

Easy Read



Gogledd Cymru **Gyda'n Gilydd**
North Wales **Together**

Gwasanaethau Ddi-dor i bobl ag Anableddau Dysgu
Seamless services for people with Learning Disabilities



Hawdd ei Ddeall Cymru
Easy Read Wales

Betsi Cadwaladr University Health Board

Audiology Department

Information about hearing services and hearing aids



These documents were written by **Betsi Cadwaladr University Health Board – Audiology Department**. They are easy read versions of their leaflets.

June 2021

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what all the words in blue mean on **page 19**.

Where the document says **we**, this means **Betsi Cadwaladr University Health Board – Audiology Department**. For more information contact:

Website:

E-mail

Phone: 01978 7253 04



This document was made into easy read by **Easy Read Wales** using **Photosymbols**. To tell us what you think about this easy read version, [click here](#).

About the Audiology Department Services for Adults



Audiology is about understanding how we hear, and other things that our ears do. An audiologist checks your hearing.



This leaflet is about hearing tests and advice for using hearing aids.



Audiology department service can help you with hearing problems. It is a service just for adults.



We are part of the **Betsi Cadwaladr University Health Board.**



If you have questions you can ring **Betsi Cadwaladr University Health Board.**
Phone: 01978725304

If you have a hearing aid from us:



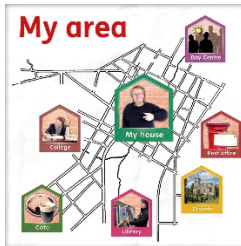
- You can visit us in the **Audiology Department** at **Wrexham Maelor Hospital**.



- You do not need to have an appointment for this.



- You should visit us to have your hearing aid checked every 4 months.



- If you live far away from Wrexham we can make an appointment in a hospital that is nearer to you.

What is Audiology?



We will check your hearing and talk with you about hearing problems.



We can lend hearing aids to you and help you to use them well.



We can help you to **communicate** well in everything you do.



Communication is the way we give people information. It includes speaking and writing

What happens next?



When you have your hearing check, we will help you make a plan. If the plan was to have a hearing aid, your next appointment will be for this.



If the plan was to give you advice or other help, we will discuss this with you.



We will offer you an appointment a little while after, to check how you are getting on.

How do we hear?



1. Sound enters your ear and moves down something called the ear canal to the ear drum.

2. The sound makes the ear drum vibrate in and out, just like a drum.

3. The ear drum makes the 3 tiny bones in our ear vibrate.

4. The bones vibrate the liquid in the inner ear, called the cochlea.

5. The liquid moves tiny hairs, which touch the nerve.

6. The nerve signals travel up to your brain.

7. Your brain gives you the experience of sound.



What is a Hearing Test?



A hearing test checks the quietest sounds you can hear.

We play lots of sounds and you tell us when you can hear them.

The quietest sounds you hear are drawn on a chart.



We use this information to understand how well you hear.

You may hear some types of sounds better than others.

All of these sounds are important for hearing people talking to you.

What other help is there?



It can be hard to find out if you have hearing loss.

There are lots of people who can help.

Things for your home



You may need things for your home. Like a louder doorbell. Or something to help with the television.

We can give you advice on this. Or we can ask a social worker to visit you.

If you can't hear a smoke alarm, we can ask the fire service to visit you.

Family and friends



Make sure that your family and friends know that you have a hearing loss.

Remind them they must talk clearly to you. You are not being selfish by asking them this.

Lip-reading classes



You can go to classes to learn other ways to understand speech better.

This is a friendly way to learn with other people who have hearing loss.

Hard of hearing groups



There are groups in your area where you can meet other people with hearing problems. They are called **hard of hearing groups**.

You can share experiences and listen to other people's suggestions.

Charities



There are lots of charities that can help. We can tell you about them and give you their contact details.

Volunteer service



A **volunteer** is someone who helps or does a job for free. It is usually for charities to help people, animals or the community.

Volunteers can help you to use hearing aids. Or help you to make them better.

This can be helpful when you are first getting used to hearing aids.

What can I do to hear better?



We don't just use our ears to hear. We also use our eyes and other information.

