

# **BASELINE POSITION – OXFORDSHIRE** **PERSONAL INFORMATION PRESCRIPTIONS**

## **OXFORD DEAF CENTRE**

1. Deaf person referred by Warden of old peoples home:

- Personal information collected and contact details etc taken
- Problem identified – hearing aids need cleaning and new batteries. New supply of batteries needs collecting.

### Information given:

- Monthly Hearing Aid clinic at the centre to help with maintenance.
- Appointment recommended with the Audiology Department at the John Radcliffe Hospital to include maintenance and re-supply to batteries.
- Contact details passed on for the Warden to follow up.

2. Member of ODC requesting help locating information on equipment.

- Arrived in Reception suffering from a low-frequency condition similar to Tinnitus. Causes distress and sleep deprivation when very bad. Seen an advert for a piece of equipment that may relieve the symptoms, especially at night.
- Personal information collected and contact details etc taken
- Agreed to meet in a short while after information has been gathered.

### Information given:

- Contact to Social and Community Services
- Contact to Audiology Department
- Leaflets of similar equipment purchased privately
- Contact details of company in advertisement.
- Contact details passed on for the Warden to follow up.

NUMBERS OF PATIENTS SEEN BY OXFORD DEAF CENTRE:

Approximate per month:        15 to 30+

## **OXFORDSHIRE LIBRARIES**

Oxfordshire Libraries provides a comprehensive information service to its personal customers through 43 static and 5 mobile libraries, and by remote customers who choose to contact us by phone, fax, letter, e-mail. We are also developing an online chat service.

Information is provided from a wide range of sources: our bookstock, leaflets, subscription databases and from the wider Internet or by signposting to other information providers that we identify as the best source of the particular information required. Information is either provided in printed form or online, which may include e-mailing specific information or providing web links.

The focus of resources and staffing expertise is Oxford Central Library from where a team of librarians supports the smaller collections of the rest of the library network and replies to all direct customer enquiries through whatever channel.

We are also developing customer referral agreements with hospital libraries in Oxford as part of the Inspire initiative

<http://www.inspire.gov.uk/index.php> .

## **OXFORDSHIRE SOCIAL & COMMUNITY SERVICES – HEARING IMPAIRMENT TEAM**

1. Deaf client sends SMS to duty phone of S&CS Duty office

- Duty Officer (DO) responds to clarify request.
- Client is requesting information about new piece of equipment demonstrated on TV last weekend.
- Duty officer checks if client known (he is\*) and all details correct.
- Decision taken that information only is being requested
- Request forwarded to social services Equipment Officer who prepares information pack

Information given:

- Contact details of manufacturer of the equipment discussed
- Web-site address of TV programme
- Information re Assessment process via social services should client wish to see if meets eligibility criteria
- Information on Direct Payments eg if client be eligible for more basic item and may wish to upgrade
- Request that client feedback to Equipment Officer (EO) if item investigated and found to be useful/not useful

\* If person not known, full Single Assessment Process needed. Pathway for that involves several pages of social services/health agreed processes (will forward if required).

2. Relative of older person with hearing impairment calls Hearing Impairment, social services duty desk
  - Hearing Impairment (HI) DO establishes if older person aware of relative calling (older person is aware)
  - DO clarifies reason for call; older person is having difficulty hearing phone, door bell and television; neighbours are complaining and Environmental Health are now involved
  - DO checks if client's details known; they aren't.
  - DO takes all basic details onto Contact Assessment Form (FACE SAP - attached)
  - Client is visited by Equipment Officer (EO), who completes specialist assessment forms and provides Summary of Need.

Information given:

- EO identifies other information which may be of help to client/carer and prepares pack to post on.
3. Deaf young person, about to leave school/enter college, asks for advice from Social Worker for Deaf in S&CS
    - Social Worker (SW) checks all basic personal details up to date, entering anticipated school leaving dates and possible college options (young person now 18 so falls within adult services remit.)
    - SW clarifies areas of concern to young person and agrees to collect information which may be of relevance
    - SW discusses best method of delivery of information to young person, given some items of a personal nature may not be appropriate for delivery by post to home address; agreement that personal e-mail address to be used, with attachments
    - SW prepares information prescription containing mixture of web-sites, contact details of possible sources of help, equipment suggestions, etc as required
    - IP sent to young person, with request to acknowledge and to feedback on outcome by given date
  4. Contact Assessment Form (FACE SAP) received at S&CS with request from local Audiology team to support person diagnosed with sudden, severe hearing loss.

- DO in S&CS checks if person already known; they aren't.
- All basic personal details from SAP form entered onto social services data base, if permission to share/store information boxes ticked
- Best method of contact already identified on SAP contact assessment form; written offer of home appointment offered
- Client visited at home and assessment undertaken of current needs related to social and employment domains
- Roles as mother and as employee in particular an issue; agreement to refer to other specialists agreed; further appointments made to investigate/support further
- Specialist assessment form completed and Summary of Need provided for client.

Information given:

- Summary of Need to include particular items related to roles as parent and as employee.
- Client opts to search some items herself on internet; web-site addresses provided.
- Client requests all items provided in paper form with all copied to personal email address

#### **NUMBERS OF PATIENTS SEEN BY HEARING IMPAIRMENT TEAM:**

**Awaiting figures – will forward asap.**

#### **AUDIOLOGY DEPARTMENT JOHN RADCLIFFE HOSPITAL**

Information from Audiology is mainly intended for patients or potential patients and falls into a number of categories:

- Information about hearing loss and its nature
- Information about hearing tactics and communication
- Information about specific conditions or diseases e.g Meniere's disease, tinnitus etc.

If the patient is to be fitted with a hearing aid:

- Pre-fitting information : what to expect etc
- At the fitting of an aid : instructional material for operation of an aid, battery renewal etc, department contact details, additional services.
- Depending on needs: additional material about other aids and devices, lip-reading tuition.

If the patient is seen by the Hearing Therapist:

- All of the above is available, especially more specific information on tinnitus.

NUMBERS OF PATIENTS SEEN BY AUDIOLOGY:

April 2007 - 225 new assessments  
- 650 reassessments