

Contact the Team

Please feel free to contact us with any comments or questions.

Feedback is welcomed at any time:

How to get in touch:

Cheshire and Merseyside Hearing Impairment Network,
Speech & Language Therapy Department

Liverpool Innovations Park
1st Floor, Kilby House, Digital Way
Liverpool, L7 9NJ

Telephone: 0151 295 3990

Email:

HearingImpairmentNetwork@alderhey.nhs.uk

Your health and wellbeing is important to us.

Our staff can provide advice and guidance about staying healthy and feeling good about yourself.

We can also direct you to other services / activities which may be able to help.

Our Patients Matter

Alder Hey Children's NHS Foundation Trust aims to provide high-quality services which reflect the needs of our communities.

This means listening and responding to comments to help improve the services we deliver.

If you have any comments or concerns you can speak with a member of staff or contact our Patient Advice and Liaison Service:

PALS (PALS@alderhey.nhs.uk)
0151 252 5374 / 0151 252 5161

This information can be made available in other languages and formats if requested.

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Cheshire & Merseyside Hearing Impairment Network

Speech & Language Therapy Service for d/Deaf Adults

Information

The Speech & Language Therapy Service for d/Deaf Adults provides support for adults diagnosed with severe to profound permanent hearing loss.

We offer ideas and suggestions to help with communication.

This can be through spoken language and/or signing with a British Sign Language interpreter.

Referral

Who can refer?

We have an open referral system. You can contact the department yourself (see contact details). We also get referrals from:

GPs / Audiology Departments / Cochlear Implant Centres / Speech and Language Therapy colleagues.

When will you be seen?

You will be seen within 18 weeks of receipt of referral.

Assessment

When we meet we will discuss your communication skills, your concerns and how best to support you to achieve your goals.

We will assess the areas you feel you need support with including speech skills and confidence in communicating with a range of people in different situations.

The outcome of the assessment will be discussed with you and your family if present.

Therapy Sessions

After the assessment, we will talk to you about next steps and what we can offer.

We may or may not work directly with you but will offer:

- advice and strategies to support your communication skills,
- signposting to support services which may be helpful.

Useful Contacts

Merseyside Society for Deaf People (MSDP)

Queens Drive Retail Park
West Derby, Liverpool L13 0DJ
Telephone: 0151 228 0888
Email: reception@msdp.org.uk

Deafness Resource Centre (DRC)

32 – 40 Dentons Green Lane,
St Helens, WA10 2QB
Telephone (Voice & Text): [01744 23887](tel:0174423887)
Email: enquiries@deafnessresourcecentre.org

Action on Hearing Loss

Email: information@actiononhearingloss.org.uk
Telephone: 0808 808 0123
Textphone: 0808 808 9000
SMS: 07800 000 360

Support and Communication Tips

Communication can be difficult when you have a hearing loss. There are things you and those around you can do to make life easier:-

- use your hearing aids / cochlear implants
- explain that you have hearing difficulties
- make sure you can see the person's face clearly as lip-reading and facial expressions can support your understanding
- think about background noise, if possible, move somewhere quieter.
- if you don't understand something the first time ask them to repeat it again or say it in a different way.
- you may have to ask them to slow down or write it down if you are unsure.
- find out about local support groups and services available.