

# Hear Hear

News from Hearing Help Essex

## **Summer 2019 – Issue 53**

I am not sure how 6 months have passed since I last wrote to you all—2019 is passing by at the speed of light! As always, there is lots of exciting news to share with you and I extend our thanks for your loyal friendship and support which enables us to help more and more people each year, improving access to our projects across the County. Thank you!

*Best wishes, Sophie Biebuyck*

### **Hearing Help Essex honoured with The Queens Award for Voluntary Service**

The Queen's Award for Voluntary Service, the highest award a voluntary group can receive in the UK aims to recognise outstanding work by volunteer groups which benefit their local communities. It was created in 2002 to celebrate the Queen's Golden Jubilee. Winners are announced each year on 2 June – the anniversary of the Queen's Coronation. Hearing Help Essex is one of 281 charities, social enterprises and voluntary groups to receive the prestigious award this year. A Glass dome and Certificate signed by Her Majesty the Queen will be presented by Mrs Jennifer Tolhurst, Lord Lieutenant of Essex at a special event at the end of August.



### **Sophie Biebuyck, Chief Executive Officer, Hearing Help Essex, said:**



"We are immensely proud to receive The Queen's Award for Voluntary Services. Our 50 volunteers and 7 members of staff work tirelessly to alleviate isolation and loneliness for thousands of people who have hearing loss across the county. During the last year, the charity has supported just over 6,500 individuals living in Essex by providing information, advice, guidance and practical help. To see the life changing work our charity provides has been given national recognition is a tremendous honour".

Sophie Biebuyck, who is herself deaf, and Kathleen Poole, who has volunteered for Hearing Help Essex for 12 years, attended a garden party at Buckingham Palace in May, along with other recipients of this year's Award.

### **New Website Launching Late Summer**

We are thrilled to announce that we are designing a new website which should 'go live' from the beginning of September. If you have any thoughts as to content you would like to see on the new website please let us know. We are hugely grateful to The Walter Farthing Trust, and to Billericay Web Services for their generous support of this project. Our current website will stay online till the new one is launched, and as always, you can keep up to date with our latest news on our Facebook and Twitter feeds.



**BWSIT**  
Billericay Web Services & IT

**Walter Farthing Trust**  
Grants to benefit people in Mid-Essex

## Hearing Aid Support Service Update

Our walk-in sessions continue to be busy and demand for the home visit service is increasing. We are always looking for new volunteers to support our hearing aid support service, so if you, or anyone you know have a few hours to spare each month, please do get in touch and we can talk you through the opportunities.



During the last reporting year, 1<sup>st</sup> April 2018 – 31<sup>st</sup> March 2019 our volunteers supported 3,840 people through this service, including 340 individual home visits – cleaning and re-tubing a total of 6,894 hearing aids across Chelmsford, Maldon, Braintree, Basildon and Uttlesford Districts.

**\*PLEASE NOTE\*** We can clean and retube all NHS moulded hearing aids issued to those living in Essex at any of our sessions, but can only retube Corda style aids for Broomfield Patients at our St Peter's and St Michael's sessions, and Basildon Patients at our Pitsea and Wickford sessions. We expect to be able to look after Corda aids at all sessions by the end of the year. Please check our website for updates on this.

### Busy Sessions

A few of our sessions get extremely busy; St Peter's Maldon, St Michael's Braintree, and Wickford being our particularly busy sessions. If you are a regular attendee at these sessions please be patient and remember our volunteers give their time to support you in the community. If you do not wish to wait please try an alternative quieter session such as Rayne (Braintree), Danbury, Heybridge, or Pitsea sessions. For further information please see our website.

### Updates from Sessions

Our session at Freshwell Health Centre in **Finchingfield** usually runs on the 2<sup>nd</sup> Wednesday each month. Due to a change in the Health Centre's schedule the sessions will take place on the 3<sup>rd</sup> Wednesday in September and December. Therefore, remaining dates for this year are: 14th August, 18th September, 9th October, 13th November, and the 18th December. All from 1pm to 3pm.



We have received notice that the **South Woodham Ferrers Clinic** is closing and we will be moving to the newly built health hub next to Sainsbury's in SWF from 17th September. Please check our website or contact the office for further information. Huge thanks to Dave Birch, and the local Patient Participation Group for their help in securing a new venue.

