

Ref. No: 555280222  
 From: Audio services  
 Date: 28/02/22  
 Subject: Audiology Services

**REQUEST & RESPONSE**

**Audiology Services: Provision for People with Intellectual Disabilities and Autistic People**

Please complete this survey if your audiology service provides diagnostic hearing assessments AND hearing aid provision for people with intellectual disabilities and/or autistic people. This provision may be delivered through a specialist service or as part of your mainstream service.

For the purpose of this request the following terms have been used:

**Intellectual Disabilities:** People who have an intellectual or learning disability identified in their medical records.

**Autistic People:** People who have autism spectrum disorder and whose autism is known to audiology services.

**Co-occurrence of intellectual disabilities and autism:** Autism spectrum disorder is not an intellectual disability, but these conditions may co-occur. For the purposes of this survey, questions which ask for information regarding autistic people refer to autistic people without an intellectual disability. Where autism co-occurs with an intellectual disability, please include these people in the information regarding intellectual disabilities.

Clinical definitions of intellectual disabilities and autism are included in the footnote.

**Scope:** This information request **does not** include services for people with specific learning difficulties, such as dyslexia, or later acquired cognitive deficits, such as dementia.

Please base your answers on your service provision between 1<sup>st</sup> May 2021 and 31<sup>st</sup> July 2021.

**The vast majority of these questions can be answered with a “Select all that apply” or yes/no choice**

**Section 1: Your service**

Please answer the questions below based on the situation as of July 2021.

Your name:	Jacquie Connolly
Your role:	Audiology Manager
Your email address:	Jacquie.connolly@sthk.nhs.uk
Your telephone number:	01744646027

Please give the name of your audiology service/s. If you provide services on behalf of another Trust/s please provide details of all the Trusts that you provide services for below. **Please write names in full and expand acronyms:**

St Helens and Knowsley Hospitals

**Section 2: Your caseload of people with intellectual disabilities and autistic people**

2.1 Does your hospital or audiology service have a mechanism for identifying and flagging people with intellectual disabilities who use the service?

Yes     x        No   

If yes, please specify how you store and use this information?

If informed of disability there is an alert added to patient information

2.2 Does your hospital or audiology service have a mechanism for identifying and flagging autistic people who use the service?

Yes     x        No   

If yes, please specify how you store and use this information?

If informed of condition alert added to patient information

Please include the following information for your service. **We understand that you may not record all these numbers.** Please only fill in the numbers your service records or provide an estimate if possible (noting with an E). If you do not record these numbers and cannot make a reasonable estimate, please state 'not recorded':

<b>Total population of the area that your service covers</b>	<b>E365000</b>
<b>The geographical boundaries your service covers</b>	St Helens and Knowsley
<b>Age group your service covers (e.g., 0 – 18 years, 18+ years)</b>	18+ Hearing Aid Service All age ENT
<b>Total number of adults with intellectual disabilities who were seen between 1<sup>st</sup> May and 31<sup>st</sup> July 2021.</b>	2 E
<b>Total number of children (&lt;18 years) with intellectual disabilities who were seen between 1<sup>st</sup> May and 31<sup>st</sup> July 2021.</b>	2 E
<b>Total number of autistic adults who were seen between 1<sup>st</sup> May and 31<sup>st</sup> July 2021.</b>	2 E
<b>Total number of autistic children (&lt;18 years) who were seen between 1<sup>st</sup> May and 31<sup>st</sup> July 2021.</b>	2 E

### Section 3: Transition to adult services

3.1 How do you prepare young people with intellectual disabilities and/or autistic young people for transition to adult services? Please select all that apply.

Not applicable: adult only service	
Provide easy read information on the adult service for young people	x
Professional liaison arranged between adult and paediatric services prior to transition	x
Offer an appointment with the adult service before being discharged from the children's service	x
Hold joint appointments with both paediatric and adult audiologist present	x
Visit local schools to offer sessions to share information with young people about deafness, independence and transition etc.	
Discuss reasonable adjustments that can be offered in the adult service	x
None of the above	

Other please state:

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**Section 4: Reasonable Adjustments**

**Reasonable adjustments:** According to The Equality Act 2010, service providers should make 'reasonable adjustments' to their provision, to allow disabled people to access the same services as non-disabled people. These adjustments will be different for different services. What is reasonable for one provider may not be possible or relevant for another provider.

