

ReSound

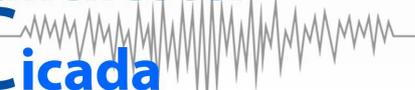
For people with Cochlear Implants

Winter 2015

Issue 49



“A Winter scene in Gloucestershire”

Manchester
Cicada  a charity supporting implant patients

This newsletter has been produced on behalf of the Manchester CICADA Charity

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Editorial

Welcome to the Winter edition of Resound. At the end of an eventful year in many ways we approach the festive season having met up all over the region from Wales to Preston and from Manchester to Liverpool.

Next years conference and AGM has been booked and is in Warrington in March and we look forward to welcoming as many of you there as we can.

We continue to make progress as a charity and are now in contact with more external organisations working to try and improve a whole range of things for Cochlear implant users.

CICADA members have been taking part in research carried out by the staff at the

Implant Centre in Manchester, helping Assisted Travel staff at Manchester Airport, as well as building up contacts with other groups from around the world.

We are putting together a schedule of events for next year which we hope to publish before the AGM so if you have an idea of somewhere you would like to visit or meet up at please let us know.

On behalf of the EC we wish you all a

Happy Christmas and a Prosperous New Year.

Kevin Williams
Chairman

Stagetext: captioning musicals to music gigs

Stagetext is a charity which provides captioning and live subtitling services to arts and cultural venues across the UK. If you've never heard of theatre captions, they're similar to television subtitles and give deaf and hard of hearing theatre-goers access to live performance. The actors' words appear on screens placed next to the stage or in the set, at the same time as they are spoken or sung. However, research has found that students who are studying the text of a play and people whose first language is not English can also find captions beneficial.

When we think about where we are today, it's hard to believe that as early as 2000, captioning in the UK didn't even exist and that the only way some deaf and hard of hearing customers were able to access theatre, was by watching performances whilst reading along with the script by torchlight. We've come a long way since then and Stagetext now captions over 300 theatre performances a year around the country, including plenty of shows in the North West region. Some of the recently confirmed captioned shows coming up over the next couple of months include *The Bodyguard*, starring *The X Factor* winner Alexandra Burke at Manchester Palace, as well as *The Girls* at The Lowry in Salford Quays: a new musical comedy show, co-written by Gary Barlow.

Further leaps in technology have enabled us to expand into the museum and gallery sector, providing live subtitles for talks and also for tours, where we developed the use of tablets to deliver accessible tours. There are

now an estimated 11 million deaf and hard of hearing people in the UK, as we all live longer, that's set to increase to over 15 million by 2035. For many people who lose their hearing overtime, learning BSL can be a real challenge, which is why text based access can deepen engagement and open up the arts to so many more people.

Of course, arts and culture has developed a lot too, in the past fifteen years. We now have performances taking place not just on stages but also around buildings, in the open air and transmitting to our TVs, laptops and into cinemas. Stagetext's challenge, as we move forward into the next ten, twenty and thirty years, is to embrace new technologies and find innovative ways to continue to make all arts and culture accessible to deaf and hard of hearing audiences, whether they are watching on a laptop, in an art gallery or in the middle of a field.



Photo by Anthony Brown

Thanks to our partnership with Digital Theatre, we have also captioned theatre productions available to watch online. Acclaimed shows,

filmed live in a range of UK theatres are now captioned and available to watch at any time, including the Olivier award winning musical classic *Into the Woods*. These productions can be rented or bought from the Digital Theatre website to watch online, in browser, downloaded to desktop, iPad, iPhone or Samsung Smart TV.



Live stream from Club Attitude

Earlier this year, we captioned our first ever music gig at Club Attitude in London, promoted by Attitude is Everything, a charity set up to

improve Deaf and disabled people's access to live music. As well as captioning bands such as TOY at the actual venue, we also provided subtitles for the live stream, meaning deaf and hard of hearing people could watch and enjoy the event from the comfort of their own home, or whilst they were on the move.

Speaking ahead of the gig in March, TOY said: *'Live music is for everyone. We fully support ...work encouraging more Deaf and disabled fans to experience live music and are honoured to be playing such an innovative and forward-thinking night as Club Attitude.'*

Although technology will innovate and develop, what won't change is the way we deliver access, through text. For us this means captions or subtitles. The great thing about subtitles is that they have so many additional benefits to a whole range of audiences. What's more, Stagertext has recently expanded by employing a Digital Programme Manager to work with arts and culture organisations. This is to make sure that all of their digital content is open and accessible to everyone; from theatre productions in cinemas, to live streamed events, through to production trailers. If there are subtitles, then there is the possibility of reaching a much wider audience than without, and nobody is excluded.