Our **Wickford Session** started a few months ago, and is already seeing 20-25 local hearing aid users attend each month. We are thrilled to be providing this new service to the local community, and are grateful to the team at Wickford Library, Basildon DC Community Team, and Basildon Hospital Audiology team who have made this possible. Our volunteers are there on the 3<sup>rd</sup> Thursday each month from 2pm – 4pm.



**Billericay Session** starting in September at Anisha Grange Care Home (open to public); 4th Wednesday every month 10-12noon.

### Day Centre and Residential Home Visits

Our volunteers regularly carry out visits to Residential homes and Day Centres to clean and re-tube NHS hearing aids. If you know of a home who might benefit from this service please do put them in touch with us.

**A full list of our Hearing Aid Support Sessions can be found on our website.**

## Information, Advice & Guidance

**There are just a few 2019 Dates remaining for All Ears! Living with Hearing Loss Seminars;** Outreach worker Julie Leggett has been busy delivering these informative and free sessions across the County. Recent feedback includes:

"I found this seminar very useful and informative. I have been wearing hearing aids for 10 years and didn't realise how much there was to learn! The lady that spoke to us was very clear and easy to understand, and the meeting was friendly. I am so glad I went and have told all my friends that they must attend the next one!" **AC, Castle Point**

These **free to attend**, friendly and informal presentations are for anyone living with hearing loss and their relatives/carers, and provide practical information, advice and guidance on how to best adjust to wearing hearing aids and manage life with hearing loss. Places are limited and must be booked in advance by contacting the Resource Centre on 01245 496347 or by emailing [help@hearinghelpessex.org.uk](mailto:help@hearinghelpessex.org.uk).

**Are you able to distribute flyers or posters for these events in your area?  
Perhaps at your GP or local Church?  
We need your help to publicise these informative events.**

Town	Venue	Dates 2019	Time
<b>Chelmsford</b>	Room 3, Christ Church URC, 64 New London Rd, CM2 0AW	Thursday 19th September	14:30-16:30
<b>Basildon</b>	Basildon Hospital Robert Brown Postgraduate Education Centre, Nethermayne, Basildon, SS16 5NL	Wednesday 18 <sup>th</sup> September Wednesday 20 <sup>th</sup> November	15:00-17:00
<b>Epping</b>	St Margaret's Hospital, Board- room, Spencer Close, Epping, CM16 6TN	Tuesday 10 <sup>th</sup> September	15:00-17:00
<b>Colchester</b>	North Colchester Healthcare Centre, Colchester Primary Care Centre, Turner Road Colchester, CO4 5JR	Monday 23 <sup>rd</sup> September	14:00-16:00
<b>Saffron Walden</b>	The Garden Room, Saffron Walden Day Centre, 3 Hill Street, Saffron Walden, CB10 1EH	Tuesday 8 <sup>th</sup> October	14:15-15:15

**Hospital Information Stands;** Our Outreach team continue to attend 6 hospitals across the County each month to run an information stand. The new HHE website will list the dates and times of these stands so that you are able to pop along to your local hospital if you need advice and guidance.

**Are you a member of a Group/Club that has Speakers?** Several members of our team are experienced speakers and are able to deliver talks to groups and clubs.



If your group would enjoy an inspiring, and insightful talk about living with hearing loss please do get in touch 01245 496347 or [info@hearinghelpessex.org.uk](mailto:info@hearinghelpessex.org.uk)

## EQUIPMENT SERVICE UPDATE

Janine Kent now manages our assistive equipment advice, demonstration and loan service at the Resource Centre and is available for 1-2-1 appointments Wednesday - Friday 10am - 3pm.



### Alerting Devices such as Doorbells, Alarm Clocks, Telephone Alerts and Smoke Alarms

We have a selection of products that can flash, vibrate, or use an amplified ring to alert you.

### Amplified Telephones

Our phones have loud ringers, vibrating alerts and flashing lights so you don't miss a call. We have corded and cordless hearing aid compatible phones with volume adjustment and tone control.



### Conversation Listeners

A conversation listener enhances the volume and clarity of conversations and other sounds – they are helpful when there is a lot of background noise or when you're struggling to hear over distance.

### TV Listeners

We have a range of smart, modern TV listeners to help you hear the TV without turning up the volume too loud.



