



# Transition Year 10

(age 14-15)

# Moving to the Transition service and Support available

Audiology transition means the move from Paediatric Audiology Services to the Adult Audiology Service

## What is Audiology Transition?

Transition is a planned process to help you prepare for adulthood. All young people go through transition; this includes careers guidance in school and anyone who helps you to make decisions about what to do when you are sixteen. Have you thought about your options?

Transition also includes health care, as a young person it is likely your parent/guardian help you by making appointments on your behalf or reminding you to wear your hearing aids. As you get older you may need to begin to take more responsibility for your care. Within Audiology, Transition focuses on your hearing and communication needs.

The audiology Transition Service is designed for individuals who require hearing aid care and are between the ages of 15 and 25 years old. As you are now 15 (or 15 this academic year) you will move into the transitional service, whereby you will see one of our transitional audiologists, for your future hearing care.

You will be placed on their waiting list and contacted for a review appointment. We will try to carry out this first transition appointment prior to exams in year 11. If an appointment time offered to you is not appropriate due to exams or exam preparation, please ensure you arrange it for a more convenient time. Should you have any concerns prior to this please contact the Audiology department.

## Why is Transition important?

Transition is important to help you achieve your goals. It is important you are aware of the support available to you in the future if you decide to stay at school, attend college/university or enter employment.

Support is available and may include communication support (someone to help take notes in classes or meetings), equipment to help alongside your hearing aids and/or financial support.

Under the paediatric service, it is likely that you will have seen the same, designated audiologist for the majority of your appointments. Between the age of 16 – 25 (depending on individual situations ie education, individual needs) you will be expected to transition to the adult audiology service, where you could see many different audiologists. It is important that your move into the adult service runs smoothly.

The transitional service allows you to gain hearing aid support, whilst learning to gain more responsibility for your hearing aid/s. It also allows you to gain some access to the adult hearing aid service during this time.

As you get older, the additional services available to you, both within and outside of the audiology department may change, and it is important that you become familiar with these in preparation for your move into the adult service. During your transitional period, you may also have questions regarding educational, social or occupational support, and this can be discussed within your appointments as well. If needed, it may be possible for your audiologist to liaise with these external services to provide a smoother transition in education and/or employment.

During the transitional period, you will have more opportunity to gain more choice and control over your hearing aid care. For example, in the adult service you will receive less frequent appointments, you will need to organise your appointments, you will need to ensure your hearing aids are cleaned and serviced regularly and you will need to ensure you collect your batteries regularly. In the paediatric service appointment invites and letters have been directed more towards your parents, however in the adult service these are sent to you.

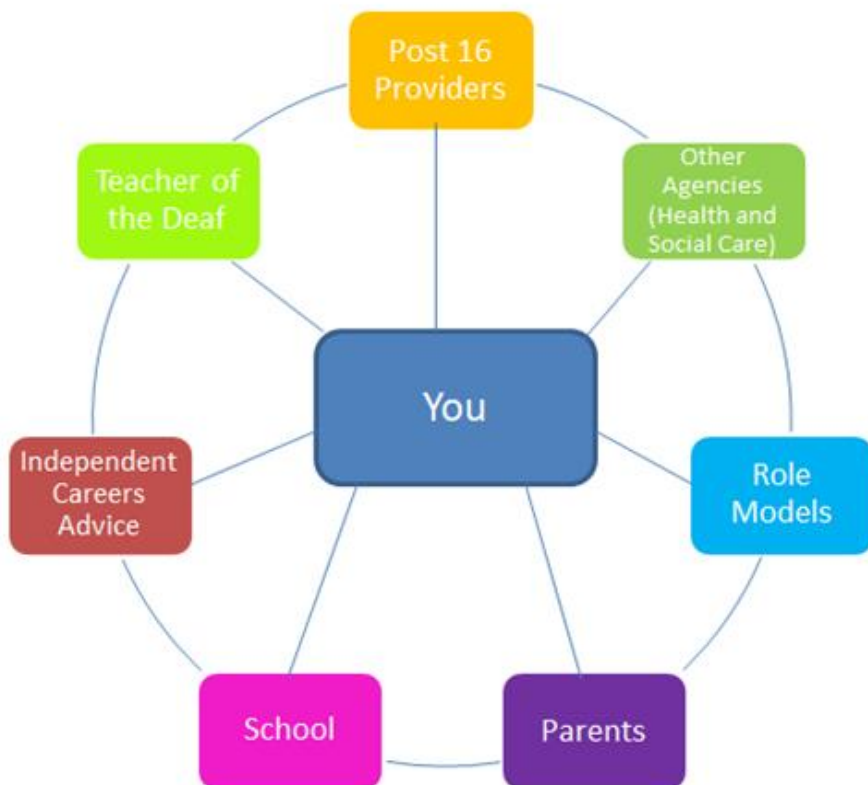
The transitional service will aim to break these barriers and differences between the paediatric and adult services, whilst maintaining some regular support.

