

Communication tactics

Basic skills to help those with varying degrees of hearing loss, visiting the Trust

- If your visitor is wearing hearing aids, do you have a loop system (fixed or portable) that may help them hear clear.
- If you do, is it working? Do staff know how to use it?
- Make sure you have the person's attention before you start speaking.
- Turn your face towards them so they can easily see your lip movements.
- If someone doesn't understand what you've said, try saying it in a different way. Rephrase.
- Speak clearly, not too slowly, and use normal lip movements, facial expressions and gestures.
- Mask use prevents a lot of helpful information being passed on – clear masks can be used.
- Be prepared to move to a room or area that has good lighting, to talk away from noise and distractions.
- Ask if any information needs writing down such as appointment dates, times, places.
- Check understanding, don't assume that all has been heard and understood.
- Check out the Trust video on visiting hospital with hearing loss; <https://vimeo.com/310804529>

Communication tactics with in-patients

- If your patient has hearing aids, how are they stored when removed? Provide a container such as a denture pot clearly marked with patient ID and whether one or two aids
- Are the aids working – do they need checking, cleaning, new batteries?
- Does your ward have access to any communication equipment such as a portable loop or communication device?
- Contact the Hearing and Balance team for further help 74727 / audiologydepartment.uhns@nhs.net
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