All our equipment in the Resource Centre is available to **loan free of charge so that you can try it in your own home or social environment.**

Donations towards this service are welcomed.

If this is a service that you would like to access, but would find it difficult to get in to Chelmsford, and up the stairs to our first floor office, please let us know and we will arrange for one of our Outreach team to visit. *Please note that visits to our Resource Centre are by appointment only.*

## Ear Wax Removal

We are receiving many queries from individuals struggling to access NHS Ear Wax removal services. The clinical criteria for this service varies between different Clinical Commissioning areas. To find out if you meet the criteria to be referred to the local NHS Microsuction service, please ask your GP for the criteria, or contact your local CCG (Essex Areas are: Mid-Essex, West Essex, Brentwood & Basildon, North East Essex, Castle Point & Rochford, Thurrock or Southend), or visit the CCG website and search 'Ear Wax'. If you are having difficulty accessing ear wax removal services, **and believe you do meet the criteria**, please raise this issue via your local PALS (Patient Advise and Liaison Service) usually based at your nearest hospital.



Whilst self care is important this should only be done after seeking advise from your GP, and will usually involve using ear drops; PLEASE do not try to extract the wax yourself. Do not use your fingers or any objects like cotton buds or makeshift syringing to remove earwax as this could cause further damage to your ear.

Private ear wax removal services are widely available, but please ensure they are being run by a qualified healthcare professional. We have listed some useful contacts for this towards the end of this newsletter.

## Fundraising News

**Age Concern Maldon** generously donated £928 to Hearing Help Essex. Our thanks go to David Theadom and his fellow committee members for selecting us to be beneficiaries' when they wound up their accounts earlier this year.

David and his colleague took time out of their busy schedules to visit one of our Maldon sessions to present a cheque to Susan Butler, our Hearing Aid Support Service Coordinator, in May. This donation will go towards developing our hearing aid support service in the local area.

### **Tastefully-Yours Curry Night Raises £533**

Our grateful thanks goes to local business owner Vidushi Uppal and her family who hosted a fantastic tasting evening to raise money for our charity. 50 guests attended the event and enjoyed a variety of home cooked food made by Vidushi. To see more photographs from the evening, and to find out about Vidu's catering service please visit <https://tastefully-yours.co.uk>

### **Ramsden Bellhouse Village Hall Charity of the Year**

Our thanks go to Beryl and Ray Clements who nominated us to benefit from this opportunity. The village put on various events throughout the year and will present us with a donation in January 2020. Our CEO Sophie was lucky enough to attend a recent event 'Magic of the Music Hall' presented by Irene Bouquet.

**Peveral Masonic Lodge Benevolent Fund** made a very welcome surprise visit to our Witham session to present our volunteers with a cheque for £500. We would like to take this opportunity to extend our thanks to the Lodge for supporting our work.

Thanks to **Little Baddow Film Club** who kindly selected us to benefit from their March film night and raised £105.

**A Very BIG Thank you** to all our Friends and Supporters who have given so generously during 2019.

A special mention to those groups who have given significant gifts:

The Rotary Club of Witham

Braintree Lions Club

Limebrook U3A

Shenfield U3A

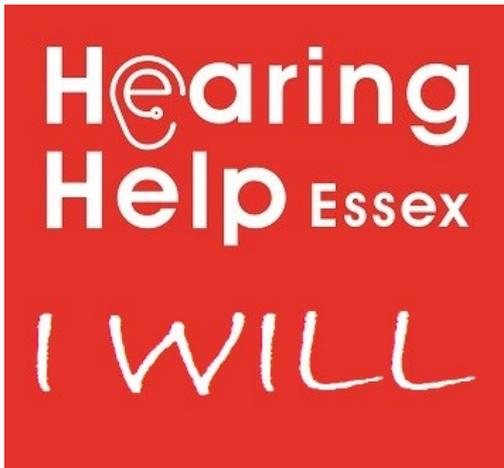
Blackwater U3A

The Fun Walk Trust

Many thanks to the individual who makes a regular and substantial donation to our cause as their mother suffered with hearing loss. They wish to remain anonymous.



# Legacy Giving



We are proud to have supported so many Essex residents with their hearing loss, but with approximately 300,000 people living with hearing loss in Essex there is so much more we can do.

We have ambitious plans for the future and with your help, believe we can make a positive difference to the lives of many more.