You may also have more questions about your hearing loss and hearing aid care. It may be that this was only explained to your parents in the past. The transitional service aims to give you support in understanding this yourself before entering the adult service.

## What Happens after the transition service?

You will leave the transitional service when the team trust that you will manage well withing the routine adult service. From this time, your appointments may be completed by any of the audiologists that work within the department, and you will have full responsibility for your hearing aids.

## Who is involved in Transition?



Reference: Supporting successful transitions into post-16 education and employment for deaf young people in England. Published by the National Deaf Children's Society © September 2019

## Useful Contacts/Transition Team

**Chime Audiology Department**

**Phone:** 01392 402223

**Email:** [cse.audiology@nhs.net](mailto:cse.audiology@nhs.net)

**Address:**

Chime Audiology Department, Royal Devon and Exeter Hospital  
(Wonford), level 1, area J. Barrack Road, Exeter, Devon, EX2 5DW

**Transition Team Lead:**

Hannah Gravenor: [hannah.gravenor@nhs.net](mailto:hannah.gravenor@nhs.net)

**Paediatric Team Leader:**

Ben Gillett Email: [ben.gillett@nhs.net](mailto:ben.gillett@nhs.net)

**Head of Adult Audiology:**

Elisa Padoan Email: [elisa.padoan@nhs.net](mailto:elisa.padoan@nhs.net)

**Frequently asked questions:**

**Will my hearing aids be changed?**

If your hearing aids are no longer up to date you will be offered an upgrade during the transition process, however we will continue to support the hearing aids you currently have, until they are replaced by a new product. Before any changes are made, there will be a chance to discuss any concerns you have.

**What is the Transition Audiologists Role in Transition?**

- Transition Audiologist helps you prepare for moving into adult hearing aid services.
- Offers support to help you become pro-active in managing your hearing loss and communication needs. Focusing on learning to use hearing aids independently
- Advice about the kind of support that is available to you moving forward into further education, university and/or employment.
- Information about other services available to offer support, this will include applying for disabled students living allowance where necessary
- Information about equipment to help at home, in educational settings and in work.

### **You may also be offered the following:**

A referral to paediatrics or ENT to discuss any new or old medical concerns (for example you may not know why you have a hearing loss and want to discuss this or investigate this).

### **When will I move into the Adult Audiology Service?**

- This will vary depending on your individual circumstances and could happen anytime between age 16 and age 25.
- You could stay in the transition service until the time you leave full time education.

### **What does this mean for me?**

- Change from Paediatric to Adult Audiology Service
- Promoting independence in caring for hearing aids
- Being responsible for managing your own appointments.
- Building confidence in managing hearing loss in education settings or at work, socially and at home. Promoting the use of good communication strategies.

