

ESTWAR SANICHAR
Service Improvement Project Manager
Patient Experience Team

Northumbria Healthcare NHS
Foundation Trust

PILOT USE OF AN ASSISTIVE HEARING DEVICE
WITH PATIENTS WHO HAVE A HEARING
IMPAIRMENT.

PROJECT'S AIM

To improve communication with patients who have hearing impairment at one of our care of the Elderly Wards - through the use of an assisted hearing device.

HOW THE PROJECT CAME ABOUT?

- **Conversations and Observations – Staff and Patients**
- **71.1% over 70 years old - some degree of hearing loss - (Facts/Figures on hearing loss, deafness and tinnitus; action on hearing loss factsheet, April 2016).**
- **Literature Search**
- **Equality Act 2010**
- **Ad hoc use of a hearing aid device.**

PLANNING

- **Meetings with Senior Staff**
- **Meetings with Ward base Staff**
- **Paper Survey with MDT**
- **Consulted with Audiology Department**
(Crescendo 50)
- **Caldicott and Ethical Approval**
- **Baseline Data – 3 short/simple questions.**

Crescendo 50/60 Hearing Aid



IMPLEMENTING THE PROJECT

- **Provided a device on the Ward**
- **Ensured staff knew how and when to use it (demonstration)**
- **Easy accessibility – Communication Box**
- **Capturing usage - 3 simple/short questions**
- **Visible presence by Project Leaders/early stage**
- **PDSA Cycles x 3**
- **Project Duration – 12 weeks**

- **PS: Not a substitute for hearing aids.**

IMPACT/RESULTS – PATIENTS/STAFF

A. PATIENTS/RELATIVES -100% who provided feedback:

- **Device – easy to use and improved communication**
- **Found it helpful**
- **Some Families – impressed at the difference the device made to communication - took details of the device/to buy it for home use.**

IMPACT/RESULTS – PATIENTS/STAFF

B. STAFF

- **100% who provided feedback - easy to use**
- **75 % - reported improved communication**
- **Ward Manager – “Useful and always positive feedback”**
- **Occupational Therapist – “Able to take a full history/involvement of the patient”**
- **Care of the Elderly Consultant – “Questions about a patient’s capacity – cognitively intact”.**

WHAT HAS HAPPENED SINCE – WHAT’S NEXT?

- **Additional device purchased by the Ward**
- **Patient Experience Team – one for each staff – positive implications**
- **Other Departments in the Trust**
- **Presentation to Senior Nurses Forum**
- **Published in the BMJ – Dr Elizabeth Wood – (it was published at an early stage – limited information).**



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Thank you !

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