

# Audiology, Community Hearing Care, Therapy and Balance Service

Transition from paediatric to adult  
audiology services



## **Transition to adult audiology services**

This booklet provides you with information about transferring your hearing aid care from the paediatric service, to the adult service. An appointment will be arranged with your transition audiologist. This is likely to be the audiologist who looked after you in the paediatric service.

### **The transition appointment**

During the appointment, we will check your ears and perform a hearing test. The hearing aids will then be fine tuned to ensure they are working optimally.

Once this has been performed, we will discuss the adult hearing aid services. This will include hearing aid maintenance, lost/damaged hearing aid charges, preventative care, contact details, environmental aids, aetiology (cause of hearing loss), genetic testing and accessing the call-in repair sessions. You will also be given an adult hearing aid information booklet.

### **Differences between paediatric and adult audiology services**

There are several differences between paediatric and adult audiology services. You will not have any further routine review appointments, instead this will be arranged at your request if you feel your hearing has changed.

As an adult hearing aid user, you are now able to access the call-in repair sessions, which do not require an appointment. Opening times and details can be found in the adult hearing aid information booklet.



As an adult hearing aid user, you are responsible for your own hearing aids. It is important to remember they are on loan to you from the NHS and you will be charged for replacement hearing aids if you lose or damage them.

## **Changes to audiology staff**

Our staff can help with any problems or issues you may have with your hearing aids. If you have any concerns about the service, please contact your transition audiologist who will be able to deal with your concerns.

## **Hearing aids**

You will continue to use your current hearing aids and keep the same colour. When your hearing aids need updating, an appointment will be arranged. At this point you will have the choice of continuing with the same colour or alternatively have a beige hearing aid. Once a standard or skin tone hearing aid has been fitted, no further colour changes will be offered. If you already have a standard or skin tone hearing aid, you will continue to stay with the same colour even if the hearing aid is updated in the future.

## **Environmental aids**

An environmental aid is a piece of equipment that may help you to hear better in a particular situation or environment. This equipment includes loop systems, vibrating alarm clocks and flashing doorbells. We will discuss this equipment with you at the transition appointment.

## **Further tests**

You may have had some tests carried out when you were very young to try to find out why you have a hearing problem.



We can now look again to see if there are any further tests that can be done. It is also recommended that you have regular eye tests and you may be asked at the transition appointment when your last eye test was. If you would like more information about these tests, please contact your transition audiologist.

## Local and national support services

### Action on Hearing Loss

Provides support for people with hearing loss and tinnitus.

**T:** 0808 808 0123

**E:** [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

**W:** [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

### National Deaf Children's Society

Provides emotional and practical support for deaf children and their families including the stage of transition from children's hearing aid services to adult hearing aid services.

**W:** [www.ndcs.org.uk](http://www.ndcs.org.uk)

**T:** 0808 800 8880

## Additional information

- There is limited availability for parking.
- We accept calls from Relay (formally known as Type Talk).
- If an interpreter is required, please contact the department in advance.
- If you would like any further information or have any special requirements, please contact the relevant department using the contact details on the next page.

## **Patient Advice and Liaison Service**

The Patient Advice and Liaison Service (PALS) acts on behalf of service users, families and carers to negotiate prompt solutions and help bring about changes in the way that services are developed. As well as providing a confidential advice and support service, PALS will help guide you through the different services available from the NHS. **Tel: 0161 716 3178**

## **Comments and complaints**

We want to learn from comments and complaints about our services. If you have any, please speak with a member of staff. Every effort will be made to resolve any concerns and complaining will not cause any difficulties in your care with us. You can also contact the Trust's Complaints Department via post at Trust Headquarters, 225 Old Street, Ashton-under-Lyne, OL6 7SR.

**Tel: 0161 716 3083**

**Email: [complaints.penninecare@nhs.net](mailto:complaints.penninecare@nhs.net)**

## **Become a member of our Trust**

You can be the voice of your community by electing or becoming a governor, find out more about your local mental health and community services, and receive updates, comment on our plans and get invitations to health events.

**Tel: 0161 716 3960**

**Email: [ftmembership.penninecare@nhs.net](mailto:ftmembership.penninecare@nhs.net)**

## **Alternative formats**

If you need help to understand this information, require it in another format such as large print, spoken (on CD) or Braille, or require it in a different language – speak to a member of staff.

## Contact us

### Rochdale

Audiology Department

Floor One

Nye Bevan House

Maclure Road

Rochdale, OL11 1DN

**T:** 01706 261909

**F:** 01706 261911

SMS (mobile text) is available  
if required, please ask.

### Oldham

Audiology Department

4th Floor

Intergrated Care Centre

New Radcliffe Street

Oldham, OL1 1NL

**T:** 0161 621 3468

**F:** 0161 621 3523

### Bury

Audiology Department

Fairfield General Hospital

Rochdale Old Road

Bury, BL9 7TD

**T:** 0161 778 3670

**F:** 0161 778 3018

## Get involved



For regular updates, follow us on Twitter  
@PennineCareNHS, or like the Pennine Care NHS  
Foundation Trust page on Facebook

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