### **What are the main differences between Paediatric and Adult Audiology services?**

- 1) In paediatric services you are recalled every year for a review, you often have new impressions taken, a hearing test and hearing aid adjustments. In Adult services you are recalled every 2-5years for a new hearing test and hearing aid upgrade. In the transition service we will see you every 2 years (or more or less frequently depending on need)
- 2) In adult services it is your responsibility to contact us if you have any concerns about changes in your hearing or problems with your hearing aid. You can either phone or email us to request an appointment. If you need your hearing aid repaired or serviced, you can either phone for an appointment or attend

Open Repairs Walk-in-clinic at the Audiology Department in the Royal Devon and Exeter Hospital (Wonford) Monday to Friday 9am-4pm.

- 3) In paediatric audiology reports, letters and information is mainly aimed towards parents, in the transition and adult audiology service letters, reports and information are geared towards the patients.
- 4) If you have lost a hearing aid whilst in paediatric services it has been replaced free of charge, however, **as an adult you will be charged £68 to replace a lost hearing aid**. There are some exemptions, and more information is available upon request.

### **What have other teenagers said is important to them during Transition?**

- to feel we can be independent
- information early (from Year 8 onwards), *we are aiming to start issuing information from year 7 onwards*
- more information about the full range of career and education options
- to have the confidence to tell teachers and other people that we're deaf
- information about equipment that could benefit us
- to know what support is available to us when we leave school (e.g. from Teachers of the Deaf or communication support workers)
- staff to communicate well with us:
  - slow down when speaking
  - face us so that we can lip-read
  - make sure people talk one at a time
  - stand still
  - keep beards short so we can lip-read



Reference: Supporting Successful transitions into post-16 education and employment for deaf young people in England. Published by the National Deaf Children's Society © September 2019, Page 13.

## Useful Information:

### Repair Clinics

If your hearing aid is not working, first try changing the battery and cleaning as it may be due to wax. If this does not resolve the issue either phone to arrange an appointment or attend an open Repair Clinic.

**RD&E Hospital Wonford** (main hospital site) is available for servicing of hearing aids and repairs (e.g. ear mould retubing, ear mould modifications and replacement aids).

Opening Times: Monday to Friday 9.15am to 4pm. You do not need an appointment.

Saturday Repair Clinic at RD&E Hospital Wonford is by appointment only.

**Chime Hearing Centre**, Queen Street, Exeter, EX4 3SH

Opening Times: Monday to Saturday 9.15am to 4pm. You do not need an appointment.

**Exmouth Hospital Annex** – repair clinics held every Wednesday and are by appointment only.

**Please Note:** Hearing aids should be serviced every 6 months. You will not be sent a reminder for this. Please make a note in your diary or calendar to remind yourself.

# Travel

## **Disabled Person Railcard**

If you wear a hearing aid you may be entitled to a railcard offering 1/3 off rail fares. You need to complete an application form and provide proof you wear hearing aids. If you would like a letter stating you have hearing loss and are a hearing aid user please speak to an audiologist or hearing therapist. For further information please visit your local train station or the website below. <http://www.disabledpersons-railcard.co.uk/>

## **National Bus Pass**

Bus passes have strict eligibility criteria; you are only eligible if you have a severe to profound hearing loss in both ears. If you are unsure of your eligibility please discuss with an audiologist or your hearing therapist. For further information please visit your local bus centre or the website below. <https://new.devon.gov.uk/travel/bus/national-bus-pass/>

# Contacting Emergency Services

If you find it difficult to hear on the phone you can register with Emergency Services so you can text them in the event of an emergency. **You must be registered with them to use the text service** so it is important to register before an emergency situation arises.

To register, text 'register' to 999. You will get a reply – then follow the instructions you are sent.

Once you are registered in an emergency you can text 999 with which service you need (fire, police, ambulance or coastguard), briefly describe the problem and where you are. Emergency services will then reply by text to tell you help is on the way.

## Contacting NHS 111

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

**Phone:** 111

**Textphone:** 18001 111

If you are unable to use the phone, alternatively, an online service is available by visiting the website <https://111.nhs.uk/>.