If you would like to support the charity in the future, a legacy gift is an easy way to say 'thank you'. We are often asked about legacy giving; Below you will find advice from the professionals at 'Remember a Charity' about legacy giving:

**Gifts in Wills** are vital to the work of most charities. After you've taken care of loved ones, you may wish to leave a gift in your Will to your favourite charity and pass on something wonderful to future generations.

It's a little-known fact that many charities wouldn't survive without gifts in Wills. By remembering your favourite charities in this way, you're ensuring that their good work lives on. The donation can be as small or large as you like – every gift makes a big difference.

## How to leave a gift in your Will to charity

Leaving a gift in your Will to charity is easier than you might think – just follow the following steps:

- Make a note of the charity name, address and registered charity number to write your Will. For example, if you wanted to support Hearing Help Essex the details would be:

**Hearing Help Essex**  
**Suite 2 , 158 Moulsham Street, Chelmsford, Essex, CM2 0LD**  
**Registered Charity Number: 1113498**

- Visit [rememberacharity.org.uk](http://rememberacharity.org.uk) to see their guide on making a Will for advice on what you need to consider when writing your Will.
- Provide your solicitor or Will writer with details of your chosen charity

## Updating an existing Will to include a gift to charity

If you want to leave a gift to charity but you've already made a Will, that's no problem – there are a couple of ways you can change it.

### 1. Write a new Will

The simplest way is to write a new Will. Once written, any Wills made by that person in the past become void. In fact, most Wills will start by reciting that you're writing a Will and that you're revoking previous Wills. You can write a new Will with a professional advisor at your solicitors.

### 2. Codicils

The other way is to write a codicil, which is a document used to make changes to an existing Will. It's used as a way to make simple amendments like adding a charity, changing a gift amount or adding an executor. This is all quite straightforward but problems can occur if you ever want to cancel the Will in the future. When you cancel a Will that contains a codicil, the codicil does not get cancelled automatically, so when you write a new Will it can create inconsistencies and legal problems. To avoid this, make sure that any new Will clearly states that you are revoking all Wills and codicils previously made.

## Online fundraising

For several years we have benefitted from the online fundraising platform 'MyDonate' - sadly this free fundraising tool closed at the end of June, but we are thrilled to announce several new ways to fundraise for us or donate to our cause.



**Wonderful.org** is a free to use online fundraising platform which means that every penny raised comes direct to Hearing Help Essex. Unlike other similar platforms, the creators do not take a percentage fee. Find us my visiting [wonderful.org/charity/hearinghelpessex](http://wonderful.org/charity/hearinghelpessex)

Do you shop online at Amazon? If so, simply log in to **smile.amazon.co.uk** select Hearing Help Essex to benefit and shop as normal— Amazon then donate a percentage of payment to us at no additional cost to you!



**facebook**

DONATE

If you already use **Facebook** you will know it is a great platform for reaching lots of people and raising awareness of our work. We now have the donate function on our Facebook page, and you can even set up fundraisers. Visit our page to find out more.

**The Essex Lottery** operates on the principle of raising money within the community for the community.

Thank you to those of you who are already supporting us through this scheme—it is currently raising £520 per year for HHE.

For further information, and to sign up to play online and support us visit:

[www.essexlottery.co.uk/support/hearing-help-essex](http://www.essexlottery.co.uk/support/hearing-help-essex)

Do you have an event coming up?

Perhaps a coffee morning, cake sale or similar?

Would you like to support Hearing Help Essex?

We have collection buckets, tins, table clothes, and banners that can be borrowed from our Resource Centre.

The poster features the Essex Lottery logo (two hands holding a heart) and the Hearing Help Essex logo (a red square with white text). The main text reads "OUR PRIZE IS STRUCTURE CHANGING" in large, colorful, block letters. Below this, a blue banner says "More chances to WIN from 17 August 2019". A list of bullet points describes the prizes and support options. On the right, two circular callouts highlight "60% goes to good causes" and "£25,000 Jackpot!". At the bottom, it says "To start supporting visit: www.essexlottery.co.uk and search for: Hearing Help Essex" with the Hearing Help Essex logo. A small note at the very bottom states "Players must be 16 years and over and physically based in the UK".

