



Tony Innes

## Message from the Chairman

**I wouldn't want anyone to think that my reports constituted any sort of serialised account of what goes on at the NDA, but I finished my January 2014 message by telling you what was in store.** I am now in the happy position of being able to tell you that what was predicted has, in fact, come to pass. Holden Renault were very generous and gave us a very good deal on a minibus to replace our ageing mobile clinic, the Listen Here! Bus. This was supplied and fitted to our specification and we are indebted to all the staff at Holden Motors who worked with us to get the bus finished ahead of time. Purchasing the minibus was considerably less stressful for us as a result of the very generous funding we received from the Big Lottery Fund.

The response to our new minibus from staff, volunteers and, more importantly our service users has been very positive. The old bus served us very well, but we have learned from experience what works well and this new minibus is way better. If you go to the back of this newsletter you will see the Mobile Clinic Timetable, so pop along and take a look for yourself.

But it isn't enough just to take the bus and drive around the county. All these things need an "official" send-off. Norman Lamb the Member of Parliament for North Norfolk and the Minister of State for Care and Support very generously found time in his busy schedule to join us at the Holden Renault garage on 15th April. We were presented with the keys by Tim Holden the Chief Executive of Holden Motors and Norman Lamb drove our brand new bus off the forecourt to loud applause (and with a sense of relief, as there were quite a few shiny new cars there and all were skilfully avoided).

Mr Lamb was then ushered into a waiting car and whisked off to the NDA offices in Thorpe Road for phase two of our memorable day.

Those of you who have seen our new offices will know that we have a lot more space than at Silver Road and we believed we could utilise that space to create a clinic room and a hearing testing room that we could then offer to the Audiology Department at the Norfolk and Norwich Hospital. We worked alongside Dr John FitzGerald, the Head of Audiology, to try and make sure that we got everything right and our plans became a reality. The rooms

*continued overleaf*

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have been built, kitted out and we have highly trained Audiologists with us morning and afternoon, Monday to Friday.

What this means is that if you, or someone you know, is starting to notice hearing difficulties and you are thinking that perhaps you should be considering a hearing aid, you must first of all talk to your family doctor. If he or she agrees you must be offered a choice as to where you go for your hearing test. You can ask to be referred to the NDA Clinic of the Norfolk and Norwich Hospital. You will be given an appointment to come to Thorpe Road, and you will have a hearing test done by a qualified Audiologist. If he or she thinks that a hearing aid would be appropriate, an impression for a mould for the earpiece will be taken there and then. You will be given an appointment to come back to Thorpe Road when the earmould is ready and you will be fitted with either one or two of the latest digital hearing aids. All this is free of charge and it can all be done without you ever having to go near the hospital. What can be better than that? Just remember to make sure you ask for an appointment at the NDA, because this is early days and not all GPs know about us yet.

Sorry, I got a bit carried away there. Back to Norman Lamb, who came to our offices and after spending some time with staff and visitors "officially" opened our two new rooms by saying a few very kind words and then cutting a green ribbon. Green happens to be the NDA's colour but is also one of the colours of the Canaries' strip so it seemed like an appropriate choice. So there we have it. You are up to date.

We have had a busy time and, of course, the work goes on. Every time you introduce a new piece of equipment or a new service (the new minibus and the Audiology clinics in our case), you need to work hard to ensure that everything gets off to a sound start. Minor teething troubles need to be identified and overcome and that is what we are doing. We consolidate the changes and then move on. Unlike my report from January, I can't really tell you what new things we have planned, so you will just have to watch this space. I hope you enjoy reading the rest of the Newsletter.

# A review from the Chief Executive

**As I think about all the exciting developments that have happened at the NDA since the last newsletter, I admit it hardly seems possible that so much has been achieved in such a short space of time!**

Firstly, as Tony has mentioned, our new and improved mobile clinic has been 'officially' sent out onto the roads of Norfolk. We have been delighted with the response from those who have used the new bus, and I would like to personally thank several people who have made this possible. The refit for the bus was undertaken by Bob Scott at RS Van Conversion, and they did a wonderful job of ensuring all our specialist requirements were met. Mike Amis created the eye-catching signage for the clinic, which will help us to be easily recognised both, on the road and when we hold our mobile clinics. Finally, Terry Smith at Holden Renault was very supportive with the purchase of the new bus, the refit and the sale of the old bus – a big thanks to him and his team. You will be interested to hear that our old bus has been given a new lease of life... as accommodation for a motor racing man when he travels to races! It is good to know that as well as securing a good value sale for the charity, we have been able to send our old bus off on such an exciting new adventure!