To learn more about Stagertext, or to sign up to our join our free e-news and find out more about captioned events near you, please visit www.stagertext.org

Hearing Dogs for the Deaf

One of the speakers at our AGM in March will be from this organisation and so we thought it would be a good way of introducing the work that they do by including a case study to show the benefits that hearing dogs can bring.

This is the case study of Catherine Broughton and her hearing dog Beni



Catherine, 74, lost her hearing in her late thirties. She was a very active amateur singer, with an ambition to become professional.

Sadly, life didn't turn out that way. As Catherine began to lose her hearing, she was absolutely devastated to be cut off from music. Her deafness also shattered her confidence and she started missing out on the social interactions she once adored.

Luckily, she was matched with her adorable hearing dog Beni – who has helped her regain her confidence and has given Catherine her 'personality back'.

This is her story.

"I had always been gregarious. I made friends easily and was the life and soul of the party, but as my deafness increased I found myself disappearing into my shell and my confidence plummeted.

My main struggle initially was coming to terms with wearing hearing aids, first one then two. They seemed enormous and I felt everyone was looking at them. I felt embarrassed, foolish, a total failure – and entirely responsible for my deafness!

"Beni is my second hearing dog – I'm fortunate enough to have been a recipient for over seventeen years. Life before my hearing dogs for me was a challenge, full of uncertainties – whether I would understand or be misunderstood by others.

"But the moment I set off on my new life in a hearing dog partnership all those years ago, I felt

not only a sense of security but also liberated. I no longer felt constrained and anxious about starting a conversation, even with a stranger!

“Deafness is a hidden disability and one can easily be interpreted as being rude and unapproachable. This leaves you feeling totally isolated.

“But having a hearing dog has restored my confidence and self-belief. A hearing dog at your side can break down barriers. Most people I meet are enthralled to learn just how much Beni helps me both at home and when we’re out and about.

“Beni has transformed my life by restoring me to the person I was before I was condemned to silence all those years ago – he has given me back my personality, for which I am eternally grateful.”

Psst! Don't miss all the latest Hearing Dogs news...



Would you like to know more about us, our dogs and our amazing community? We have a free monthly e-newsletter that we send out to 14,000 of our fantastic friends. It would be great if you joined, too. The website address is <http://www.hearingdogs.org.uk/>

You'll get:

- Updates on how we train our dogs and how they change deaf peoples lives.
- A monthly dose of Cute Corner - a post dedicated to our adorable puppies!
- Behind- the-scenes stories and photos.
- News of upcoming events and ways you can help us create more hearing dogs.

MED-EL UK 2015 Music Grant Winners



MED-EL's budding musicians have yet again given our judging panel a very difficult task, so we are happy to have finally selected this year's worthy winners of the MED-EL UK 2015 Music Grant.

Drum roll please for the announcement of the under 19s winner! Tomas Papworth from Cambridge, who hears thanks to his Bonebridge implant, follows in the footsteps of last year's under 19s winner, William Palmer, and has also chosen to learn to play the drums.



Joining Tomas on the winner's podium, receiving £500 towards the purchase of an instrument and a year of music lessons, is the 19s and over winner, Vanessa Scott from Southampton, a MED-EL cochlear implant user who enjoys music with her RONDO audio processor. Vanessa has been attracted by the magic of the flute.

Cassandra Brown, Managing Director of MED-EL UK states: "Music enriches the lives of our implant users of all ages, whether they play an instrument or simply enjoy listening to old favourites on the radio. Through initiatives such as our Music Grants, MED-EL supports our users to gain the most from music appreciation. We wish Tomas and Vanessa every success and enjoyment with their music-making."

For more information about the MED-EL UK Music grant visit www.medel.com/uk/info/



NHS Accessible Information Standard

by Kevin Willaims



The NHS is currently going through an exercise to implement a new Accessible Information Standard across the whole organization which aims to improve the way in which staff help patients with a disability who have communications problems.

This is the official statement.

‘The Accessible Information Standard directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to a disability, impairment or sensory loss. It is of particular relevance to individuals who are blind, d/Deaf, deafblind and / or who have a learning disability, although it will support anyone with information or communication needs relating to a disability, impairment or sensory loss, for example people who have aphasia or a mental health condition which affects their ability to communicate. The Standard applies to service providers across the NHS and adult social care system, and it specifically aims to improve the quality and safety of care received by individuals with information and communication needs, and their ability to be involved in autonomous decision-making about their health, care and wellbeing. Commissioners of NHS and publicly-funded adult social care must also have regard to this Standard, in so much as they must ensure that contracts, frameworks and performance-management arrangements with provider bodies enable and promote the Standard’s requirements.’

