkinson were delighted to welcome a visit from Alex Mayer, MEP for the East of England on Friday 1<sup>st</sup> March (see photo right). Alex was interested in learning more about hearing loss and the work we do in the lead up to World Hearing Day on March 3<sup>rd</sup>. She also wanted to test her hearing to see if she had hearing loss and so we used Action on Hearing Loss' 'Check your hearing' online tool: [www.actiononhearingloss.org.uk/hearing-health/check-your-hearing/](http://www.actiononhearingloss.org.uk/hearing-health/check-your-hearing/)



With very best wishes,

*Amanda Morgan, Director*

## *Introducing Claire*

I was born in Cambridge, and have lived in the Cambridge area all of my life. On leaving school I trained as a Chef and for a number of years made this my career. Alongside this I have dedicated my time to bringing up 4 children. However, now my youngest child is at the GCSE age I have more time to myself and therefore more time to follow a new career! I have many hobbies such as keeping fit; walking holidays; going to concerts; watching shows and spending time with my family.

Since 2012 I have been a Cambridgeshire Hearing Help volunteer and developed an interest in this field by undertaking BSL level-1 and 2 courses in 2006/7 which supported some one-to-one work with a child who was deaf. My volunteering with Cambridgeshire Hearing Help has included working at the Hearing Help drop-in sessions in Girton and Bar Hill as well as undertaking numerous home visits in my area, which I thoroughly enjoy as there is no better feeling than knowing you have made a positive difference to someone's life.



I am now looking forward to my new role with Cambridgeshire Hearing Help as Volunteer Community Hearing Help Project Co-ordinator and meeting the wider CHH team.

## Frances's Blog Spring 2019



Living Well with Hearing Loss information and advice workshops.

Coming up to the end of year with the Living Well with Hearing Loss project, we are now beginning to see how it is changing the lives of the people who have attended. We have delivered 11 workshops and 81 people have participated.

The format for the workshop is in 3 parts, first there is a lecture on how the ear works and what can go wrong, with a discussion on how hearing loss affects people's communication, confidence and behaviour. Then the participants are encouraged to talk about the situations they find difficult and finally we look at how the listening environment can be improved with hearing aids, assistive technology and better listening techniques. All this would be very familiar to any readers who have completed the CHH volunteer course, but it still surprises me how little people know about the basics of hearing loss.

We've had a wide variety of people attending, ages ranged from 27 to 97. About a quarter of people have come with a partner and sometimes I feel like a marriage counsellor as they talk about the TV volume and how to resolve their different hearing needs. The numbers are divided fairly evenly between people who have hearing aids (whether or not using them) and people who do not have them. But everyone has given a really positive response to the workshop.

It is noticeable that a lot of the conversation revolves around how to talk to other people about hearing loss, whether at work or at home, so that other people are better informed about how to adjust their behaviour, and the CHH Communication Tips have been very helpful in guiding this discussion. There is also a lot of interest in assistive technology and particularly of course the TV listener. One of the few critical comments has been that more time was needed to demonstrate these.

We are now following up with a questionnaire 3 months later and can see whether there is a lasting effect on the participants. People have taken actions such as wearing their hearing aids more often or making an audiology appointment. We are seeing a positive change in relations with friends and family which suggest that this is the territory where this kind of intervention has the most benefit. But its early days yet to see the full picture.

The problem we still have is in getting enough people to sign up for it. So please do encourage people to come. They can book by phone 01223 849798 or online through the website <https://www.cambridgeshirehearinghelp.org.uk/living-well/>. There is now an online version as well which can be found on the website too.

Frances Dewhurst

### *Equipped with Strategies...*

Recent feedback from our Living Well with Hearing Loss Workshop:

*"Just a line to thank you for a very helpful session this morning. I came away with a better understanding of my condition (for want of a better word) and equipped with strategies to deal with it. Thank you very much indeed"*

## Living Well with Hearing Loss Workshops

- ✚ Thursday 21<sup>st</sup> March, 10.30am – 1.00pm at the C3 Centre, Brooks Road, Cambridge, CB1 3HR.
- ✚ Thursday 11<sup>th</sup> April, 10.30am – 1.00pm at Huntingdon Library, Princes Road, PE29 3PA.
- ✚ Saturday 11<sup>th</sup> May, 10.00am – 1.00pm at Meadows Community Centre, Impington, CB4 3XJ.
- ✚ Friday 31<sup>st</sup> May, 10.00am – 12.30pm at the Library, Station Road, St Ives, Cambridge, PE27 5BW
- ✚ Tuesday 4<sup>th</sup> June, 10.00am – 12.30pm at Royston Town Hall, Melbourn St., Herts, SG8 7DA.
- ✚ Thursday 13<sup>th</sup> June, 10.30am – 1.00pm at the Library, Princes Street, Huntingdon, PE29 3PA.
- ✚ Also, online course: <https://www.cambridgeshirehearinghelp.org.uk/living-well/online-course/>

## Free Lip Reading Classes

Our free and friendly lip-reading class runs termly on Tuesday, 1.30pm to 3.30pm, at St Andrew's Baptist Church, 43 St Andrews Street, Cambridge, CB2 3AR. Next term commences on Tuesday 23<sup>rd</sup> April to Tuesday 2<sup>nd</sup> July (no class 28<sup>th</sup> May). You can join any time during the term. To book a place contact ☎ 01223 416141, Text: 07852 699196 or ✉ [enquiries@cambridgeshirehearinghelp.org.uk](mailto:enquiries@cambridgeshirehearinghelp.org.uk)

## Donation Wall

We are grateful for the support from individuals, community groups, companies, charitable trusts and foundations to continue the magnificent, life changing work of Cambridgeshire Hearing Help.