Our new Audiology clinics are up and running, and we are enjoying welcoming a good flow of service users into our premises as word spreads about the new services available. Dr John Fitzgerald, Head of Audiology at NNUH, summarised this new development by saying: "We will be providing our full range of standard hearing aids from the NDA premises and patients can expect to be seen within a week of referral from their GP. There will be expert assessment and advice from our experienced audiologists and we are delighted to be working with the Norfolk Deaf Association." One additional benefit for people attending Audiology appointments at the NDA is that on a Thursday, they can also take advantage



of our Assistive Listening Devices (ALD) clinic. The clinic has recently benefitted from extra resources, and we are very keen to encourage as many service users as possible to drop in and see what the clinic has to offer. If you (or someone you know) finds it hard to hear the doorbell, or to understand what is being said on the phone, we may be able to suggest something that could help. We also have the facility for you to try out the 'loop' setting on your hearing aid for listening to the television, which could even see the end to those negotiations about how loud to turn the volume up! I think Norman Lamb MP summed up the importance of these developments very well when he came to 'officially' open the clinic rooms and bus: "Effective diagnosis and support for those living with hearing loss can have a profound impact on people's quality of life, and in particular on their confidence, and their ability to maintain social interaction. It is a pleasure to open these two new community clinics and the mobile clinic, and to see such excellent facilities provided for local people with hearing loss."

One change you will notice if you come to the ALD clinic is that a new face will be present. As you will see later in this newsletter, we have recently welcomed Stuart Alcock to the team. He is working part-time as our receptionist and administration assistant (job sharing with Christina) and part-time working with David Spicer and the volunteers in the ALD clinic. The reason for this is in response

to another change within the staff – our colleague John Marcus has been offered an opportunity to utilise his passions and skills in another area of work, and will be leaving at the end of May. We are of course all very sad to see John go, but it is good to know that he has this opportunity to pursue a new challenge. I would like to thank John for all his hard work for the NDA (especially his work with ALDs and running the Tinnitus Support Group), and wish him the very best for the future.



When there are changes in staffing in any organisation, it is important to ensure continuity of service and this is certainly the case at the NDA. As well as Stuart working with David in ALD clinic, Christina Brailsford will be taking over responsibility for the Tinnitus Support Group, and Clayton Anderson will be focussing on monitoring and evaluating our services. Both Clayton and Christina will be familiar to many of you, as they

already hold roles within the NDA: Clayton as our fundraising assistant, and Christina as our receptionist and administrative assistant and as the co-ordinator of our HUSH! Club (Hard of Hearing Club).

So, as you can see, we are busy as always here at the NDA, constantly seeking to respond to the needs of those who access our services and improving what we offer through projects like the Audiology clinics and the new mobile clinic. All this is only possible thanks to the commitment and support of our Funders, our Friends of NDA, and the dedicated team of staff, volunteers and trustees with whom it is a pleasure to work. As always, I am grateful to each person who helps the NDA run as it does, and I hope that you enjoy finding out more about us in the following pages.

## A warm welcome to our new member of staff, Stuart Alcock

And in Stuart's own words...

I have been fortunate enough to have been born locally, and to have lived all my life around Norwich. After leaving school at 18 my first job was in the laboratory of the old Rowntree Mackintosh factory in Chapelfield, where I worked as a chemist and chocolate taster. While working at Rowntree's I met my wife, Sarah, and we have been married for 23 years. We have one daughter who has recently started studying a Biochemistry degree at the UEA.

Following my qualification for an LRSC (Licentiate of the Royal Society of Chemistry) I worked for various food companies in technical roles, including a spell at the British Sugar Technical Centre where I was involved in Sensory Analysis (tasting used as a scientific tool), and contributed a small part to a book on the subject.

I later switched to commercial sales roles, selling testing to food companies, and clocked up thousands of miles annoying technical managers in food factories all over the country.

Outside of work I am a keen sports fan, particularly football and cricket, but mainly watching these days! In my younger days I competed for the Eastern Counties, at both Junior and Senior level, in Judo competitions.

As a family we also enjoy travelling, and recent trips have included Kenya and Sri Lanka, and frequently visit Italy - mainly because of the food! We also have a small allotment and spend lots of time keeping the weeds down.



## Tinnitus Support Group Meeting

by John Marcus, TSG Co-ordinator



In January, as we were unable to have our arranged speaker, our very own Pam Spicer courageously stepped in to give a demonstration of Indian Head Massage for Relaxation.

In March we had a talk from Dr Roland Schaette from University College London, who spoke about his research work into the causes of tinnitus.

Comments from people who attended showed how much he was appreciated: *"Very interesting and thorough - lots of detail and time for comment"*

*"Any knowledge is appreciated to understand tinnitus and hearing loss"*

*"Very technical - helped understanding a great deal"*

*"Enabled me to understand my tinnitus"*

*"Very interesting and informative talk and good to know they are starting to understand the mechanisms causing tinnitus".*

# Hearing Support Service

Pam Spicer, Services Co-ordinator

Over the years that the Hearing Support Service has been in operation, it has reached thousands of hearing aid wearers in their towns and villages with the Mobile Clinic and also in their own homes through our home visiting service delivered by our band of volunteers. We also reach residents of sheltered housing schemes either individually or through community clinics or with our mobile clinic.

We have a large list of sheltered housing schemes that we visit throughout Norfolk. As well as offering support by maintaining NHS hearing aids, we are able to offer advice about assistive listening devices available for hearing aid users, such as TV listeners and telephones, to help enhance the quality of their lives. Keeping communication going helps to reduce feelings of isolation. Our visits not only offer practical and emotional support, but provide the opportunity for people to meet each other and pass on their own tips or just spend the time of day together.