**OUR PRIZE IS STRUCTURE CHANGING**

**More chances to WIN from 17 August 2019**

- WIN cash prizes from £25 up to the £25,000 Jackpot
- The more numbers you match, the more you WIN!
- We still receive 50p from every ticket sold via our lottery page – a further 10p goes to other local causes
- Support us from just £1 a week and help make a real difference to our community

**60% goes to good causes**

**£25,000 Jackpot!**

To start supporting visit:  
**[www.essexlottery.co.uk](http://www.essexlottery.co.uk)**  
and search for: **Hearing Help Essex**

Players must be 16 years and over and physically based in the UK

# Calling all Super-`hear'oes!

**Do you have a few hours to spare  
each month?**

**Do you want to make a difference to those  
living with hearing loss?**

Hearing Help Essex, a charity which exists to alleviate the isolation that hearing loss can bring, are looking for volunteers across Essex to join their team.

Roles include:

- ★ Hearing Aid Support Service technical volunteers for sessions and home visits
- ★ Hearing Aid Support Service 'Meet & Greet' hosts
- ★ Information, Advice and Guidance ambassadors
- ★ Office Data and Admin support

**If you think you could help, ask us today, or  
please contact the Hearing Help Essex Team on:**

**info@hearinghelpessex.org.uk**  
**01245 496347**  
**07950 406173** (text message only)  
**www.hearinghelpessex.org.uk**

## Friends of Hearing Help Essex

The Friendship Scheme has been established for over 20 years and generates regular and ongoing donations which enables us to keep our core services running. Your donations have enabled us to keep developing our services, supporting more and more people living with hearing loss. Thank you!

Due to the history of the scheme, members renewal dates vary across the year. We would like to take the opportunity to thank our Friends who have set up a regular standing order, and to those who send in their donation via post on their renewal date. This helps us to save precious resources as we do not then need to send an annual reminder.

If you donate to Hearing Help Essex annually by cheque, please do consider using your banks standing order service to make your donation. If you would like a standing order form sent to you, please contact the team at the Resource Centre who will be happy to help.

Donations by cheque are still warmly received; please do remember to send these to us on your renewal date, as sending out postal reminders is costly to the charity.

### **Do you enjoy reading this newsletter?**

Once you have read it, perhaps consider sharing it with a friend who may find it interesting and encourage them to support our work by joining our Friendship scheme?



---

## **Have our services made a difference to you or a loved ones life?**

We would love to hear your feedback and views and welcome letters, emails, and telephone calls from users of our services.

- ⇒ Has a member of our team gone the extra mile for you?
- ⇒ Do you appreciate our services?
- ⇒ Is there something more we can provide for you?

If you are visiting one of our sessions and would like to leave feedback, please write your comments on the back of your registration form or talk to one of our team who will make a note of your comments.



## We are grateful to the following organisations for their support:



We have been funded by



## Walter Farthing Trust

Grants to benefit people in Mid-Essex

### Partner Organisations

**ECL Sensory Service**  
03330 133 262

**Essex County Fire & Rescue Service**  
0300 303 0088

**Support 4 Sight**  
01799 523700

**Royal Association for Deaf People**  
0300 688 2525

### Purchasing Equipment?

The following companies send us a donation if you mention our name when ordering. For further advice please contact the Resource Centre.

#### Action on Hearing Loss

**Please quote 'HEARHESS'** which will also give you a 5% discount.  
Telephone: 01733 361199  
Text phone: 01733 23802  
[www.actiononhearingloss.org.uk/shop](http://www.actiononhearingloss.org.uk/shop)

#### Hearing Products

**Please quote HHE/REF**  
Telephone: 01614 808003  
[www.hear4you.com/shop](http://www.hear4you.com/shop)

#### Sarabec – quote HHE

Telephone: 01642 247789  
Text phone: 01642 244148  
[www.sarabec.com](http://www.sarabec.com)

### Useful Telephone numbers

#### Audiology Departments

Addenbrooke's Hospital  
01223 217797

Basildon Hospital  
01268 394732

Broomfield Hospital  
01245 513237

St. Margaret's Hospital  
01279 827126

Colchester Hospital  
01206 744532

Southend Hospital  
01702 385019

#### Private Ear Wax Removal

*Please mention HHE when booking*

Christ Church Clinic, Braintree  
01376 329524

Click Hearing,  
Chelmsford/Billericay/Upminster  
0800 6121 345

Provide Wellbeing Witham  
0300 303 9966

Hearing Care Centre Colchester  
01206 760839

## Walk-in Session Dates 2019

- Have your NHS hearing aid cleaned & re-tubed.
- Receive help and advice

This is a free service provided by Hearing Help Essex volunteers and held in the districts of Chelmsford, Braintree, Maldon, Uttlesford & Basildon. Donations towards our work are gratefully received.

