Transition from Children’s to Adult Hearing Services

Information for patients, relatives and carers

For more information, please contact:

Audiology Department
The York Hospital, Wigginton Road, York, YO31 8HE
Tel: 01904 726741
Email: hearingaidrepairs@york.nhs.uk

Caring with pride
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What is different about the hearing aid service you receive as a child and as an adult?

When you were younger your parents/guardians made choices about your hearing needs. As an adult, we will no longer involve your parents/guardians in any hearing related matters. All of the choices made about your hearing tests and hearing aids will be made between you and an audiologist.

This also means that from now on, if you need to be seen in the Audiology Department you will need to make an appointment. Please contact us directly: Telephone 01904 726 741 or 01904 725 454 Email: hearingaidrepairs@york.nhs.uk.

It is now your decision to call us if you need help with your hearing or hearing aids. For example, you might need new moulds, or you think your hearing aid is not working as well as it should. You also need to contact us if you think your aid is broken, if you have lost your aids or if you think your hearing has changed.

Teachers of the Deaf

At school these teachers were essential in ensuring your needs were met in the school environment. When you leave school they will not be involved.
Services Beyond School

There are services available to help you in day-to-day life, in further education or in the work place. If the service you need is not listed below, your student services advisors, employer or the Citizen’s Advice Bureau (local information is given below) will help you.

Disabled Students Allowance

https://www.gov.uk/disabled-students-allowances-dsas

This is a service provided by the UK government that assesses your individual educational needs. They then provide a report used by colleges and universities to provide resources that you can use to help you in your studies.

College or University

When you enrol at college or university you should contact their sensory or disability team. They will be able to offer you localised specialist assistance to support your studies.

While you remain in education, we in Paediatric audiology at York will continue to monitor your hearing and maintain your hearing aids. Once you leave education you will transition fully to the adult service.
Access to Work

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

Access to Work can help you if your health or disability affects the way you do your job. It gives you and your employer advice and support with extra costs which may arise because of your needs.

You may be able to get Access to Work if you are in a paid job, unemployed and about to start a job or self-employed and your disability or health condition stops you from being able to do parts of your job. Your disability or health condition may not have a big effect on what you do each day, but may have a long-term effect on how well you can do your job. If you think that this applies to you, you should talk to an adviser.

National Deaf Children’s Society

http://www.ndcs.org.uk

This charity will support you for as long as you are at home with your parents/guardians. Once you are living independently, their support stops. See their website for more information.
Caring about what we do ● Respecting and valuing each other

**Action on Hearing Loss (formerly RNID)**

https://www.actiononhearingloss.org.uk/

This charity has lots of information on yours rights and benefits, personal independence payment and general care and support.

**29 Castlegate, York, YO1 9RN**

www.29castlegate.org Phone: 01904 555400

Free and confidential information, careers guidance, advice and counselling to young adults aged 16 to 25 who live in the City of York. They offer a drop-in appointment service; details are on their website.

**Social Worker’s for Deaf Adults**

West Offices, Station Rise, York YO1 6GA
Phone: 01904 555111
Email: adult.socialsupport@york.gov.uk

You are entitled to have your social care needs assessed by Social Services. Once they have made an assessment of your social care needs they will decide whether you are eligible for council-funded community care service using the criteria laid out in ‘Fair Access to Care Services'.

Deaf community weekly drop in service at West Offices, Station Rise, York YO1 6GA. Tuesdays – 1pm-4pm
York Citizens Advice Bureau

http://www.yorkcab.org.uk/index.html
York CAB, West Offices, Station Rise, York YO1 6GA
Advice Line: 03444 111444

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact: The Audiology Department, The York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 726741.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services. PALS can be contacted on 01904 726262, or email pals@york.nhs.uk. An answer phone is available out of hours.
Please telephone or email if you require this information in a different language or format

如果你要求本資訊以不同的語言或版式提供，請致電或發電郵

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

01904 725566
email: access@york.nhs.uk

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