

Hear Hear

News from Hearing Help Essex

Winter 2019 – Issue 54

What an amazing year it has been for us all at Hearing Help Essex. Our profile has been raised significantly, which in turn has enabled us to reach many more individuals living with hearing loss. We have had new volunteers join our team, launched a new website, and to receive The Queen's Award for Voluntary Service was such a huge honour for our organisation. I would like to extend my thanks to all our Volunteers and Staff who have worked so hard this year, and to take this opportunity to wish you all, our Friends and Supporters, a very Happy Christmas, *Best wishes, Sophie Ede*

The Queens Award for Voluntary Service

On Wednesday 28th August 2019 a special event was held at Pontlands Park Hotel to celebrate the presentation of The Queen's Award for Voluntary Service to Hearing Help Essex.

Speeches were given by Paul Roberts, Chair of Trustees, Sophie Ede, CEO, and Hearing Aid Support Service Volunteer Sabrina Slide.

Following the speeches, the formal citation was read by Deputy Lieutenant, Mrs Julia Abel-Smith, and then the Certificate and Crystal was presented by the Queen's representative in the County, The Lord Lieutenant of Essex, Mrs Jennifer Tolhurst and received on behalf of Hearing Help Essex by long serving volunteers, Michael Nel and Ray Clements.

Volunteers, supporters, partners, and staff, past and present were in attendance, and following the presentation enjoyed catching up and exchanging stories over cake and refreshments. A short film has been made with highlights from the event and can be viewed online at [youtube.com](https://www.youtube.com) and searching Hearing Help Essex.



Hearing Aid Support Service celebrated by local NHS in Marvels of Mid Awards

NHS Mid Essex Clinical Commissioning Group recognised stars from the communities of Braintree District, Chelmsford City and Maldon District in its Marvels of Mid Awards at their AGM on Thursday 26 September 2019. The CCG celebrated local people and organisations whose work has

had a positive impact on the health and wellbeing of local communities by helping them to live well. Hearing Help Essex were thrilled to receive the 'Stay Well Award' for our work supporting over 3,500 patients in the Mid-Essex area this year.

The CCG's Accountable Officer, Caroline Russell, said: "Our Marvel of Mid Awards is always such a great event. They give our hard-working patient representatives, volunteers and GP surgery colleagues an evening full of celebration of what we have achieved together. We want to say a huge thank you to health and care staff, patients, volunteers and everyone else in the local community who has supported the NHS over the years and helped us to develop and adapt for the future."



Hearing Aid Support Service Update

We are thrilled to announce that Corda and Open fit style hearing aids issued by Broomfield hospital and Basildon Hospital can now be cleaned and re-tubed at our hearing aid support sessions in the Chelmsford, Maldon, Braintree, and Basildon districts, as well as our Great Dunmow Session (Broomfield patients).

Our session at Stansted Day Centre will soon be able to offer this additional service to Epping/Harlow/Herts & Essex patients - please check our website for updates. Our Volunteers in the Uttlesford District will soon be trained to deliver this service for Addenbrooke's patients with Corda/Open Fit style aids. In the meantime they continue to provide a wonderful service to those with moulded style hearing aids in the area at our monthly sessions in Saffron Walden and Thaxted.



Our South Woodham Ferrers session has now moved to the brand new Crouch Vale Medical Centre on Burnham road and takes place on the 3rd Tuesday each month from 2pm-4pm as before. Our Thaxted session returns to The Surgery in 2020 following the completion of building works there.

The new **Billericay Session** launched in September at Anisha Grange Care Home and takes place on the 4th Wednesday every month 10-12noon - this session is open to all local people as well as residents who live at Anisha Grange. We are grateful to Cllr Carl Roberts for his support in launching this session.

Our **Rayne** Session will not run in 2020 - this is due to very low attendance at this session. Home Visits will still be available in this area.

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

Earwax Removal: A Guide to Microsuction

Earwax is a totally natural product of your ear which, most of the time, you wouldn't even notice is there. Sometimes, earwax can build up and become problematic. If earwax is causing you problems such as pain, discomfort, reduced hearing etc it is important that you speak to a medical professional such as your GP, Nurse, Audiologist or ENT specialist.



