



**SCOTTISH
COCHLEAR IMPLANT
PROGRAMME**

Additional information and supports

Sign posting



Cochlear Implant Manufacturers

Cochlear

- <https://www.cochlear.com/uk/en/home>

MED-EL

- <https://www.medel.com/en-gb>

Advanced Bionics

- <https://www.advancedbionics.com/us/en/home>

Both of the below sites are useful for finding out further information about cochlear implants, the assessment process, devices and support groups.

British Cochlear Implant Group

- <https://www.bcig.org.uk>

National Cochlear Implant Users Association

- <https://www.nciua.org.uk>

Charities and Organisations

Below are some national charities which provide valuable information, support and advocacy. There may also be local charities and organisations in your area which you may wish to explore.

RNID - Royal National Institute for Deaf People

- <https://rnid.org.uk>

Deaf Action

- <https://deafaction.org>



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Hearing Link

- <https://www.hearinglink.org>

Hearing Dogs for Deaf People

- <https://www.hearingdogs.org.uk>

Deafblind Scotland

- <https://www.dbscotland.org.uk/>

National Deaf Children's Society

- <https://www.ndcs.org.uk/>
- Supporting children, families and young people up to the age of 25 years

Support in the workplace

Access to Work is a UK Government scheme that provides grants to cover a variety of equipment and services including communication support, assistive devices and training. The link below is to the Government's website

- <https://www.gov.uk/access-to-work>

Adult Disability Payment

The Adult Disability Payment is extra money to help you if you have a disability or long-term health condition that effects your everyday life. The Adult Disability Payment is made up of two parts, daily living and mobility. You may qualify for one or both parts. Visit the below website for further information and to check eligibility.

- <https://www.mygov.scot/adult-disability-payment>



Home supports

Various products to assist in your home are available to purchase or may be provided free of charge by your local council or fire brigade. These include:

- Flashing/vibrating smoke alarms and carbon monoxide alarms
- Flashing/vibrating doorbell
- Vibrating baby monitors
- Vibrating alarm clocks

Please contact your local council, fire service, sensory service team or Audiology department directly for further information on your entitlement in your area.

The above products and other assistive devices can be purchased online from various sites. Below are websites for two UK retailers which have a wide range of home products and assistive listening devices.

<https://www.connevans.co.uk>

<https://www.sarabec.com/>



Aiding Communication

Lip reading classes can be very helpful. The below links can help you find a local lip reading class.

Lipread Scotland

- <https://lipreadscotland.org.uk>

Deaf Action also provides lipreading classes and more information can be accessed on their site

- <https://deafaction.org>

Contact your local Audiology department or sensory service team for further detail on other local lipreading classes available.

Communication strategies are important to utilise along side your hearing device/s.

- **Position** yourself so you can see the speakers face
- Ensure **good lighting** so it is easier to see visual cues
- When possible, **sit closer** to the speaker
- **Reduce background noise** where possible
- If you **don't understand**, let people know rather than guess
- Ask people to **speak in a clear voice** and **slow their rate of speech**
- **Knowing the topic or context** of the conversation can help you follow the conversation and 'fill in the gaps'



Don't be afraid to tell people what you need to help improve the communication exchange. Some people you meet may not know how to change their communication to make it easier for you to understand them.

Below are some examples of what you may say to aid communication.

- **You can mention your hearing loss**
 - I am deaf. I am hard of hearing. I have a hearing loss.
- **You can explain what this means**
 - I may not hear all of what you say.
 - I can hear but I may miss some information
 - I find it difficult to follow a conversation in background noise
- **You can share strategies which will help you**
 - I find it easier to follow if I can see your face.
 - Could we move to an area that is quieter?
 - it would help if you sat on my left side.
- **Practice useful phrases with a communication partner so you feel confident to use them with an unfamiliar speaker**
 - Can you say that in a different way?
 - Can you repeat the last word?
 - I didn't understand/hear...
 - Can you tell me the topic of what you are talking about?
 - Did you say...
 - It would help if I could see your face



There are many real-time **speech-to-text** apps available which aim to assist and improve conversations. These use your phone's microphone to detect speech and then type what is heard. We have compiled a list of useful apps as a good starting point.

Available on Apple and Android:

- **TextHear / Speechnotes** – Android has a free version or you can upgrade, the Apple version requires payment
- **Ava** – Payment may be required
- **Otter** – Free app for conversations up to 30 minutes
- **XRAI Glass** – Various options including a free version

Available on Apple only:

- **NALscribe** – Free app.
- **Hearing Helper** – Free app with download fees.
- **Live Transcribe** – Requires a subscription however it can be trialled free for 7 days.

Available Android only:

- **Google Live Transcribe** – Free app

BT's Text Relay Service is a free service which if you have a smart phone or tablet can help you make a phone call independently using text support.

- <https://www.relayuk.bt.com/>

Registering your mobile phone with the Emergency SMS Service will allow you to manage 999 calls by text

- <https://www.emergencysms.net/>



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Tinnitus Support

There are various sites, organisations and charities which offer support and information to those experiencing tinnitus. Gaining knowledge and support around how to best manage tinnitus for you can improve quality of life.

Tinnitus UK

- <https://tinnitus.org.uk/>

RNID

- <https://rnid.org.uk/information-and-support/tinnitus/>