4.1 Do you make any of the following reasonable adjustments to facilitate accessibility to audiology services? Select all that apply:

	For people with intellectual disabilities	For autistic people	For anyone who needs them
Test room of sufficient size to accommodate client, up to 2 carers and up to 2 testers	X	X	X
Wheelchair access	X	X	X
Directions to your service written in an accessible format and clear signage displayed <i>in situ</i>	X	X	x
A quiet waiting area	X	X	X (on request)
An appropriate alternative to a soundproof room for patients who find this unpleasant	X	X	X
Range of testing position options within test room	X	X	X
Home visit			
Appointments at Day Services or Day Centres			

Other – please specify:

4.2 Do you make any of the following reasonable adjustments to facilitate appointment flexibility? Select all that apply:

	For people with intellectual disabilities	For autistic people	For anyone who needs them
Longer appointment times	X	X	X
Providing breaks during appointments or offering multiple appointments	X	X	X
Option of different times	X	X	X
Extended opening times (before 9 am and/or after 5pm)	X	X	X
Saturday appointments			
Telephone or video appointments	*	*	*
We offer extra appointments in school holidays			
We deliver some services in schools and/or community settings			

Other – please specify:

\* Not deemed suitable for audiology

4.3 Do you make any of the following reasonable adjustments to testing procedures? Select all that apply:

Soundfield behavioural testing in addition to ear-specific testing	
Visual reinforcement audiometry or behavioural observation audiometry for adults	
Electrophysiological assessment in an outpatient setting	
Electrophysiological assessment under sedation or general anaesthetic	

Other – please specify:

4.4 What attempts are made to find out what the individual's needs are prior to the appointment (e.g., communication, physical, behavioural needs)?

Check referral letter	X
Check hospital records	x
Contact patient	x
Contact family/key workers (as appropriate)	x

Other – please specify:

4.5 Do you make any of the following reasonable adjustments to facilitate communication? Select all that apply:

Ability to book communication support professionals where necessary (e.g., interpreters, speech-to-text reporters, lipspeakers)	X
Range of options for contacting the service (e.g., email, mobile number with text option)	X
Easy read versions of appointment letters	X
Easy read versions of patient letters and reports of findings	x

Other – please specify:

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4.6 Do you make any of the following reasonable adjustments to providing patient information? Select all that apply:

Easy read patient information	X
Pictorial resources explaining processes in clinic e.g., audiometry	X
Video information about the department, staff and appointment	X

Other – please specify:

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4.7 Do you currently provide a choice of coloured moulds to people with intellectual disabilities and/or autistic people at no extra charge? Please select one answer:

Yes, always	<input checked="" type="checkbox"/>	No, never	<input type="checkbox"/>
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please specify:

ON REQUEST –
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4.8 Does your service offer any of the following adaptations people with intellectual disabilities and/or autistic people?

	For people with intellectual disabilities	For autistic people	For anyone who needs them
Hearing aid fittings with 2 members of staff	x	X	X
Speech testing to evaluate outcome			
Soundfield Aided thresholds			
RECD			
Additional follow-up review appointments to support acclimatisation / adaptation to amplification	X	X	X
Training for carers and families on hearing aid use	X	X	x
Training for carers and families on communication	X	x	x
Easy read care plans	x	x	X
Easy read information on hearing aid use	x	x	X
Home visits to evaluate hearing aid use in a domestic setting			

### Section 5: Wax management

5.1 How is problematic wax managed in people with intellectual disabilities and/or autistic people in your service? Select all that apply:

Advice issued re drops	X
Referral to GP surgery	X
Referral to mainstream ENT services	X
Referral to ENT services with specialist skills re. people with intellectual disabilities	X
Removal within Audiology clinic by Audiology staff	
Information about ear wax (risks, side effects, management etc.) offered in a range of formats (e.g., Easy Read).	

Other – please specify:

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### Section 6: Specialist Services

**Specialist Services:** By specialist services, we mean audiological services which are provided separately from your mainstream provision, specialised for people with intellectual disabilities and/or autistic people. This might mean an entirely separate service for these groups, or the opportunity to be seen by professionals who specialise in working with these groups, in a mainstream setting.

6.1 Of the people with intellectual disabilities and autistic people that you saw between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, how many were seen by a specialist service as opposed to your mainstream service (please give a number for all that apply)? **We understand that you may not record these numbers.** If you do not record these numbers and cannot make a reasonable estimate, please state 'not recorded':

	For people with intellectual disabilities	For autistic people
Specialist audiology service for people with complex needs	N/A	N/A
Mainstream audiology services	N/A	N/A
Mixture of mainstream and specialist service	N/A	N/A

6.2 Of the people with intellectual disabilities and autistic people that you saw between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, what review processes were available (please select all that apply)?

