



ACCESSING AUDIOLOGY - YOSEF

CASE STUDY

Name

Yosef

Access needs

Severe to Profound deafness

Audiology needs

Long time hearing aid user, known to the service



Meeting the Accessible Information Standard

All providers of NHS care or other publicly-funded adult social care must meet the Accessible Information Standard (AIS).

Five steps of AIS

1. Identify
2. Record
3. Flag
4. Share
5. Meet

Yosef has had severe to profound deafness since his mid-fifties. He relies on lip reading and cannot use the phone. He has a mobile phone for texts. He attempts to use technology e.g. email, but often has problems getting it to work. His wife used to attend all his health appointments with him in case he missed anything, but she is now terminally ill and he looks after her.

Yosef felt his hearing was getting worse. He could not call Audiology himself and the email never seemed to work so he had to ask his wife to call for him. Audiology did not accept text messages or have an online system for making appointments

LEARNING POINT 1

Learning point 1: Stage 5 of the AIS has not been met. Yosef is unable to make contact with Audiology himself but is forced to rely on others. Services should take steps to ensure appropriate communication is available. This may be a departmental mobile phone or video calling system. BT offer a free app to support text conversations over the phone <https://www.relayuk.bt.com/>

The Audiologist called him in for the waiting room. Yosef was sat watching the door very closely and jumped up as soon as any Audiologists came out, asking them if it was his turn. He found the waiting room very stressful, especially as the chairs did not face the door and the Audiologists did not always walk out fully into the waiting room before they shouted. He sometimes had to wait for 15 minutes and could not relax while waiting in case he missed being called for his appointment.

LEARNING POINT 2

Learning point 2: Calling Yosef in for his appointment by name is inaccessible for him due to level of deafness. Stage 5 of the AIS has not been met. Yosef needs a visual prompt when being called in for this appointment; this could be a visual calling system, a pager system, or his written name on a whiteboard or piece of paper.

Yosef was due to attend for his new hearing aids 4 weeks later. On the day of the appointment he got a phone call from the Audiology service. He could not hear what they were saying but assumed they were confirming his appointment. His wife was asleep and he did not like to wake her for help. He went along to the Audiology reception and they told him his appointment had been cancelled as the Audiologist was off sick.

LEARNING POINT 3

Learning point 3: Stage 1, 2, 3, and 5 of the AIS has not been met. Yosef's communication needs have not been identified, recorded, flagged or met. His communication needs should be noted and visible to all staff who may make contact with him, so he is not called on the telephone. Another form of communication should have been put in place to enable Audiology to make contact with him.