One scheme that we visit is Homelea Crescent in Lingwood. We have been supporting Homelea since 2008. This is part of the Circle Group who are very pro-active with the support they offer their residents, allowing us to assist them in one of their aims: promoting the independence of individual residents.

The NDA also provides additional information and support through training events and meetings with Circle Group staff and residents' representatives, raising their awareness of issues relating to hearing loss and hearing aid use. This puts staff and representatives in a better position to help their residents which they have always shown a keenness to do.

Each time the Mobile Clinic arrives at Lingwood we are greeted by the Scheme Manager, Tracy Pipe. Tracy has a warm and welcoming approach and immediately puts everyone at ease with her broad smile and bubbly personality. Before our visit, Tracy makes sure that all residents are aware of the date and time that we plan to call. Most residents come and see us in one of their day rooms or on

the mobile clinic. However, residents who for whatever reason are unable to leave their home are never left out. We are always happy to pop in and see them in their own home so that nobody misses out on our service.

One of our volunteers, Maria, is a regular visitor to Lingwood and has a great sense of humour that she is happy to share with the users of our service. She will spend as much time as needed to encourage and support residents, whether they see her in the day room or in their own home.

**To give an example of how the residents of Lingwood feel about the support that the NDA provides, we have included a few quotes below.**

*"The NDA is so supportive and without the mobile clinic I would have to go to the main hospital to get my hearing aid retubed and new batteries." (Mrs. S)*

*"I am a 98 year old man and through the mobile clinic, I am able to get my hearing aid all attended to and this saves me having to get my family involved and even though I am 98 I really like to maintain my independence, and a trip up to the main hospital is such a challenge as well, also my sight is poor as I am registered blind." (Mr. C)*

*"I really benefit from the mobile clinic as I really like to keep as independent as I can as I am a 97 year old lady and going to the hospital to get my aid seen to is really a struggle. By using the mobile clinic I get such great support from the [volunteers]". (97 year old resident)*

*"I would also like to put a quote in as a scheme manager. I feel the mobile bus and staff are such a great service as without the service those that use the service really would struggle as sight loss and mobility can sometimes be an issue." Tracy Pipe, Scheme Manager*

**If you would like to arrange a home visit or become a volunteer for the HSS please contact the NDA by phone: 01603 404440 Fax 01603 404433 or email [hearingsupport@norfolkdeaf.org.uk](mailto:hearingsupport@norfolkdeaf.org.uk) You can also download an application form from our website [www.norfolkdeaf.org.uk](http://www.norfolkdeaf.org.uk)**



## Befriending Service

Pam Spicer, Service Coordinator

**In common with the other NDA services, the delivery of the Befriending Service relies heavily on its volunteers.**

We are lucky to have such a diverse group of volunteers who bring different sets of skills and experience to their befriending role. We have recently been joined by some younger volunteers who have decided to join the Befriending Service because they want to make a difference to people's lives and feel that the NDA Befriending Service offers them training and the chance to do just that. Our volunteers sometimes also find that the work that they undertake increases their own confidence and self-esteem and gives them inspiration about the type of career that they might like to pursue.

When a befriending relationship is being set up, it is the task of the Service Coordinator to help set goals and achievements for each individual befriended, in a three-way conversation between the service user, volunteer and Coordinator. Goals might be something simple like visiting the library, or more ambitious aims like accessing training courses or work experience. Whatever the goal is, we try to make it happen. When people reach their goals and move beyond the befriending service it is very rewarding for all those involved including the service user, volunteer, Befriending Coordinator and the NDA.

**Why do people become isolated?**

There are range of reasons but the most prevalent are:

- Retirement - loss of working identity / loss of contact with colleagues
- Family live far away / family rifts
- Move into new accommodation
- Death of a spouse, friends, family
- Frailty / ill health, no longer able to get out or pursue hobbies
- No transport so no longer able to access community facilities or activities

### **So, what is Befriending about?**

It is about spending time together regularly, giving individual attention and support, helping to reduce social isolation, helping people to help themselves, being a good listener, supporting carers, learning and having fun. Befriending also assists the befriender to develop a wider social network by facilitating opportunities to meet others and develop further social links. The role of befriending is to assist the befriender to take part in everyday activities alongside others who do not share their disadvantage.

### **This is what one of our befrienders had to say about her experience with us:**

*"I currently volunteer with the NDA as a befriender. From my first contact with the organisation I have found them to be welcoming and helpful. They offer a supportive environment for volunteers, offering introductory training which I found thorough and relevant. The service coordinator is on hand to help volunteers settle into the work and I have found her to be very approachable and positive. She was able to set up an introductory meeting between myself and the person who I would be working with, and I am now meeting the person once a week. It is great to be supporting the befriending service which is such a fantastic scheme."*

**Joanne**

**If you are interested in finding out more about becoming a volunteer for the befriending service please contact Pam Spicer on 01603 404440 or email [befriending@norfolkdeaf.org.uk](mailto:befriending@norfolkdeaf.org.uk) for an informal chat.**