# Free Fire Safety Check

<https://www.dsfire.gov.uk/safety/carers/fire-safety-people-hearing-difficulties>



## Make the call!

**0800 05 02 999**



How does a Home Fire Safety Check work?



**Text Info Line: 07800002476 Email: [firekills@dsfire.gov.uk](mailto:firekills@dsfire.gov.uk)**

# **Support and future options**

## **Information about future options**

- You may be starting to consider possible career paths. You can find examples of inspirational people with hearing loss on the website below.  
[www.pinterest.com/NDCSUK/inspirational-deaf-people](http://www.pinterest.com/NDCSUK/inspirational-deaf-people).
- Careers Guidance is provided in school, speak to your teachers and tutor for your year group.
- It can also be helpful to discuss options with your family, friends and any role models you may have.
- If you are interested in a specific career and are unsure if your hearing loss may affect your career choice, please contact the company or training provider directly for more information on their eligibility criteria. For example, if you wish to apply for army, navy or air force jobs contact the local recruitment service for advice.
- Information on how to prepare for transition meetings (not just in audiology but also school/career guidance) is available from the following website: <https://buzz.org.uk/explore>
- You may also wish to contact Careers South West or your local Job Centre for advice and guidance:  
Careers South West Website: <https://cswgroup.co.uk>  
Job Centre Website: <http://www.jobcentrequide.co.uk>

## **What are my options?**

Most teenagers decide their future plan by end of March in Year 11. The law states you must stay in education until you are at least 18 years old.

- Stay at school for 6<sup>th</sup> Form
- Go to College
- An apprenticeship combines practical training in a job with study.
- Traineeship (A traineeship is a course with work experience that gets you ready for work or an apprenticeship. It can last up to 6 months.)

- Employment
- Life Skills Courses such as Positive Pathways course at Exeter College.

### **Moving out of area**

If you are moving away to attend university or start a new job it is important you register with your local audiology department so they can continue your care. Once registered with your new GP surgery request a referral to your nearest audiology department from your GP.

## **What type of support is available?**

**Teachers of the Deaf:** most post-16 students will not have a Teacher of the Deaf as part of their support team but may have access to a visiting Teacher of the Deaf.

**Radio aid/FM system:** students who use a radio aid (or FM system) at school should also have one provided at college. Students who don't have one at school should be assessed to see if they'll need one at college.

**Note:** *Speak to your college and ask if they can arrange provision of an FM system/radio aid before the start of term.*

**Communication support workers (CSWs):** support deaf students by interpreting between English and British Sign Language (BSL), notetaking and lipspeaking. They should be qualified to at least Level 3 BSL standard and if possible, hold a qualification in communication support.

**Note-takers:** many deaf students find it difficult to follow a class or lecture and take notes at the same time. This might be because they are concentrating on listening and lip-reading or because they are watching an interpreter. A note-taker can provide a set of written notes to refer to after the session has finished.

**Electronic notetakers:** give deaf students a summary of what's being said in a class or lecture via a laptop. For a word-for-word account, a deaf student would need to use a speech-to-text-reporter.

**Speech-to-text-reporters/palantypists:** type everything that's said during a class or lecture, providing live text for a deaf student to read. A manual note-taker may work better for field trips and educational visits.

**Sign language interpreters:** interpret what's being said into BSL and can 'voice-over' what a deaf student is signing. They can also translate written documents into signed versions to help a student better understand the text. They are different from CSWs because they are trained to provide a much higher level of BSL interpretation. Sign language interpreters also don't normally help students with their work or advocate on their behalf.

**Lipspeakers:** trained to produce perfect lip patterns. They reproduce the spoken words of teachers, lecturers and fellow students using unvoiced speech, making it easier for a student to lip-read.

