

Hearing Implant Centre - Rehabilitation pack for adult cochlear implant users

This rehabilitation pack is designed to help you make full use of your cochlear implant device for listening to speech and sounds around you.

A member of the rehabilitation team will work through this pack with you and suggest what activities you should work on at different stages. Please bring the pack with you to all appointments. If you have any further questions or concerns, please speak to a member of the team.

What happens after my device is activated?

Once your cochlear implant is activated, you will hear many sounds around you. You may not recognise any of these sounds or be able to follow any speech at first. Don't worry, this is normal. You will need more time with your device before sounds become recognisable. Learning to listen again is a gradual process.

What should I do if my device is not working?

If this happens, refer to the quick guide or instruction booklet that came with your processor kit. Cochlear and Advanced Bionics also have free apps that you might find useful. You can download them through your Apple or Android App store on your smartphone.

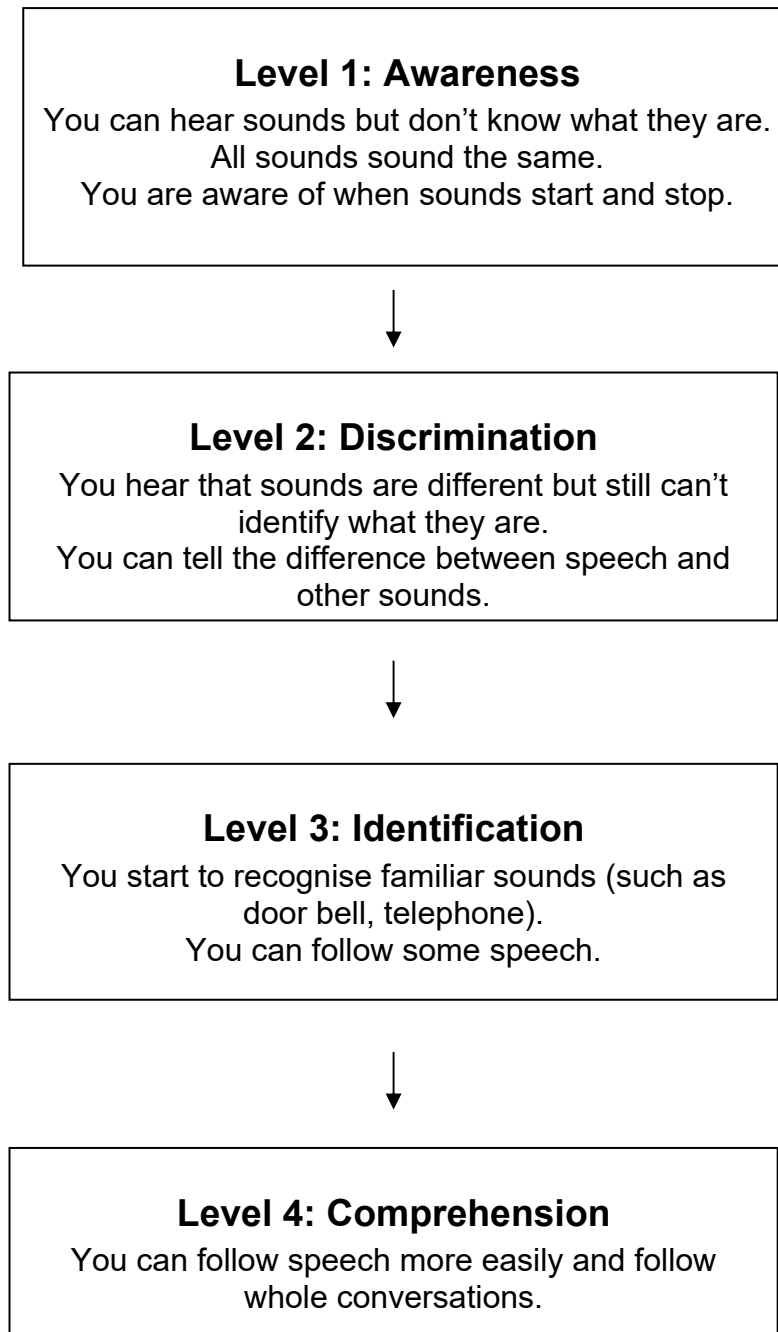
Alternatively, visit the website of the company that made your device for help on troubleshooting:

- **Cochlear**
www.cochlear.com
- **Advanced Bionics**
www.advancedbionics.com
- **MED-EL**
www.medel.com

If you are unable to solve the issue, please contact the team looking after you (contact details are at the end of this leaflet).