# David's story of self-help

*I know that many of you are interested in learning how to improve your lipreading skills. The best way to do this is to enrol in a class with an experienced teacher. However, sometimes these classes are not always easily accessible and even when you attend classes regularly many of you would like the opportunity to practise and to develop the skills you have been taught at your own pace. David Smith found himself in exactly this situation and decided he would try and help himself and, as a result, has come up with something that may help others. It's an interesting story so please read on.*

**Tony Innes**

**My name is David Smith**, and I live in a village in West Norfolk called Stoke Ferry. I'm 64 years old. I have had Meniere's Disease in my right ear since my early twenties, and in my left ear for the past twenty years. When the hearing in my left ear began to decline, I decided it would be useful to learn to lipread. I attended a class in Downham Market, but unfortunately the class closed a year or so later. West Norfolk is a rural area. Lipreading classes were few and far between, driving was difficult for me with my problems with unpredictable dizzy spells, and even leaving the house was not always possible in the difficult times. I'm sure many of you out there will understand this. For me, attending lipreading classes was not a straightforward solution to my ongoing deafness and difficulties with communication. As the lipreading class came to a close, it occurred to me that there must be many people in my situation – worsening problems with hearing, a wish to learn to lipread to help communication, but no easy way of getting to a class – so I decided to try and write a lipreading computer program.

I am not a professional programmer, but it has been a hobby of mine for many years. I started writing the program in 2004, and eighteen months later I had completed Lipreader 1. I had help from my lipreading tutor, Doris Peck, as well as a few others from the ATLA and the City Lit in London. Lipreader was never intended to replace lipreading classes, but to provide opportunities for people – who perhaps couldn't attend a class – to get to grips with this difficult skill, to enable them to practise observation and interpretation in their own time, and at their own pace. For those who

could attend a class, it was intended as a way to reinforce the skills they were learning there.

Over the years, the program has developed, and the current version is Lipreader 9. The program has been used by people all over the UK, and there are even a handful of users in places as far away as Australia, New Zealand, and the USA. The University of Loughborough ran a project on the introduction of computers into lipreading classes, and they used my program as the basis for this work. I even had an enquiry from a Moscow university wanting to develop a version in Russian, but – so far – nothing more has come of this!

The Lipreader program is based on a set of still images (of a lady called Grace Todhunter, who was the model used in the original RNID 'Watch This Face' books) which are strung together by the software to create the impression of movement, rather like those old flick-books that many of us used as children. Using these images it is possible to vary the speed of the animation, to pause and resume it, and even to step through it image by image. And these same images can be employed by more advanced users to create new words and sentences of their own.

Lipreader is for use on Windows based computers, although I am currently working on a version that may be able to be run on AppleMac computers.

If you are interested in finding out more, please contact me. Because of my deafness I am not able to use a telephone, but you could speak to my wife on 01366 500447. Alternatively, you can email me at [david.dwdsmith@btinternet.com](mailto:david.dwdsmith@btinternet.com), if you would like more information.



# HUSH! Club (Hard-of-Hearing Club)

by Christina Brailsford, Club Co-ordinator

## We have had a great start to 2014 at hush! club.

Robert Lamacraft kicked off the year with another of his infamously brain-stretching quizzes, and this was followed in February by a one-hour whistle-stop tour of the history of Norwich from the Celtic Britain to the present day. We enjoyed handling artefacts including Roman coins and brooches, smelling 'garum' (a Roman sauce) and working out what various unusual implements were used for. If you missed the meeting, have a go at identifying the items below (answers at the bottom of the article!).



## The highlight of the year

so far for many of the group was a trip to see a captioned performance of 'A Comedy of Errors' at the Theatre Royal, Norwich. We had an excellent view from some of the best seats in the house, and the performance itself was spectacular. The Propeller Theatre Company is an all-male cast who perform Shakespeare across the world, and so we were very fortunate to get to see them in our home city. They set the well-known story of mistaken identities between two sets of twins in the modern day, mixed in pantomime, slap-stick and physical theatre, and wore some wonderfully outrageous costumes – while at the same time delivering a word-perfect and highly polished performance. By acting Shakespeare's play as cutting-edge, rowdy and often frenetically complicated pieces of theatre, the company gave us an evening much closer to what the Bard's original audience would have experienced, and we left with aching sides from laughing at a very silly and enjoyable evening. At our most recent meeting,

we welcomed Terry Rawlinson from Age UK Norwich. He was a wonderful source of information about a variety of issues, ranging from where to get help with filling in forms to making arrangements regarding power of attorney. Terry highlighted the excellent resource centre at the back of the Age UK Norwich shop (on London Street), where you can pop in for advice and support while you are in the city.

There is still a lot to look forward to in the next few months, including a royal visit from Queen Elizabeth I (courtesy of Norfolk's highly talented costumed interpreter Rachel Duffield), and a 'Pop-up Prom', where we will be welcoming a group of wonderful singers to lead us in a flag-waving, tea-and-cake consuming summer celebration of song. Do come along and see for yourself how much enjoyment can be found in meeting with others involved with the NDA.

If you have any questions or comments about HUSH! Club, please do get in touch.

You can write to the NDA, email me on [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk), or phone 01603 404440.