<b>Chelmsford area</b>			
	Age Concern Kathy Mapes Day Centre, CM1 1NL	1st Wednesday monthly	11:45-12:45
	Moulsham Lodge Clinic, Lilac Close, CM2 9NY	2nd Friday monthly	14:00-16:00
	Parkside Community Hub, Melbourne, CM1 2DX	4th Tuesday monthly (not December)	10:00-12:00
	Springfield Green Clinic, CM1 7HZ	2nd Monday monthly	10:00-12:00
	Writtle Parish Office, The Green, CM1 3DT	3rd Thursday monthly (not December)	9:30-10:30
	Danbury Mission, Maldon road, CM3 4QL	1st Tuesday monthly	10:00-12:00
	NEW VENUE FROM 17th September Crouch Vale Medical Centre, CM3 5QP	3rd Tuesday monthly	14:00-16:00
<b>Braintree area</b>			
	St Michael's Hospital, 142 Rayne road, CM7 2QU	1st Friday monthly	14:00-16:00
		3rd Tuesday monthly	10:00-12:00
		4th Monday monthly (not bank holiday)	18:00-19:30
	Rayne, The Old School Rooms, CM77 6BT	4th Tuesday bi-monthly	10:15-11:30
	Witham Health Centre, CM8 2UX	1st Thursday monthly	10:00-12:00
	Finchingfield, Freshwell Health Centre, CM7 4BQ	2nd Wednesday monthly (3rd in Sept & Dec)	13:00-15:00
<b>Basildon area</b>			
	Billericay, Anisha Grange Care Home, CM11 2LE	4th Wednesday monthly	10:00-12:00
	Pitsea Library, SS13 3HW	1st Wednesday monthly	11:30-13:30
	Wickford Library, SS12 0AG	3rd Thursday monthly	14:00-16:00

<b>Maldon area</b>			
e	St Peter's Hospital Assessment & Rehabilitation Unit, CM9 6EG	2nd Friday monthly	10:00-12:00
		4th Tuesday monthly	10:00-12:00
e	Heybridge Plantation Hall, CM9 4AL	1st Tuesday monthly	10:00-12:00
		3rd Thursday monthly	17:30-18:30
e	Burnham on Crouch Community Health Clinic,	1st Monday monthly (not bank holiday)	14:00-16:00
e	Southminster, William Fisher Medical Centre, CM0 7AY	2nd Tuesday Feb/May/Aug/Nov	14:00-16:00
<b>Uttlesford area</b>			
e	Saffron Walden, Support 4 Sight, CB10 1EQ	3rd Monday monthly	14:00-16:00
e	Gt Dunmow, John Tasker House Surgery, CM6	4th Friday monthly (not December)	10:00-12:00
e	Thaxted Day Centre, CM6 2QW	2nd Wed bi-monthly	14:00-15:00
e	Stansted Day Centre, CM24 8AQ	4th Tuesday monthly (not December)	14:00-16:00

**Please note** Volunteers can clean and re-tube your NHS hearing aid with a mould at all the above sessions. In addition to maintenance of moulded hearing aids, Broomfield patients with Corda aids can be helped by our volunteers at St Michaels and St Peters sessions, and Basildon patients with corda aids can be helped by our volunteers at Pitsea, Wickford, and Billericay sessions. We hope to roll out the provision of corda aid maintenance to all sessions and volunteers by the end of 2019. Please see our website for updates.

[www.hearinghelpessex.org.uk](http://www.hearinghelpessex.org.uk)

[info@hearinghelpessex.org.uk](mailto:info@hearinghelpessex.org.uk)

Phone: 01245 496347

Text: 07950 406173



**The Queen's Award  
for Voluntary Service**

*The MBE for volunteer groups*



Registered Charity no. 1113498

Hearing Help Essex Limited is a Company Limited by Guarantee Reg. No: 5664873