Stages of listening

Listening is a skill that develops in stages, starting from the easiest to the most difficult sounds. There are four levels of listening, which you will pass through. The rate at which people pass through these levels will vary from person to person. The environment you are listening in may also affect your ability to listen.



How can I improve my communication?

Combining your listening skills with communication strategies will help you to make the most of your device.

When you don't understand a person, there are various ways to ask them to repeat what they said.

Remember – if you do not understand after one repeat, you will be unlikely to understand any more, even if they repeat themselves a third time.

Think about changing what you say. Remember that some people you meet will be unaware of how to change their communication with you.

Useful phrases to aid communication

Some of the following phrases may be useful to try. It may be a good idea to practise them within familiar situations with familiar people.

'I didn't understand/hear...'

'Can you repeat that please?'

'Can you say it in a different way?'

'Can you tell me what you are talking about?'

'Can you slow down?'

'I need to see your mouth.'

'Can you repeat the first word?'

'Can you repeat the last word?'

'Can you repeat the bit in the middle?'

'Did you say.....?'

'Can you say the sentence in small bits?'

'Can you write it down?'

Managing the listening environment

In combination with using your device, think about the room/situation you are in.

1. When listening to speech, try to keep background noise to a minimum. Turn off the radio and TV.
2. Arrange the seating so you have the window/light behind you and on the face of the person you are talking with.
3. Continue to sit where you can see the person you are speaking with.
4. Sit near the person you are speaking with or sit at the front at a lecture or in church as the microphone will pick up more of the speaker's voice.
5. If you do find yourself in a noisy place, you can try a radio aid system linked to your device, as this will raise the speaker's voice over the competing noise. Ask your team if you are interested in finding out more about this.
6. Remember to adjust your sensitivity and volume controls to find the ideal settings in different environments.

It may be useful to keep a diary/record of how you are getting on, how the implant is working in different environments, what you can and cannot hear and what the sound quality is like. This will help the audiologists when they are programming your device.

Listening development

People often become aware of environmental sounds first, such as doors banging, dogs barking and traffic sounds. As listening develops, you will become more aware of voices and start to recognise speech. How quickly patients can follow speech varies from person to person, although as a general trend, those with a shorter duration of deafness before having the implant achieve better outcomes more quickly. Please be patient. The rehabilitation team will advise you on what you can do to improve your listening. Practice does improve listening outcomes.

Listening to environmental sounds

You will benefit from putting time aside to listen to different sounds. Try to listen out for the sounds on the environmental checklist below – go and look for them – not just once but many times as this will help you learn to recognise these sounds.

Please tick and date the ones you can hear.

Kitchen

Footsteps (your own)

Footsteps (other people's)

Running water in the sink

Dishes in the sink

Date

- Water emptying from the sink _____
- Filling a glass with water _____
- Opening and closing cupboard door _____
- Opening and closing oven door _____
- Putting a saucepan into a cupboard _____
- Putting cutlery into a drawer _____
- Putting cutlery into a sink _____
- Putting cutlery on the table _____
- Stirring food in a saucepan with a metal spoon _____
- Stirring food in a saucepan with a wooden spoon _____
- Stirring sugar in a tea cup _____
- Food frying _____
- Chopping vegetables _____
- Breaking an egg _____
- Blender or mixer _____
- Refrigerator motor _____
- Tap dripping _____
- Boiling water in a saucepan _____
- Washing machine in progress _____
- Water filling washing machine _____

Bathroom

- Water filling bath _____
- Sound of shower _____
- Brushing teeth _____
- Electric shaver _____
- Hair dryer _____