Answers to pictures: Strigil (used for scraping oil off the skin in the Roman baths); Chataelne (group of implements used for hygiene, including a tiny spoon for removing ear wax); Mortarium (an early pestle and mortar)

# Fundraising News

by Clayton Anderson

**Since my last article, we have once again been busy fundraising to ensure NDA can continue to offer its services to you and even increase our activity where possible!**

During the period January 2014 - May 2014 we have made applications to 15 Trusts and grant-giving organisations and groups to request their support. We have also had some good news during this period with successful applications totalling £18,950.

The Clothworkers Foundation gave us a grant (£8,500) to build, decorate and furnish our two new Audiology Clinic rooms. For those of you that have visited the new clinics so far, I am sure you would agree that having these rooms as an option for your Audiology



appointments makes a big difference and your lives just that little bit easier. For those of you that have not visited, remember, when you book an Audiology appointment via your GP or the Hospital, you can ask to come and have your appointment at NDA. We would be delighted to welcome you here, are very near Norwich Railway Station, are on a bus route and have ample free parking! (Of course, you can donate some small change to us for parking if you wish to!)

We were also successful in our applications to The Geoffrey Watling Charity (£2,500) and The Lord Cozens-Hardy Trust (£4,500) who contributed to the cost of delivering the Hearing Support Service; The Paul Bassham Charitable Trust (£2,000) and another anonymous donor (£1,000) supported the Tinnitus Support Group; The Fitzmaurice Charitable Trust (£200) donated to help us to continue to deliver our successful and enjoyable HUSH! Club, and one other anonymous donor (£250) helped us with the general running costs of NDA.

**Thank you to anyone that has donated since the past newsletter, however large or small the amount may be!**

**Every penny we receive we are extremely grateful for and I hope to have more good news for everyone in the next edition of NDA News.**

## Friends of NDA



Around 30 people attended our most recent Friends of NDA Lecture on Thursday 6th March 2014. The lecture, entitled "Dizziness – what causes it, how does Audiology assess it and how can it be treated?" was delivered by Dr John E FitzGerald BSc PhD CS who is a Consultant Clinical Scientist and Head of Audiology at Norwich and Norfolk University Hospital.

John's talk was informative and engaging, with ample time for questions and answers. As standard for all of our public lectures, we have a full transcript of John's talk

which is available for you to read, should you not have been able to attend or if you are only now reading about it! You can download this for free from our website, or if you do not have internet access please contact us for a copy.

In this edition of NDA News we have decided to include a short survey about our Friends of NDA group.



The Friends of NDA is vital in raising money for NDA to deliver its services but is also supposed to be useful, informative and fun for those of you who are members. We would be very pleased if you could complete the short survey enclosed and return it to us as soon as possible. This will help us to ensure that the events we offer are the ones you, the Friends of NDA, are most interested in.

If you are not yet a Friend of NDA, why not join us? An annual subscription for an individual is just £15 and an annual joint subscription is £28. You

will receive regular newsletters and access to the Friends of NDA social events, such as our popular lectures and trips to the theatre. You will also be taking an active role in supporting NDA and contributing to its future success. To join, please contact the office, download an application from our website under the "Supporting Us" section or complete the short application form in our Friends of NDA leaflet.

# NDA BSL Practice Group

The NDA BSL Practice Group has been running since January and enjoying great success. We have a diverse group of people who have all been bringing their own ideas to the group as it develops. Due to the range of signing levels, more experienced signers can offer support to those with less experience, enabling them to build their confidence. The environment is supportive, encouraging and fun.



This is what some members have to say about the group:

*"When we moved from Sussex I felt very sad as I could not use my sign language with my Deaf and hearing friends, I have a bi-lingual family, some Deaf some hearing, but we all felt it would be wonderful to meet new people, learning or using BSL. Eureka! The NDA was doing a sign group. I went a couple of times and then brought my Deaf daughter, then my hearing mum, my Deaf brother wants to come too, it's lovely to meet people learning or using the language and I am very happy to be part of this newly emerging group. We have fun, laughter, we play some great games, animal vegetable, mineral in BSL is exciting! We enjoy coffee, tea and biscuits, and we get to discuss, challenge, create, and take part of a wonderful group that uses and learns BSL. Mum thought it was great fun, she will visit again. Thanks to Pam for creating this group, all levels of BSL and native speakers can take part. It's a great chance for us all, I do hope that many more people drop in fortnightly on a Wednesday, and take part. Thanks NDA."*

**Trish and family**

*I am (age 64) currently in the first year of studying for my Level 2 - BSL at an evening class at the Hewett School. I thoroughly enjoy these classes, but since the group has started at NDA my signing has improved tremendously. The group is a mixture of inexperienced signers like myself through to some ladies who are experienced. These ladies are extremely helpful, understanding and have lots of patience. We have a lot fun, as lots of the signing revolved around games. I would encourage anyone no matter their ability to come along to this group, as it fun as well rewarding. Also we have coffee and chocolate biscuits. Actually that is the main reason I turn up!*

**Colin**

The classes are held fortnightly at the NDA on Wednesdays between 11.30am and 1pm. If you would like to know more please contact Pam Spicer 01603 404440 or email [nhss@norfolkdeaf.org.uk](mailto:nhss@norfolkdeaf.org.uk)

## News from First Group buses

First 'Better Journey' cards have recently been updated to help bus users. The cards are aimed at those with additional needs and hidden disabilities. The travel operator hands out the cards with orange wallets, so drivers are aware and patient.