There are five basic steps which make up the Accessible Information Standard.

1. Ask: identify / find out if an individual has any communication / information needs relating to a disability or sensory loss and if so what they are.
2. Record: record those needs in a clear,

unambiguous and standardised way in electronic and / or paper based record / administrative systems / documents.

3. Alert / flag / highlight: ensure that recorded needs are ‘highly visible’ whenever the individual’s record is accessed, and prompt for action.

4. Share: include information about individuals’ information / communication needs as part of existing data sharing processes (and in line with existing information governance frameworks).

5. Act: take steps to ensure that individuals receive information which they can access and understand, and receive communication support if they need it.

These are logical steps but I wonder what people’s experiences are, certainly we have never noticed changes to behavior from reception staff when we arrive at hospital, and waiting in a large room for a Nurse to call out your name would seem to suggest at the moment certainly that either there is no record on the file of our communications needs or that staff don’t know how to deal with them. The only exception to that is at our local ENT where the receptionist is a good face to face communicator, which you would expect dealing with deaf people most of the time.

However it seems that there is a genuine desire to improve things so that is to be welcomed. Sometimes the process needs to be started by us from the beginning telling the staff that we lipread for example, but in the past I was never aware that anything like that was recorded and so once in the system, the message was lost.

The standard also talks about making sure in any written correspondence for example in an appointment, that the question is asked about needs before the appointment is made so as to

put in place everything that is needed.

There is a large section of the standard that talks about 'Flagging of Needs', detailing how whatever the patient record system is that there should be Highly Visible' i.e. on the front cover of folders, on the first and every subsequent page of a computer screen etc. The various codes for these flags were rolled out on 1st October 2015 so should be available now across the NHS.

Your communications preferences are recorded in your Summary Care Record (SCR) which is the system that is also shared with your GP so there should not be no reason why both the

GP and the Hospital should not be aware of your needs.

As you can imagine this is going to be a big job to fully implement across the NHS and the timetable set out is that by April 2016 new and existing patients will have the relevant information recorded and by 31st July 2016 full implementation of the service should be in place.

We look forward to a bit less stressful visit to the hospital in the future.

Make Waves with MED-EL's new BTE WaterWear

MED-EL

MED-EL cochlear implant users with OPUS 2, SONNET, or SONNET EAS audio processors can now enjoy their favourite water activities thanks to a new accessory.

The WaterWear accessory is a skin-tight transparent cover which is simply put over your OPUS 2 or SONNET processor and closed with a single-use, adhesive strip to provide a tight seal. Each cover may be used up to three times, and with three covers and nine strips provided in a pack, WaterWear provides an inexpensive, fully waterproof solution ideal for bathing, swimming and other watersports.

Its sleek design delivers optimal microphone performance, so you'll be able to hear your best no matter whether you are soaking in the bath or splashing in the ocean. Its IP68 protection rating means that it can be used in natural, chlorinated, or salt water.

To apply WaterWear to a SONNET EAS audio processor, first remove the ear mold, and then exchange the EAS hearing implant earhook with a standard earhook before applying the WaterWear cover.

As WaterWear provides an air-tight seal, it is important to use batteries that do not require air, such as **alkaline, silver-oxide or** rechargeable battery options, including the DaCapo battery for OPUS 2 users.

The WaterWear accessory for Behind the Ear processors is now available from the MED-EL Shop and costs £30, or as a bundle with Powerone LR44 Alkaline batteries for £40, so order yours today! **AND, the first 100 WaterWear orders placed via the MED-EL Shop will receive a free gift.**

To order your WaterWear email orders@medel.co.uk.

For more information about WaterWear and other MED-EL products and accessories including the RONDO WaterWear, visit www.medel.com/uk/info

hearLIFE with MED-EL

Airport Travel Helps

Many of you will have no doubt flown on holiday and had to experience the stress that is involved in getting through the airport onto the right plane.

We also recently flew from Manchester Airport and went through the familiar stress caused by the actual process of going through the various tasks such as booking in, getting tickets and trying to make sure we were at the right gate at the right time.

In addition to this of course was the added stress of trying to communicate with staff, watch the notice boards and trying to hear the announcements over the general hubbub of travellers.

