

With thanks to Samantha Penney, Milton Keynes University Hospital



HEARING LOSS AFFECTS 1 IN 3 ADULTS

DO:

- Always make sure you have the person's attention before speaking
- Face the person while you are speaking, do not turn away
- Always stand with your face to the light and make eye contact where possible
- Start by making the topic of the conversation as clear as possible
- Try to speak clearly and naturally and use facial expressions EG: sad face when talking about something negative

DON'T:

- Never make assumptions about communication preferences. Some people use sign language, some hear with their hearing aids, some use lip reading- most people use a combination of approaches
- Make sure there isn't lots of noise in the background (like a TV) or try to talk to someone from across the room. Recommended distance is 1 metre
- Don't cover or put anything in your mouth while talking. Eating or biting your nails while talking to someone is a definite no
- Avoid standing with you back to the window- this can turn your face into a shadow and make it harder to lip read
- Try not to speak too slowly, mumble or shout- this will distort your lip patterns and make it harder to understand
- Don't use the term "Hearing Impaired" - there is nothing wrong with the brain. Better term to use is deaf or hearing loss
- Don't give up, get frustrated or say "Forget it"!

TOP TIPS:

- Take your time and rephrase and be patient.
- Repeat or rephrase what you have said if you need to, as some words might be tricky to understand. If you are stuck, try writing it down. Learn some basic sign or finger spelling- you will see the deaf person's face light up