Microsuction is one of the safest methods to clean the ear. The nurse, doctor or audiologist treating you looks at your ear using a microscope. This magnifies the ear, making it easier to assess and treat. A suction device is used to clean the ear without the use of water. The gentle suction device works in a similar way to a vacuum cleaner and although it can be quite noisy, it is quick and painless. If the object being removed is hard, then removal can be slightly uncomfortable. The person performing the procedure will always advise you if they feel it is going to be uncomfortable.

In recent years the NHS provision has been reduced, and you can only be referred for NHS Earwax removal if you meet certain criteria. As a result, there are many more private providers appearing in the local area and it can be hard to tell how qualified and experienced providers are when making a booking.

We have listed some qualified microsuction specialists at the back of this newsletter to help you navigate the process; We are unable to recommend any particular supplier. For further information please contact the Resource Centre.

Information, Advice & Guidance Service

All Ears Seminars return in 2020

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. Our dates for 2020 have now been published, for further information please contact the Resource Centre or visit our website.

 Living with Hearing Loss	Area	Day	Date	Time	Location
	Basildon	Thursday	30 th January	15:00 - 17:00	George Hurd Centre, Audley Way, Basildon, SS14 2FL
	Southend	Monday	3 rd February	15:00 - 17:00	Seminar Room, The Education Centre, Southend Hospital, SS0 0RY
	Chelmsford	Thursday	20 th February	14:30 - 16:30	Room 3 Christ Church, 164 New London rd, Chelmsford, CM2 0AW
	Epping	Friday	6 th March	14:00 - 16:00	St. Margaret's Hospital, Boardroom, Spencer Close, CM16 6TN
	Basildon	Thursday	19 th March	15:00 - 17:00	George Hurd Centre, Audley Way, Basildon, SS14 2FL
	Colchester	Tuesday	24 th March	14:00 - 16:00	Community 360, Winsley's House, High St, Colchester, CO1 1UG
	Southend	Monday	6 th April	15:00 - 17:00	Seminar Room, The Education Centre, Southend Hospital, SS0 0RY
	Saffron Walden	Tuesday	12 th May	14:15 - 15:30	Garden Room, Day Centre, Hill St, Saffron Walden, CB10 1EH
	Basildon	Thursday	14 th May	15:00 - 17:00	George Hurd Centre, Audley Way, Basildon, SS14 2FL
	Chelmsford	Thursday	21 st May	14:30 - 16:30	Room 3 Christ Church, 164 New London rd, Chelmsford, CM2 0AW
	Southend	Monday	8 th June	15:00 - 17:00	Seminar Room, The Education Centre, Southend Hospital, SS0 0RY
	Epping	Friday	12 th June	14:00 - 16:00	St. Margaret's Hospital, Boardroom, Spencer Close, CM16 6TN
	Colchester	Tuesday	23 rd June	14:00 - 16:00	Community 360, Winsley's House, High St, Colchester, CO1 1UG
	Basildon	Thursday	10 th Sept	15:00 - 17:00	George Hurd Centre, Audley Way, Basildon, SS14 2FL
	Epping	Friday	11 th Sept	14:00 - 16:00	St. Margaret's Hospital, Boardroom, Spencer Close, CM16 6TN
	Colchester	Thursday	1 st October	14:00 - 16:00	Community 360, Winsley's House, High St, Colchester, CO1 1UG
Saffron Walden	Tuesday	6 th October	14:15 - 15:30	Garden Room, Day Centre, Hill St, Saffron Walden, CB10 1EH	
Chelmsford	Thursday	15 th October	14:30 - 16:30	Room 3 Christ Church, 164 New London rd, Chelmsford, CM2 0AW	
Basildon	Thursday	5 th November	15:00 - 17:00	George Hurd Centre, Audley Way, Basildon, SS14 2FL	

"I just attended a very informative 'All Ears' session laid on by Hearing Help Essex. Having recently got my hearing aid, one month ago, which has brought me back into the land of the living I can now hold a conversation without "pardon" or "please say again". I learned lots of things I can do to aid myself and help others understand my situation. The lady giving the talk, also with a hearing disability, spoke very well and was very informative. A very good service, and I would advise anyone new to hearing aids to go to a meeting. Thank you once again." Mrs S Page, Basildon