The cards include brightly-coloured messages to let drivers

know if they have autism, a stroke, if they lipread or need help counting their change, for example. There is also a blank space where people can write their own message to the driver.

Better Journey cards and orange wallets are available free of charge from First Eastern Counties. For more information email [lucy.wright@firstgroup.com](mailto:lucy.wright@firstgroup.com). Lucy will also be

coming to talk about the scheme and give out the cards at HUSH! Club on May 27th. Why not come along to the club and pick up a card at the same time?





# An update on the Assistive Listening Devices Clinics

by David Spicer

## Looping the loop

One of the primary functions of the Assistive Listening Devices (ALD) Clinic is to educate hearing aid users about using loops and hearing aid compatible phones and devices with their hearing aids. But first they need to understand how to use the T setting (or loop setting) on their hearing aid, but what does this actually mean?

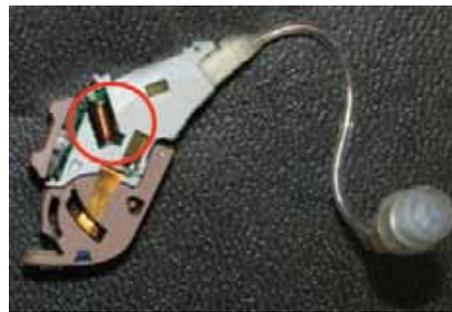
Hearing aids have for many years contained a small component called a telecoil, which was first employed in a hearing aid as long ago as 1938 but which has now come into its own. The telecoil is designed to receive electro-magnetic waves from a loop system or from another telecoil fitted inside a telephone or headphones. In other words, the loop or telephone transmit sound as electro-magnetic waves and the hearing aid receives them whenever the telecoil (or T) setting is selected.

It is worth noting that the terms "loop setting" and "T setting" mean the same thing. You will sometimes see a sign that tells you that a room or theatre has an AFILS (this stands for Audio Frequency Induction Loop System) fitted and that you should switch your hearing aid to the loop setting. What the loop system is designed to do is to transmit audio sounds as electro-magnetic waves that can be received directly by the telecoil in your hearing aid. This has the advantage of cutting out unwanted background noise, allowing you to

focus on the speaker you are trying to listen to.

## Types of loop

Smaller domestic room loops can be purchased for use at home for use with a television. This type of system uses a continuous loop of wire run round the skirting board (hence the term loop), both ends of which are connected to the loop amplifier. (Picture). This type of loop amplifier can also be used with a chair loop which placed under the cushion of your favourite arm chair. There are circumstances when room loops are not recommended, such as for multi-story blocks, where the living rooms of separate dwellings are close together. This is because the loops would interfere with each other. An alternative solution is to use a "personal loop" which is small enough to be worn around the neck which can be used in place of headphones with TV, radio or personal stereo.



Courtesy Resound

## Telephones

Most wired telephones manufactured by reputable suppliers incorporate a telecoil and will work with a hearing aid on its T setting. The issue here is whether a particular phone is loud enough for you. Cordless phones do need to be very carefully selected. Some of the newer models work well with hearing aids on the T settings, but most earlier models do not work at all well. The problem here is that the radio transmitter and receiver in the phone cause interference with the telecoil.

There are also several mobile phones featuring telecoils that work with hearing aids, including Doro and Apple iPhone 4 and later. When looking at the specification for a telephone look for hearing aid compatibility (HAC) shown as M4/T4. The M4 tells you that it will work with the microphone on your hearing aid without causing any buzzing in your hearing aid and the T4 tells you it works with the telecoil. For most hearing aid wearers you want at least T3 for it to work well enough.

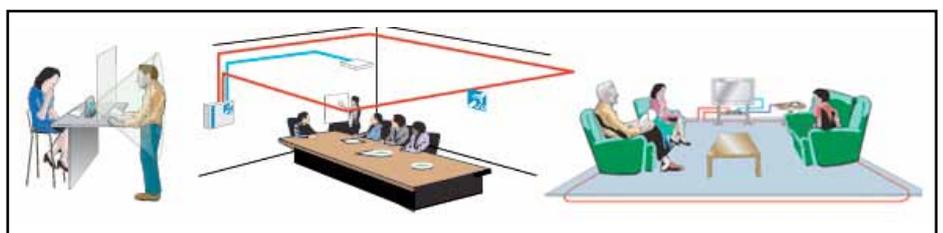
## Does my loop setting work?

During hearing aid fitting, your audiologist will have discussed with you whether or not you wish to use loops and may have programmed your hearing aid to enable the T setting. This will be indicated this in your hearing aid book or card. You can check very simply by switching your hearing aid to the T setting and holding a battery powered watch with hands against it. This should sound a bit like a grandfather clock.