Toilet flushing _____

Toilet refilling with water _____

Bedroom

Alarm clock ringing _____

Shoes dropped on floor _____

Coat hangers rattling in cupboard _____

Opening and closing a drawer _____

Opening and closing wardrobe door _____

Living room

TV _____

Radio (music) _____

Radio (speech) _____

Turning pages of a book _____

Knock on the door _____

Door bell _____

Window opening _____

Car passing by outside _____

Truck passing by outside _____

Telephone ringing _____

Vacuum cleaner _____

Telephone sounds

Phone ringing in the same room as you _____

Dial tone _____

Sound of dialling _____

Ringing signal _____

Engaged signal _____

Receiver picked up at the other end _____

Voice over the phone _____

Telecom recording (for example time) _____

Sounds outside the house

Traffic noise _____

Car approaching _____

Car passing _____

Truck approaching _____

Truck passing _____

Motorbike approaching _____

Motorbike passing _____

Aeroplane (close overhead) _____

Car horn _____

Fire engine/police car siren _____

Motor mower _____

Pneumatic drill _____

Footsteps on concrete _____

Group of people – talking _____

Children laughing or calling to each other _____

Wind blowing through trees, leaves rustling _____

Waves breaking at the beach _____

Light rain falling _____

Heavy rain _____

Rain falling on umbrella _____

Thunder _____

In the car

Car door slam _____

- Indicator signal _____
- Windscreen wipers _____
- Car engine _____
- Car, truck, fire engine passing _____

Shopping

- Cash register _____
- Voices over public address system _____
- Shopping trolley _____
- Cans, bottles and other items rattling in the trolley _____
- People talking _____

At church/meetings/social situations

- Group/congregation singing _____
- Piano/organ or other musical instruments playing _____
- Presenter/priest speaking _____
- Clapping _____
- Cinema/theatre production _____

Café or restaurant

- Cups and saucers rattling _____
- Stirring sugar in a cup _____
- Waiter/waitress voice _____
- Music _____
- Other people talking _____
- Cutlery on crockery _____

Animal sounds

- Dog bark (close) _____
- Cat meow _____

Cat purring _____

Birds singing _____

Sounds people make

Coughing _____

Laughter _____

Clapping _____

Finger clicking _____

Baby crying _____

Baby laughing _____

People's voices

Put a tick if you can hear the voices. Don't worry if you cannot understand what is said.

Voice of a man in the same room _____

Voice of women in the same room _____

Voice of a child in the same room _____

Voice of a man in another room _____

Voice of women in another room _____

Listening for speech

Guy's and St Thomas' NHS Foundation Trust, in partnership with Advanced Bionics, as well as implant teams from Oxford University Hospitals NHS Trust and Cambridge University Hospitals NHS Foundation Trust, have developed '**Sound Success**', an online speech reading and listening training programme:

www.ABSoundSuccess.com

Please ask your team for a voucher code to access the site.

Please note: the examples below use the English language, but we can work with you through an interpreter in your preferred language.

Detecting the Ling speech sounds

The Ling sounds cover the speech frequency range (from low to high). Ask someone to say the following sounds, without looking at the speaker, or say them out loud yourself to check that you can hear them and your processor is working. Don't worry if many of the sounds sound similar or the same. This is very normal in the early stages of listening development.

- MM
- AR
- OO
- EE
- SH
- SS

Rehabilitation aims

Your rehabilitationist will indicate on the document below which areas you should focus on. Please add your comments when you try the activities.

Date	Aim	My notes

What should I do if I have a problem at home?

If you have any problems, queries or concerns between your appointments, do not hesitate to get in touch using the contact details below.

Contact us

If you have any questions or concerns about your progress, please contact the Hearing Implant Centre on:

t: 020 7188 6245 (9am to 5pm, Monday to Friday)

fax: 020 7188 2197

e: aiadmin@gstt.nhs.uk

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/leaflets

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch:

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, and to become a member:

t: 0800 731 0319 **e:** members@gstt.nhs.uk **w:** www.guysandstthomas.nhs.uk/membership

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