	For people with intellectual disabilities	For autistic people
Normal hearing – discharge, self-referral to return	<b>X</b>	<b>X</b>
Normal hearing – routine review		
Hearing Loss – same review as mainstream service	<b>X</b>	<b>X</b>
Hearing Loss – additional review appointments		

6.3 Of the people with intellectual disabilities and/or autistic people that you saw between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, how many were offered the following services (please give a number for all that apply). **We understand that you may not record these numbers.** If you do not record these numbers and cannot make a reasonable estimate, please state 'not recorded':

	For people with intellectual disabilities	For autistic people
Hearing Therapy	N/A	N/A
Vestibular assessment or rehabilitation	N/A	N/A
ENT	N/A	N/A
Cochlear Implant Services	N/A	N/A
Tinnitus assessment or rehabilitation	N/A	N/A
Sensory teams	N/A	N/A
Other Implantable Devices	N/A	N/A

Other – please specify:

### Section 7: Meeting Relevant Guidance

7.1 How closely do you work to the following relevant guidance?

	Awareness	Implement in part	Implement in full	Not heard of
<b>Learning Disabilities Improvement Standards for NHS Trusts</b> <a href="https://improvement.nhs.uk/documents/2926/v1.17_Improvement_Standards_added_note.pdf">https://improvement.nhs.uk/documents/2926/v1.17_Improvement_Standards_added_note.pdf</a>			X	
<b>PMLD Service Standards:</b> <a href="http://www.thesensoryprojects.co.uk/PMLD-service-standards">http://www.thesensoryprojects.co.uk/PMLD-service-standards</a>		X		
<b>The Accessible Information Standard</b> <a href="https://www.england.nhs.uk/ourwork/accessibleinfo/">https://www.england.nhs.uk/ourwork/accessibleinfo/</a>			X	
<b>British Society of Audiology Practice Guidance for Adults with Intellectual Disabilities</b> <a href="https://www.thebsa.org.uk/resources/access-to-audiology-services-for-adults-with-intellectual-disabilities/">https://www.thebsa.org.uk/resources/access-to-audiology-services-for-adults-with-intellectual-disabilities/</a>		X		

### Section 8: Your policies

8.1 What documentation do you currently have specific to people with intellectual disabilities and autistic people? Select all that apply and indicate whether 'in place' or 'in progress'. These documents may be trust/hospital-specific or may be specific to your department/service.

	In place	In progress
Patient Pathway(s)	<b>X</b>	
Audiology-specific SOPs that refer to working with people with intellectual disabilities	<b>X</b>	
Audiology-specific SOPs that refer to working with autistic people	<b>X</b>	
Training logs relevant to staff skills on working with people with intellectual disabilities	<b>X</b>	
Training logs relevant to staff skills on working with autistic people	<b>X</b>	
Risk Assessments (detail in question 9.2)	<b>X</b>	
Transition SOPs or policy	<b>X</b>	

Other – please specify:

8.2 Do you carry out the following risk assessments? Select all that apply:

	Formal risk assessment	Informal risk assessment (risk identified and recorded in medical notes)
Challenging Behaviour		X
Risks of inaccuracy of behavioural assessment		X
Risk associated with communication barriers		X
Discharging without ear-specific information		
Lack of sufficient support with hearing aid use		X
Lack of equal access to services for people with intellectual disabilities		X

Other, please specify:

8.3 How does your 'Did Not Attend' policy differ for people with intellectual disabilities and/or autistic people to that of the wider patient population?

Contact is made with patient/carer to discuss and reappoint if required. GP also notified.

### Section 9: Referral Routes

9.1 Of the new referrals of people with intellectual disabilities and autistic people, that you received between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, where did the referrals originate from? Please select all that apply.

GP	<input checked="" type="checkbox"/>
Community Learning Disabilities Team	
ENT	<input checked="" type="checkbox"/>
Paediatric Audiology Services	<input checked="" type="checkbox"/>
Newborn Hearing Screen	
Out-of-area Audiology Service	
Speech and Language Therapy	
School nursing team	
Community Paediatric team	
Hearing screening pathway for adults or children with intellectual disabilities	
Annual Health Check	<input checked="" type="checkbox"/>
Other	

Other: (please specify)

### Section 10: Multidisciplinary Working

10.1 Of the people with intellectual disabilities that you saw between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, how often did you make referrals to the following professionals when they are required. Please select all that apply and indicate estimate of frequency of referral.