**One note of caution: If your hearing aid seems unduly quiet, make sure you have it on the "normal" setting before visiting audiology to complain that it is faulty! If you are not sure, then open the battery door and close it again (to switch it off and then on again) and your hearing aid will always return to its default setting.**

The NDA hold an ALD clinic every Thursday morning at our Thorpe Road premises between 10am and 1pm, where you can try a selection of phones, loops and other devices. We also carry equipment on the Mobile Clinic where David will be only too happy to advise.

Please see our website for more information.



Loop examples

# Dates for your diary

## Next Tinnitus Support Group meeting date

**Thursday 24th July, 7pm  
at NDA**

Claire Gatenby, Chief Hearing Therapist at the Norfolk and Norwich University Hospital will be giving the lecture.

## Hearing Support Service Volunteer Training

**Wednesday 24th September**

**Wednesday 1st October**

**Wednesday 8th October**



## HUSH! Club (Hard of Hearing Club) Calendar 2014

Date	Event Title	Information
24 June	Quiz	Another chance to pit your wits against the Quiz Master!
27 July	Pop Up Prom	Live musical entertainment - come and join in with your favourite musical numbers!
26 August	Outing	Details TBC
30 September	Norfolk Wildlife Trust	Find out about the fascinating work of this local organisation
25 November	Quiz / Bingo	One more opportunity to be crowned King or Queen of the HUSH club quiz!
December	Outing – Christmas Meal	Celebrate the festive season and enjoy a delicious meal with friends



Chloe Smith MP enjoyed being shown around the new minibus by driver Dave Spicer and the Chairman when she visited the NDA's new premises.



Our volunteer Jack providing advice at our Assistive Listening Devices Clinic.

## Captioned Performances

**Friday 6th June**

2:30pm

### SINGING IN THE RAIN

Direct from the West End, this critically acclaimed production tells the story of the first Hollywood musical, when the silver screen found its voice and left silent movies – and some of its stars – behind.

**Thursday 11th September**

7:30pm

### WEST SIDE STORY

Based on Shakespeare's Romeo and Juliet, and packed with unforgettable songs including Maria, Tonight, Somewhere, America and I Feel Pretty, West Side Story changed the face of musical theatre forever. Now Joey McKneely's vibrant stage production is thrilling audiences once again.

**Saturday 18th October**

2pm (Part 1) and 7:30pm (Part 2)

### HENRY IV, PARTS I and II

The Royal Shakespeare Company brings two of Shakespeare's greatest plays, Henry IV Parts I & II, to Norwich Theatre Royal. With his crown under threat from enemies both foreign and domestic, Part I sees Henry prepare for war and his son, Prince Hal, face up to responsibilities of family and throne. Continuing with Part II, King Henry's health is fading and Hal must choose between duty and loyalty to an old friend, in Shakespeare's heart-breaking conclusion to this epic pairing of plays.

**Wednesday 26th November**

2:30pm and 7:30pm

### ONE MAN, TWO GUVNORS

Fired from his skiffle band, Francis Henshall becomes minder to Roscoe Crabbe. But Roscoe is really Rachel, posing as her own dead brother – who's been killed by her boyfriend Stanley Stubbers. Francis spots the chance of an extra meal ticket and takes a job with one Stanley Stubbers – but to prevent discovery, he must keep his two guvnors apart. Simple. A glorious celebration of British comedy – a unique, laugh-out-loud mix of satire, songs, slapstick and glittering one-liners.

## BSL Interpreted

**Thursday 12th June**

7:30pm

### SINGING IN THE RAIN

Direct from the West End, this critically acclaimed production tells the story of the first Hollywood musical, when the silver screen found its voice and left silent movies – and some of its stars – behind.

**Thursday 25th September**

7:30pm

### TO KILL A MOCKINGBIRD

Set in the Deep South, Harper Lee's Pulitzer Prize-winning novel sees racial injustice envelop a small-town community. Through courage and compassion, lawyer Atticus Finch seeks the truth, and his feisty daughter, Scout – a young girl on the cusp of adulthood – brings new hope to a neighbourhood in turmoil.

**Thursday 16th October**

2pm (Part 1) and 7:30pm (Part 2)

### HENRY IV, PARTS I and II

The Royal Shakespeare Company brings two of Shakespeare's greatest plays, Henry IV Parts I & II, to Norwich Theatre Royal. With his crown under threat from enemies both foreign and domestic, Part I sees Henry prepare for war and his son, Prince Hal, face up to responsibilities of family and throne. Continuing with Part II, King Henry's health is fading and Hal must choose between duty and loyalty to an old friend, in Shakespeare's heart-breaking conclusion to this epic pairing of plays.

**Thursday 27th November**

7:30pm

### ONE MAN, TWO GUVNORS

Fired from his skiffle band, Francis Henshall becomes minder to Roscoe Crabbe. But Roscoe is really Rachel, posing as her own dead brother – who's been killed by her boyfriend Stanley Stubbers. Francis spots the chance of an extra meal ticket and takes a job with one Stanley Stubbers – but to prevent discovery, he must keep his two guvnors apart. Simple. A glorious celebration of British comedy – a unique, laugh-out-loud mix of satire, songs, slapstick and glittering one-liners.