As if by coincidence CICADA have been contacted by Manchester Airport regarding their intention to provide more assistance for disabled people when travelling and asking about the sort of problems that we face. We have had discussions with them about several issues and as well as putting a link on our website to their help page, have set up a feedback form on our website so that we can tell them what some of our issues and experienced have been. I was surprised to find out that there are actually 'Assistance points' dotted around the airport, which do have Loops and other aids for us to summon help. They are recognisable by the Blue Totem Pole shown below.



This is an extract from the Manchester Airport website page for help with travelling.

At the Airport

*"Manchester Airport endeavours to ensure its facilities are accessible to everybody, hence the reason they have collaborated with **DisabledGo**. The implementation of this service has made getting around the Terminals much easier for disabled passengers. Features include Bright Lighting, Hearing Loops, Level Access to desks, wider security gates for those on mobility scooters and plenty of ramps and lifts.*

If assistance is required on your flight, remember to contact your airline or tour operator a minimum of 48 hours in advance of your trip to ensure that you will have the right access provisions in place. Once you have made the relevant contact, OCS (Outsourced Client Solutions) who are appointed by the airport will organise all your access needs.

Assistance throughout the airport

If travelling with your own mobility equipment it will need to be checked over by the OCS Reception. Once this has been completed, you can travel onwards through the airport alone, or with a Customer Care Agent. Once at your gate, the Customer Care Agent will need to go through the necessary security checks to make sure your electric mobility equipment is safe for travel. It does help this process if you are familiar with how your chair works.

Facilities

*As part of **DisabledGo**, be assured that the terminals are equipped with the following to make your experience as smooth as possible;*

- *Inductive coupler systems built into all public telephones.*
- *Signs to assist passengers who may be deaf or hard of hearing.*
- *Assistance points (blue totems) are found close to doors to the terminal building (departure level), in Multi Storey Car Parks and the Bus and Rail Station. You can request assistance from these and also sit down whilst you wait.*
- *Ramps and lifts are provided throughout the Airport. All lifts have tactile buttons and voice synthesisers.*
- *Accessible toilets are clearly signposted and to be found throughout the terminal buildings.*

Changing Places

Changing Places toilets have now been opened in the departures of Terminals 1, 2, and 3. These provide greater facilities for passengers and their carers who require them and include a hoist, adjustable changing table and sink, and more. Please note that these are not staffed.

Security

Security officers at Manchester Airport have all gone through Disability Awareness training and you can request a private screening room. There are walking aids to help you through the detectors, and there is always seating close by.

Please note that if you require liquid medication to be stored in your hand luggage, this will be screened using specific equipment. Ensure that you declare any medication to the Aviation Security Officers at the baggage x-ray load area when placing your items into the trays provided."

If you are interested in other travel assistance then visit the **DisabledGo** website at www.disabledgo.com

CICADA Christmas Meal 2015

by Kevin Willaims



On Saturday 28th November we gathered at the Village Hotel in Warrington for our annual Christmas meal. People came from allover the North West including two new members who were attending their first event.

We had a private room and bar for our use. Our youngest diner was 6 and our oldest was 95! We all enjoyed the opportunity to meet up and chat as well as having something to eat.

We look forward to seeing you at the next event, which is the AGM, held this year at the Flexible Learning Centre in Birchwood Warrington on Saturday the 19th March 2016. More details will be sent out nearer to the date.



A Visit to St Georges Hall - Liverpool

by Kevin Williams

A group of us met up originally to do a tour of St George's Hall in Liverpool. Having met up at the café in the building we found out that we were playing second best to Warner Brothers film company who had beat us to the venue, closed the main building and were in the process of making a film! This was of course a major blow.

Not to be outdone we decided that as we were in one of the historical centres of Liverpool, surrounded by many Victorian Masterpieces that we would do some exploring. Our first port of call was the Walker Art Gallery, which was situated just around the corner from St Georges Hall. Believe it or not it was closed as well. As a last resort we decided to go a bit further down the road to the Museum which is a magnificent building which was once both a Library and a Technical school.

It was then that we discovered that one of our

party, Dave Clewes, had actually studied there and could give us lots of information about its past use! The museum exhibition was situated on several floors with a lift provided, fortunately, and when we had seen enough we retired back to St Georges Hall to the restaurant where we enjoyed a leisurely lunch in our own quiet room.



ReSound 'Notes' section

We welcome contributions from members on any subject that would be of interest to others, (including your CI experiences) your recent experiences with the health service, meet ups, activities or other news about yourself. If you have something that you think may be of interest to others email it to editor@manchestercicada.org.uk or fill in the

form online at <http://www.manchestercicada.org.uk/resound-2/> or write to: Hedy Williams, 107 Manchester Road, Hyde, Cheshire SK14 2BX

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