Hospital Information Stands; Our Outreach team continue to attend 6 hospitals across the County each month to run an information stand. Our new website lists 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 needs 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

Lipreading Classes

We are thrilled to announce that lipreading tutor, Helen Perry, who is also an audiologist at Southend Hospital, is launching a new lipreading class in Chelmsford in January. Please see below list of classes in Essex that we are aware of. Further information, and classes in other areas can be found by visiting atlipreading.org.uk

Location	Day	Further information
Chelmsford	Monday evening	These for classes are all run by Helen Perry. She may be starting a class in Colchester next year. Please contact Helen direct to make an enquiry. helenperry121@hotmail.com
Shenfield	Monday afternoon	
Southend	Tuesday morning	07951 571967
Saffron Walden	Tuesday afternoon	glo.mac@chunkychips.com
Thurrock	Wed/Thurs morning	t.mann@tacc.ac.uk 01375 372476
Hutton	Wed morning	lifelong.learningwest@essex.gov.uk 01277 218593
Bishop's Stortford	Monday morning	mrsbruin@hotmail.com Louise Reed: 01920 821401



Lipreading
Practice

We would also like to take this opportunity to tell you about the website: www.lipreadingpractice.co.uk which is a fantastic resource created by Friend of Hearing Help Essex, Gloria McGregor.

Would you like to become a lipreading teacher? Or would you like to help more people train to become lipreading teachers? City Lit are running a special campaign at the moment called '**Hear my lips**' - further information here: www.citylit.ac.uk/hearmylips

Hearing Therapist Jane Smith joins HHE Board of Trustees



I have worked with Deaf and hard of hearing people for 25 years, initially as a Resource Worker with the Royal Association for Deaf People and then, after training to become a Hearing Therapist, for the NHS and in the private sector.

During my working life I have presented deaf awareness programmes including the Foreign Office, Guys & St Thomas' hospital, Department of Agriculture & Fisheries plus many other governmental and private companies across the UK. I have also presented short lipreading courses for RNID (now Action on Hearing Loss) as well as my hearing therapy clinics in hospitals across Mid-Essex Hospitals Trust.

After retirement I was aware that I was still passionate about the issues people with hearing loss experience and the barriers to communication that exist alongside the emotional effects it can have on the person and people around them. Therefore I was thrilled to be asked to become a Trustee and I look forward to working alongside the strong and loyal team who provide the excellent service Hearing Help Essex is renowned for. I wear two hearing aids myself and have a profoundly deaf family member as well as others who have had hearing loss from a young age.

In my spare time I help run a social group for older people and have taken on a project to help initiate and carry out an oral history of a village just outside Chelmsford.

Fundraising News

A Very BIG Thank you to all our Friends and Supporters who have given so generously during 2019. A special mention to Betty Bliss who sold home made cards raising £100 for Hearing Help Essex, and to our Volunteer Patricia Gregory who held a party to celebrate 50 years of living in the UK and instead of gifts, asked her guests to make a donation to Hearing Help Essex which raised £305. Our collection tins have raised over £3,000 since April which is a fantastic amount.

Thank you to those groups who have given significant gifts this year, enabling us to continue expanding our services:

- ☎ Digiclear Hearing
- ☎ South Woodham Ferrers Rotary Club
- ☎ Brentwood Breakfast Rotary Club
- ☎ Great Dunmow Rotary Club
- ☎ Billericay & Shenfield Probus Club
- ☎ All Saint's Springfield Ladies Fellowship
- ☎ The Hawthorns
- ☎ Maldon Rotary Club
- ☎ The Fun Walk Trust
- ☎ Brentwood U3A
- ☎ Maldon Methodist Church Ladies Fellowship
- ☎ The Friends of Hearing Help Essex



Photo: Sophie Ede, CEO, receives a donation from The Rotary Club of Maldon

smile.amazon.co.uk



Do you have Christmas shopping left to do?