**Saturday 17th January 2015**

2:30pm and 7:30pm

### PETER PAN

Celebrate the festive season with a traditional family pantomime – the wonderful story of 'the boy who never grew up', Peter Pan.

# Mobile Clinic Timetable

## July-December 2014

Notes: 1. North Walsham December, the Mobile Clinic will be located in the Vicarage St carpark.

Venue	Day	Jul	Aug	Sep	Oct	Nov	Dec	AM	PM	
Acle	Recreation Car Park, Bridewell Lane	Tue	22	19	16	21	18	16	10:00 – 12:00	
Attleborough	Connaught Hall Car Park	Thu	3	7	4	9	6	4	10:00 – 12:00	
Aylsham	Bure Valley House Day Room	Tue	8	12	9	14	11	9	10:00 – 12:00	
	ACT Centre, St Michael's Avenue	Wed	30		24		26		10:00 – 12:00	
Brundall	The Street Car Park	Tue	22	19	16	21	18	16		13:00 – 15:00
Bunwell	Village Hall Car Park	Thu	3		4		6			13:00 – 15:00
Dereham	Morrison's Supermarket Car Park	Fri	25	22	26	24	28	19	10:00 – 12:00	
Diss	Mere's Mouth, Mere Street	Fri	18	15	19	17	21	12	10:00 – 12:00	
East Harling	Market Place Car Park	Wed	2		3		5			13:00 – 15:00
Harleston	Budgens Car Park, Bullock Fair Close	Fri	11	8	12	10	14	5	10:00 – 12:00	
Hickling	Methodist Church Car Park	Thu	24	21	25	23	20	18	10:00 – 11:30	
Hingham	Market Place	Wed	2		3		5		10:00 – 12:00	
Holt	North Norfolk Railway Car Park	Fri	4		5		7		10:00 – 12:00	
Hoveton	Village Hall Car Park	Tue	8		9		11			13:00 – 15:00
Loddon	Church Plain Car Park	Tue	1	5	2	7	4	2		13:00 – 15:00
Long Stratton	Co-op Car Park, The Street	Tue		5		7		2	10:00 – 12:00	
Mattishall	Old School Green Car Park	Wed	16	13	10	15	12	10		13:00 – 15:00
North Walsham	Sainsbury's Car Park	Tue	29	26	30	28	25	23 <sup>1</sup>	10:00 – 12:00	
Poringland	Budgens Car Park, The Street	Wed		20		22		17		13:00 – 15:00
Reepham	Market Place	Wed	16	13	10	15	12	10	10:00 – 12:00	
Spixworth	Village Hall Car Park	Tue	1		2		4		10:00 – 12:00	
Sheringham	Station Approach Car Park	Wed	30		24		26			13:00 – 15:00
Stalham	Staithe Surgery Car Park	Thu	24	21	25	23	20	18		13:00 – 15:00
Swaffham	Market Car Park	Wed		6		1		3	10:00 – 12:00	
Taverham	Village Hall Car Park	Tue		12		14		9		13:00 – 15:00
Theftord	Breckland Leisure Centre Car Park	Wed	23		17		19			13:00 – 15:00
Watton	Co-op Car Park, High Street	Thu		7		9		4		13:00 – 15:00
Wymondham	Waitrose Car Park	Wed	23	20	17	22	19	17	10:00 – 12:00	

# Community-Based Clinic Timetable

## July-December 2014

Venue	Location	Contact	Day	Time	Jul	Aug	Sep	Oct	Nov	Dec
Blakeney	Thistleton Court, Blakeney, NR25 7PH	01603 404440	Wed	10.00 – 12.00		27		29		17
			Fri		25		26		28	
Coltishall	Coltishall Surgery, St John's Close, NR12 7HA	Nikki Crawford 01603 737593	Fri	10.00 – 12.00	4		5		7	
Fakenham	Fakenham Medical Practice, Trinity Road, NR21 8SW Waiting Area C	01603 404440	Wed	13.00 – 16.00	Weekly Every Wednesday					
	First Focus 18 Cattle Market St, NR21 9AW		Tue	10.00 – 12.00	Weekly Every Tuesday					
Gorleston	Norfolk Coastal Centre for Independent Life, Woodfarm Lane, Gorleston NR31 9AQ	01493 604427	Wed	11.30 – 13.00	30	27	24	29	26	
Ludham	School Close, Ludham NR29 5QW	Paula Brown 01692 678208	Fri	10.00 – 12.00		1		3		5
Norwich	NDA HQ, 120 Thorpe Rd, Norwich NR1 1RT	01603 404440	Tue	10.00 – 12.00	Monday – Thursday					
	Dussindale Surgery Pound Lane, Thorpe St. Andrew, Norwich, NR7 0SR		Tue	14.00 – 16.00	8	12	9	14	11	9
Sheringham	Age Concern, 35B Cremer St., Sheringham	01263 821188	Tue	10.00 – 12.00	1	5	2	7	4	2
Wells-Next-The-Sea	Wells Community Hospital, NR23 1RF		Tue	13.00 – 15.00	15	19	16	21	18	16