St Ives Free Church £280

Gift Aid Annual refund £1,482.34

Melbourn Parish Council £200

Burwell Parish Council £200

Comberton Parish Council £100

Gift Aid £262.29

TWI £400

Hearing Aid Maintenance Sales £76.51

Waitrose, Fitzroy Street £204

General Donations £211

Cambridge Masonic Charitable Trust £500

Legacy £200

Home visits and Residential Home visit donations £313.29

Ely Hereward Rotary Club £500

Girton Town Charity £500

Nicholas Swallow £100

Talks £31.17

Hearing Help Session Donations £4,744

Willingham Parish Council £250





A Social Group for people with hearing loss  
and their family/friends.

We are a friendly group of people who meet on the 3rd  
Wednesday of every month of:

March, June, September and December 11am to 1pm at  
The Cloisters, The Priory Centre, Priory Lane, St Neots,  
Cambs, PE19 2BH. Refreshments provided.

We support each other to manage hearing loss and enjoy  
the benefits of assistive technology. We usually have a  
speaker at each meeting. For more details visit:

[www.cambridgeshirehearinghelp.org.uk/peer-support/](http://www.cambridgeshirehearinghelp.org.uk/peer-support/)

We look forward to welcoming you!

Cambridgeshire Hearing help's volunteer, Norman Hardy,  
will be running this group. He can be contacted by email:

[norman@normanaldridge.plus.com](mailto:norman@normanaldridge.plus.com)

or telephone: 07514 914664



## Volunteer News

### *Volunteer Open Fit Refresher Training*

This training is for our volunteers who maintain Open Fit NHS hearing aids, and will take place on **Wednesday 30<sup>th</sup> October**, 10.00am to 1.00pm at a venue in Cambridge which we will confirmed nearer the time. Given Open Fit models regularly update/change, we ask these volunteers to attend this training at least once every two years.

### *New Volunteer Training*

On **Wednesday 18<sup>th</sup> and Thursday 19<sup>th</sup> September**, 10.00am to 4.00pm, we have a 2-day NHS hearing aid maintenance training course this is for all our new volunteers providing NHS hearing aid maintenance at our drop-in sessions or via home and residential home visits. The training course will take place at a venue yet to be confirmed North of Cambridge in the Chatteris/Ely area.

### *Volunteers for Deaf Awareness Week*

We have been offered a charity market stall in Ely on **Thursday 9<sup>th</sup> May**, to celebrate Deaf Awareness Week. We will promote our service and provide hearing loss peer support information, advice and signposting.

If you feel you could help by volunteering an hour (or more) of your time please contact our volunteer Kate Hopkinson. Email: [thehopkinson@gmail.com](mailto:thehopkinson@gmail.com)

In addition to this our previous director, Frances Dewhurst, is arranging a stall during Deaf Awareness Week, 6<sup>th</sup> to 12<sup>th</sup> May, at Hinchingsbrooke Hospital. If anyone is interested in helping her please contact Frances  [livingwell@cambridgeshirehearinghelp.org.uk](mailto:livingwell@cambridgeshirehearinghelp.org.uk) or  07927 128535.



*Message from the Office* - We are excited at the office as our brand new database is about to be up and running! Please help us in the smooth transition by making sure all returns from Home visits and Residential Home visits are sent into the office quickly. Good, clear handwriting on these returns and also by our receptionists at our Hearing Help sessions will help us to work at speed – THANK YOU!



## Safari Walk

Why not join us for our annual sponsored walk at Grafham Water, this will be held on **Sunday 12th May**, from 10am onwards, and is a fantastic opportunity to support our charity and enjoy the beautiful countryside around Grafham Water (South West of Huntingdon). There is the choice of a 3- or 10-mile walk and you can collect as little or as much sponsorship as you like, walk with family and friends or join the company of our friendly staff and volunteers. For more information or to sign-up please contact Amanda Morgan.

✉ [amandam@cambridgeshirehearinghelp.org.uk](mailto:amandam@cambridgeshirehearinghelp.org.uk)

☎ 01223 416141 Text: 07852 699196



## AGM and Volunteer Tea Party

On **Thursday 18<sup>th</sup> July**, 10.30am to 11.30am, Cambridgeshire Hearing Help will be holding our AGM at C3 Centre, 2 Brookes Road, Cambridge, CB1 3HR. This will be followed by our volunteer Tea Party, 11.30am to 1.30pm. All volunteers will receive a personal invitation to the AGM and the Tea Party.

If you are not a volunteer and would like to attend the AGM, please get in touch:

✉ [enquiries@cambridgeshirehearinghelp.org.uk](mailto:enquiries@cambridgeshirehearinghelp.org.uk)

☎ 01223 416141 Text: 07852 699196.



## Fantastic Job!

Recent feedback from one of our Hearing Help Sessions:

*"I just want to thank you for the service, and to say what a fantastic service it is, the people involved do a fantastic job, they are always so kind and helpful and even yesterday when there were 34 people in the first half an hour they got through the queue very quickly and still managed to remain unflustered, polite and extremely efficient. Thank you to all concerned you do a fantastic job".*



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](mailto: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](http://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.