What is the best place for listening?



A room with soft furniture. Carpets and curtains help.

A room that is quiet. Turn off the TV or the radio.

A room that is light. Make sure you can see people's lips and body movements.

What is the best position for listening?



Face the person who is talking. And be close to them.

Have your back to the light or the window.

Make sure you can see the person's face and lips.

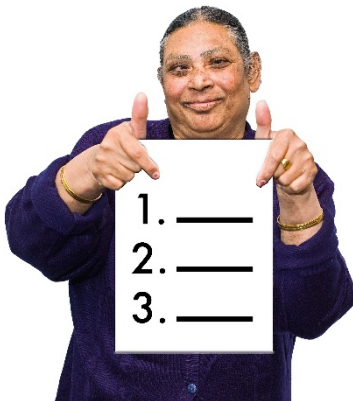
What can other people do?



Tell people you have a hearing problem.

Ask them to get your attention first by saying your name.

If you don't understand someone, try these 3 things:



1. First ask them to say it again.

2. Then ask them to say it a different way.

3. Then ask them to slow down and speak more clearly.

What can you do?



Try and keep calm. Try not to panic.

Watch the person's face to see what they are saying.

Don't be too hard on yourself. No one hears everything all the time.

How can hearing aids help

What is a hearing aid for



Hearing aids make sounds louder so you can hear them.



They are worn on the top of your ear. With a piece made to fit in your ear.

How will hearing aids help me



You should find it easier to follow what people are saying.



You should also be able to hear the sounds around you better.

Can hearing aids help in other ways?



Hearing aids can give your brain more energy for memory and attention.



Hearing aids can put you in a better mood. Or help you feel less nervous.



Being able to hear well can help you do more on your own, without help. And it can make you more confident.

What if I have tinnitus



Tinnitus is the name of a condition. It means you have a noise in your ears or head.



If you have this, a hearing aid may help you take your mind off it.



You can also put on some music or the television to take your mind off it.



We can give you more advice on this.
Please ask us.

What if I am sensitive to noise



Some people are very sensitive to certain noises.



We can give you more advice on this.
Please ask us.



You can use headphones or earplugs. But
just for a short time.



Don't block your ears all the time. This can
make you more sensitive.



Hearing aids cannot remove all noises

How do I get used to a hearing aid

Getting used to wearing your hearing aids

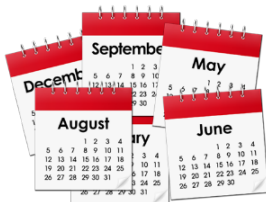


It takes time to get used to a hearing aid. It's important to use it every day.



You will then get used to the feeling in your ear. And maybe you won't even notice it's there.

Getting used to the sound



It may take months to get used to the new sounds that you will hear.



At first people notice things like ticking clocks, rustling paper and forks on a plate.



Some sounds may not sound natural. And they may seem loud at first.



Hearing aids are easiest when it is quiet. And you are only talking to one person or watching the television.



It may still be hard for you in noisy places. It takes time and practice.



Remember that hearing aids cannot give you perfect hearing.

The steps that you can take

Get used to your hearing aid in one place before you try the next one:



1. Start by wearing your hearing aid at home.



2. Then wear it to talk to 1 person in a quiet room.



3. Next, wear it to talk to a small group of people.



4. Then, start to wear your hearing aid outside.



5. Finally, try wearing your hearing aid in a noisy place like a pub or a café.



You should then be able to wear it for most of the day.



We will help you during this time.

If it's too hard, go back to the step before and keep on practising.



If you are still finding it hard we can turn it down for a while.

Audiology website



Our website has more information.

You can find our phone numbers, clinic times and helpful videos to watch.

To get to our website:



- Go to the **Health Board website**
bcuhb.wales.uk

- Look on the **Health Services** A-Z page
for **Audiology**.



Or you can type this address into your phone, tablet or computer:

Bcuhb.nhs.wales/health-services/health-services1/services1/services/audiology/

Hard Words

Audiology

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A volunteer is someone who helps or does a job for free. It is usually for charities to help people, animals or the community.