Reference: Supporting Successful transitions into post-16 education and employment for deaf young people in England. Published by the National Deaf Children's Society © September 2019, Page 14 and 15

For further information please visit [www.ndcs.org.uk](http://www.ndcs.org.uk)

# Further Education

## Support at College or University

Advice and practical support will be available through your college or university to help you get the most from your course and ensure you are not at a disadvantage due to hearing loss. Contact your college or university and ask to be directed to the correct department at some colleges/universities this may be Disability Support Team, Learning Support Team or Wellbeing team. As well as support with equipment they may be able to make recommendations to course tutors of ways to support you in your studies: e.g. making sure you have copies of lectures in advance of teaching or having time set aside with a tutor to check anything you may have missed.

Be prepared and think about what help and support you may need to get the most out of your course. Think about what helped you at school, did you use an FM system? What equipment might you need? Do you need any communication support (for example a Note Taker or Speech to Text Reporter)?

## Hearing Link

Our vision: that people with hearing loss have the knowledge, skills, confidence and contacts they need to participate fully in their world. For advice about support in college or university visit their website, Click on Living then Work and Education.

**Website:** <https://www.hearinglink.org>

## Birkdale Trust



This charity can help provide funding for equipment. For further information or to make an application please visit the website below. Please note that making an application does not guarantee funding, this is assessed on an individual basis.

**Website:** <http://www.grantsforthe deaf.co.uk>

### **Disabled Students Allowance**

The information below is from the Student Finance England website, for further information please visit

<https://www.practitioners.slc.co.uk/products/full-time-undergraduate-education/full-time-disabled-students-allowances/application-process>

Disabled Students Allowance (DSA) can help full time and part time students with items of specialist equipment, travel and other course-related costs. Students don't usually need to pay DSAs back.

Students may be eligible for DSAs if they have any of the following:

- a mental-health condition, such as anxiety or depression;
- a specific learning difficulty, such as dyslexia or dyspraxia;
- a developmental disorder, such as autism, ADHD/ADD;
- a progressive medical condition such as Multiple Sclerosis, Cancer or HIV;
- a **sensory impairment** which could affect the ability to see or **hear**.

To Apply for DSA:

- Students apply for student finance.
- In the online application, answer '**yes**' to **Do you want to apply for Disabled Students' Allowances?**

- When the online application is submitted, you will be advised to download a personalised DSA application form and return.
- You can also download the application from [www.gov.uk/disabled-students-allowances-dsas](http://www.gov.uk/disabled-students-allowances-dsas)
- **If the student is only applying for DSAs and no other form of student finance**, they can download the full DSA application form from [www.gov.uk/disabled-students-allowances-dsas](http://www.gov.uk/disabled-students-allowances-dsas).
- If a student is eligible for DSA they may be asked to arrange a needs assessment. Students should only book a needs assessment if advised to do so by Student Finance England. A needs assessment identifies the specific help a student needs for their course including equipment or additional support. An assessment can be arranged before the start of term, and even before a place has been confirmed at university or college. A report will be sent to DSA following the assessment.
- DSA will review the report and inform the student what specialist equipment and other support DSA can pay for.
- The student can then order equipment such as computer software and arrange support, such as a non-medical helper who will work with them while they study. There will be information and advice how to purchase equipment in the entitlement letter sent to the student.

Full-time undergraduate students may not need to reapply for DSAs each year. Please follow the information and advice provided by Student Finance England and DSA. If you are unsure, contact Student Finance England directly.

<https://www.gov.uk/contact-student-finance-england>

Advice and support may also be available from the disability advisor at your university or college.

# Employment

## Careers South West

*We're here to help you find your way forward*

Being a teenager can be a really exciting time but it can also seem like there are too many choices you're being asked to make! Don't worry – we're here to help you sort through all these decisions and point you in the right direction. We support you by encouraging you to make your own decisions about your next steps. We'll offer you advice and guidance when you ask, and practical help when you need it.