	Always	Often	Sometimes	Rarely	Never
Speech and Language Therapy					<input checked="" type="checkbox"/>
Community Learning Disabilities Team					<input checked="" type="checkbox"/>
Teacher of the Deaf					<input checked="" type="checkbox"/>
Ear, Nose and Throat			<input checked="" type="checkbox"/>		
Occupational Therapy					<input checked="" type="checkbox"/>
Other					<input checked="" type="checkbox"/>

10.2 Of the autistic people that you saw between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, how often did you make referrals to the following professionals when they are required. Please select all that apply

	Always	Often	Sometimes	Rarely	Never
Speech and Language Therapy					<input checked="" type="checkbox"/>
Community Learning Disabilities Team					<input checked="" type="checkbox"/>
Teacher of the Deaf					<input checked="" type="checkbox"/>
Ear, Nose and Throat			<input checked="" type="checkbox"/>		
Occupational Therapy					<input checked="" type="checkbox"/>
Other					<input checked="" type="checkbox"/>

10.3 Do you have access to any of the following? Select all that apply:

Employer policies on working with people with intellectual disabilities	<input checked="" type="checkbox"/>
Employer policies on working with autistic people	<input checked="" type="checkbox"/>
Employer-provided training on working with people with intellectual disabilities	<input checked="" type="checkbox"/>
Employer-provided training on working with autistic people	<input checked="" type="checkbox"/>
Employer involvement in the Mencap Treat Me Well Campaign	<input checked="" type="checkbox"/>
Effective links to other professionals with specialisms in working with people with intellectual disabilities and/or autistic people	<input checked="" type="checkbox"/>

### Section 11: Staffing and Training

11.1 Are the staff (e.g., audiologists, receptionists) in your service able to access the CPD necessary for working with people with intellectual disabilities and/or autistic people?

All staff	<input checked="" type="checkbox"/>
Some staff	
None	

If CPD is not available for all staff in your service, necessary for working with people with intellectual disabilities and/or autistic people, please indicate why not (select all that apply):

Financial constraints	<input type="checkbox"/>
Training expenses are not covered e.g., travel to training	<input type="checkbox"/>
No cover for clinical duties	<input type="checkbox"/>

Other: please specify

11.2 If you offer a specialist service for people with intellectual disabilities and/or autistic people, how many full-time equivalent staff were routinely involved on 31<sup>st</sup> July 2021? (Please select all that apply). Specialist provision can include an entirely separate service for these groups, or the opportunity to be seen by professionals who specialise in working with these groups, in a mainstream setting. Please express part-time roles as a fraction of a full-time role e.g., 1 full-time role and a part-time role of 3 days would be 1.6 FTE.

Level	Permanent posts	Locum/ temporary posts	Trainees
Band 1			
Band 2			
Band 3			
Band 4			
Band 5			
Band 6			
Band 7	1 WTE		
Band 8 a			
Band 8 b			
Band 8 c			
Band 8 d			
Band 9			
Doctor specialising in audiology (paediatrician, audio vestibular physician etc)			
Other staff e.g., Volunteers and students			

11.3 What training have the staff in your service been offered for working with people with intellectual disabilities and/or autistic people? (Please select all that apply)

	Clinical staff working in a specialist audiology service for people with intellectual disabilities and/or autistic people	Clinical staff who work with people with intellectual disabilities and/or autistic people in a mainstream audiology service	Non-clinical staff who work in the audiology service (e.g., receptionist, porter)
Mental Capacity Act training	X	X	X
Communication training (relevant to those with intellectual disabilities e.g., Makaton etc)	x	x	x
Learning Disability Awareness	x	x	x
Autism Awareness	x	x	x
Shadowing specialist clinics			
Accessible Information Standard Training	X	x	x
Generic Violence and Aggression Training	x	x	x
Challenging Behaviour	x	x	x

Other, please detail:

## Section 12: Patient engagement and service evaluation

Please answer the questions in this section based on the situation as of 31<sup>st</sup> July 2021.

12.1 What patient feedback mechanisms do you have in place for services for people with intellectual disabilities and/or autistic people?

**Friends and Family Testing – Follow Up contacts – Co-production audit**

What have been the most recent outcomes of patient feedback regarding services for people with intellectual disabilities and/or autistic people?

**Positive – 100% recommendations to highlight patient were informed and up to date with overall options. Majority score 8/10**

12.2 Do you audit/evaluate your service practices for people with intellectual disabilities and/or autistic people? Please give a brief explanation (1 or 2 sentences).

Yes (please specify how)	Evaluations continually ongoing to improve practices/care for all patients, addressing any training needs for staff to support all patients. Patients also supported if requiring reasonable adjustments reducing health inequalities across the board.
No (please specify why)	

12.3 Are there any aspects of service delivery that you adapted during the Coronavirus pandemic, which you intend to retain beyond the end of restrictions (e.g., tele-audiology, telephone reviews)? Please give brief details and an explanation of why.

None Face – face routine service continued.

12.6 Are there plans to develop your service for people with intellectual disabilities and autistic people in the near future? Please give a brief description of any planned changes.

The service is continually developing and making changes to improve its practices regarding reasonable adjustments and facilities in order to provide outstanding care for all patients.