Remember that when shopping with Amazon, if you log in via smile.amazon.co.uk and select our charity, you can help raise funds for Hearing Help Essex at no extra cost!

Or are you looking for something a little different? Why not purchase a gift card with The Essex Lottery and choose Hearing Help Essex as the charity to benefit?

To start supporting, visit:
www.essexlottery.co.uk
and search for: **Hearing Help Essex**



- ★ Your support makes a real difference to our local community
- ★ 60p from EVERY £1 goes to local good causes
- ★ You also get the chance to win £25,000
- ★ Lottery gift cards make great presents

*Terms & conditions apply – see website Supporters must be 16 years of age or older

Useful contacts:

Partner Organisations

ECL Sensory Service

03330 133 262

Essex County Fire & Rescue Service

0300 303 0088

Royal Association for Deaf People

0300 688 2525

Independent Ear Wax Removal:

Please mention HHE when booking

Christ Church Clinic, Braintree

T. 01376 329524

W. christchurchclinics.co.uk

Digiclear Gt Dunmow/Bishop's Stortford

T. 01279 757077

W. digiclearhearing.co.uk

Click Hearing, Chelmsford/Billericay

T. 0800 6121 345

W. clickhearing.com

Dr M Carmaciu, Chelmsford

T. 01245 801234

W. phoenixhospitalchelmsford.com

Hearing Care Centre, Colchester and North East Essex

T. 01206 760839

W. skeelshearingh.co.uk

County Hearing Care, Brentwood

T. 01277 264938

W. countyhearing.co.uk

Essex Ears, Billericay/Shenfield

T. 07444 016163

W. essexears.com

NHS 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

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

Hearing Products

Please quote HHE/REF

Telephone: 01614 808003

www.hear4you.com/shop

Sarabec – quote HHE

Telephone: 01642 247789

Text phone: 01642 244148

www.sarabec.com

We are grateful to the following organisations for their support:



Uttlesford District Council



Walter Farthing Trust

Grants to benefit people in Mid-Essex



Walk-in Session Dates 2020

- 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. Due to increasing need, we hope to start new sessions during 2020, please check our websites for updates.

Donations towards our work are gratefully received.

Chelmsford area			
	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
	South Woodham Ferrers Crouch Vale Medical Centre, CM3 5QP	3rd Tuesday monthly	14:00-16:00
Braintree area			
	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
	Witham Health Centre, CM8 2UX	1st Thursday monthly	10:00-12:00
	Finchingfield, Freshwell Health Centre, CM7 4BQ	2nd Wednesday monthly	13:00-15:00
Basildon area			
	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

Maldon area			
e	St Peter's Hospital Assessment & Rehabilitation Unit, CM9 6EG	2nd Friday monthly	10:00-12:00
		4th Tuesday monthly (not December)	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, CM0 8DX	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

Uttlesford area			
e	Saffron Walden, Support 4 Sight, CB10 1EQ	3rd Monday monthly	14:00-16:00
e	Gt Dunmow, John Tasker House Surgery, CM6 1BH	4th Friday monthly (not December)	10:00-12:00
e	Thaxted, The Surgery, CM6 2QN	2nd Monday bi-monthly	14:00-15:00
e	Stansted Day Centre, CM24 8AQ	4th Tuesday monthly (not December)	14:00-16:00

Please note Hearing Help Essex Volunteers can clean and re-tube all NHS hearing aids with a mould at the above sessions. In addition to maintenance of moulded hearing aids, Broomfield patients with Corda aids can be helped by our volunteers at all sessions in Chelmsford, Maldon, and Braintree Districts, as well as at our Gt Dunmow session. Basildon patients with corda aids can be helped by our volunteers at Pitsea, Wickford, and Billericay sessions. Epping Patients with Corda aids can be supported at our sessions in in Stansted. Addenbrooke's patients with Corda aids will be able to access support at our Thaxted at Saffron Walden in the very near future. There is a limit to the support we can provide to hearing aids issued by other hospitals due to the variety of different hearing aids issued by the NHS across the County. We plan to start more sessions in 2020. Please see our website for updates.

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Registered Charity no. 1113498

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