**Website:** <https://cswgroup.co.uk>

**Adviser Online:** You can contact the team for help and advice via phone, email or social media

**Email:** [contact@cswgroup.co.uk](mailto:contact@cswgroup.co.uk)

**Free Phone:** 0800 97 55 111

## RNID

Provide information for people with hearing loss. On their website click on Information and Support, this section provides information on a range of topics including employment, your rights under The Equality Act 2010, access to work and equipment as well as different types of communication support.

**Website:** <https://rnid.org.uk>

**Email:** [contact@rnid.org.uk](mailto:contact@rnid.org.uk)

**Phone:** 0808 808 0123 (freephone)

**Text:** 07360 268 988

## **Job Centre Plus**

It's our aim to provide you with all the information you'll need to help you find a rewarding job. This includes support and advice about CVs and interviews.

**Disability Employment Advisors** - If you have a health condition or a disability that affects your ability to work, you can get assistance and advice at your local Jobcentre Plus. They can help with work preparation, recruitment, interview coaching and even confidence building. Advice can also be given on reasonable adjustments employers can make so you are not a disadvantage due to your hearing loss. More information on The Equality Act 2010 and reasonable adjustments can be found on the following website

<https://www.gov.uk/reasonable-adjustments-for-disabled-workers>

**Website:** <http://www.jobcentreguide.co.uk>

**Address:** Exeter Jobcentre Plus, Clarendon House, Western Way, Exeter, United Kingdom, EX1 2DA

**Phone:** 0845 604 3719

## **Access to work**

If you wear hearing aids, funding can be supplied by the government for those eligible for additional support with hearing loss in the workplace. This could include equipment, help in meetings, telephones compatible with hearing aids and awareness training for colleagues. In some cases the employer may need to contribute towards the cost of equipment.

For Further information and or to start an application for an assessment please visit <https://www.gov.uk/access-to-work>

## Devon County Council

Devon Sensory Team provides support and advice to people who:

- are Deaf
- have an acquired hearing loss
- are visually impaired
- are deafblind (sometimes known as a dual sensory impairment – a significant combination of hearing and sight loss).

Social workers for Deaf people work with people who are Deaf, deafened or hard of hearing providing support with:

- information about disability benefits
- your home life – caring for children, working, adapting your home
- maintaining good mental health
- deafness and learning
- booking a sign language interpreter.

To Contact the Devon Sensory Team:

**Website:** <https://www.devon.gov.uk/care-and-health/disabilities/physical-sensory/sensory-disability-services>

**Email:** [csc.caredirect@devon.gov.uk](mailto:csc.caredirect@devon.gov.uk)

**Phone Care Direct:** 0345 1551 007

**Address:** The Sensory team, The East Room, Great Moor House, Bittern Road, Sowton Industrial Estate, Exeter, EX2 7NL

## **Step One Charity** (Formerly known as St Loyes Foundation)

Step One supports people to manage their mental health, achieve employment goals and live more independently.

We encourage people to take a first step to being in control of their future and fulfilling their potential.

Our services include mental health crisis care and recovery, and one-to-one mentoring in employment and independent living skills.

**Website:** <http://www.steponecharity.co.uk>

**Email:** info@steponecharity.co.uk

**Phone:** 01392 255428

## **Shaw Trust**

Shaw Trust is a national charity providing employment opportunities, skills development training and health and well-being services across the UK.

**Website:** [www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)

**Email:** support@shaw-trust.org.uk

**Phone:** 0300 30 33 111

**Address:** Chime Social Enterprise, Audiology Department, Royal Devon & Exeter Hospital (Wonford), Barrack Road, Exeter, Devon,  
EX2 5DW

**Tel:** 01392 402223

**E-Mail:** [cse.audiology@nhs.net](mailto:cse.audiology@nhs.net)

[www.chimehealth.co.uk](http://www.chimehealth.co.uk)

Chime provides NHS Audiology Services for NHS Devon - Mid, East and Exeter areas. From 1st May 2011 the existing audiology department including staff and equipment transferred to Chime - the new Social Enterprise Company. Chime is located at the RD&E Foundation Trust (but is separately managed).

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