



# A Word in Your Ear



The Swindon Hearing Support Team's Newsletter

Issue 8, April 2020

## An Update from the HST!

Firstly, we would like to say that we hope you are all keeping safe and well. Thank you also to all of our parents who are key workers, the schools and hospital staff who are working tirelessly in what is an unprecedented time.

At the time of writing this newsletter, the HST are currently not carrying out routine visits. However, we are available on our normal working days through e-mail, text or phone.

The situation is constantly changing so please do not hesitate to contact your Teacher of the Deaf if you would like any further support or advice.

Stay safe. 😊

# HST

## Hearing Support Team

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01793 544021

## Update from Audiology

Audiology have ceased non-essential activity in order to reduce patient-client contact and footfall at the main Great Western Hospital site. The changes we have implemented are in line with Public Health England and guidance from Audiology and screening bodies. **This will obviously change as further guidance is issued.**

**Hearing aid repairs:** In the first instance we will try to resolve any issues over the phone (**01793 604201**) and talk the parent/guardian through a fault finding process (if they are not able to already do this). A large number of repairs are actually just simple things such as a blocked tube which should be easy resolve.

Replacement tubing can be sent to the parent and our instructional video on how to do this can be found on the GWH Audiology website or here:

[https://www.youtube.com/watch?time\\_continue=17&v=4iHw4MGQCrY&feature=emb\\_logo](https://www.youtube.com/watch?time_continue=17&v=4iHw4MGQCrY&feature=emb_logo)

If we cannot resolve the issue then we offer a postal repair service. Postal repairs are conducted at the GWH in an allocated room by a clinician using PPE. The hearing aid will be returned ASAP via the post.

**Ear moulds:** If replacement ear moulds are required then providing the ear mould was made this year we can have them remade without the need for new impressions to be taken. This is made possible by DCL who have kept all original impressions from 01/01/2020. This applies mostly to damaged...

## Update from Audiology Cont...

...unusable ear moulds rather than those experiencing feedback issues. In the instance of feedback we would recommend using Vaseline or alternatively we can post Otoferme cream (we have a very limited supply).

It is possible to have ear moulds remade and have them double dipped in the case of a child that has significantly grown however this is obviously not ideal.

The physical taking of new impressions is possible and for this purpose we have assigned a room and PPE at the West Swindon Health Centre. This service is reserved as a last resort and will only be available if absolutely essential. It will only be available for the following essential reasons:

- Those individuals with bilateral hearing loss >mild HL and with 2 x lost and/or unusable ear moulds.
- A new significant hearing loss diagnosed via NHSP

We will not be seeing children for new ear mould impressions if:

- An individual in that household is self-isolating (as per government guidance)
- Unilateral hearing loss
- Mild hearing loss
- They have at least 1 usable ear mould

**Batteries:** We will continue to operate a postal battery service as per normal. Room has been assigned for this purpose at the GWH. Staff performing the task will wear PPE.

## Useful Resources

Here are some general resources that you may find useful:

- The Covi book – a social story about Coronavirus  
<https://www.mindheart.co/descargables>



- Five ways to keep your kids learning at home  
<https://www.bbc.co.uk/teach/five-ways-to-keep-your-kids-learning-at-home/z4966v4>
- BSL Online – Free 20hr online BSL course for anyone under the age of 18.  
[www.british-sign.co.uk/coronavirus-crisis/](http://www.british-sign.co.uk/coronavirus-crisis/)
- Twinkl – Currently FREE access to all EYFS, KS1-4, SEND & EAL resources and additional C-19 home learning support <https://www.twinkl.co.uk/>
- Frank Barnes School have recorded some stories in BSL including ‘Dear Zoo’, ‘The Ugly Duckling’ and ‘The Little Red Hen’. Find them on Vimeo <https://vimeo.com/user110101185>
- The NDCS has also produced these updates:  
<https://www.ndcs.org.uk/blog/coronavirus-and-support-for-deaf-children-information-for-families/>

## New Interim Senior Advisory Teacher of the Deaf

Jane Kilminster joined the HST on the 3<sup>rd</sup> February 2020 and will be managing the team. She will be working on a part time basis and her contact details are below:

[jkilminster@swindon.gov.uk](mailto:jkilminster@swindon.gov.uk)  
Telephone 07929 188820

## Keep in Touch



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## Support

We understand that this is a difficult time and many of you are juggling working from home as well as supporting your children and young people's learning.

If your child or young person needs any work differentiating or they would appreciate a phone call, e-mail exchange or video call with their ToD please get in touch. We will be happy to help and support however possible. We can also offer support with equipment and troubleshooting.



## Have you seen...? 999 Text Service

This is a service where you can text to get help from the Emergency Services.

Look at these websites for more information and how to register:

<https://www.signhealth.org.uk/health-information/emergencies/>

## Accessible Coronavirus Information

<https://www.signhealth.org.uk/>

There is also a 24/7 dedicated 111 BSL service

<https://interpreternow.co.uk/nhs111>