

Hear for Norfolk News

Issue 18 – July 2023



Supporting people with hearing loss
and related conditions

Hear for Norfolk is the operating name of **Norfolk Deaf Association (NDA).**

Charitable Company Limited by Guarantee registered in England & Wales no. 07966408 Registered Charity in England & Wales no. 1146883



Message from our Chairman

Peter Prinsley

Whilst you may have been wondering why there has been no Newsletter for some time, please rest assured that is not because there is no news!

One of our Norfolk Deaf Association friends suggested we call ourselves “Hear for Norfolk” a while ago and I really like the way the rebranding has worked. We sounded a little bit like a drug agency when we were NDA (Norfolk Deaf Association). Hear for Norfolk is much better, I think.

Our Chief Executive, Aliona, and her marvellous expanding team at Hear for Norfolk are to be congratulated about the many achievements of the organisation. We have a happy and ambitious team with thousands of grateful patients and the model of a service for people with hearing loss that is provided by an independent specialist local charity, complementing the work of the NHS and making the support accessible across the Norfolk community.

We are very excited about our new Adult Audiology Service, which is funded by the NHS Norfolk & Waveney Integrated Care Board (ICB). Our new NHS contract means we can now test hearing and fit hearing aids, which, of course, is where most of the people who use our services start. Our Hearing Support teams of staff and

volunteers and our teams of expert Aural Care nurses are all over Norfolk in our expanding fleet of special vans - Hear for Norfolk is very much on the road. A new venture is our collaboration with scientists from the UEA (University of East Anglia) and some of you will have had the chance to hear from Prof Michael Hornberger and the research that is being done on the relationship between hearing loss and dementia and the importance of persuading people who need hearing aids to actually use them, particularly in “middle age”, whatever that is.

We must extend thanks to our retired trustees, David Butler who served as our Treasurer, long serving trustees Michael Steward and Robert Chalmers who have been our legal brains and to Mary Jane Platt from the UEA who served for a short time during the pandemic. We have been very pleased to have been joined by some new trustees on our board, Richard Cadman and Ruth Moate who serves as our treasurer, and quite recently Jill Penn. We are also delighted that Lord Lieutenant of Norfolk, Lady Pippa Dannatt has graciously agreed to join her predecessor Sir Richard Jewson as our Patron. Hear for Norfolk has an expert employed staff team, which is expanding all the time but at its heart are the volunteers who look after our service users in so many ways and the trustees who are also all volunteers. Do please get in touch with us if you are considering becoming a Hear for Norfolk volunteer in any one of these roles.

We can take pride in the fact that we managed to keep all of services going strong during the pandemic lockdown. Hearing aid

users are at a particular risk of increased social isolation if hearing aids develop faults or if ears block with wax. Hear for Norfolk unlike almost all the other service providers was able to keep its services running and I know that this was hugely appreciated by many hundreds of our hearing aid users. We were genuinely HERE for Norfolk!



An update from Aliona Derrett

Chief Executive Officer

There is a well-known saying “time flies when you are having fun”. I am not convinced that at Hear for Norfolk we have had constant ‘fun’ since we produced our last News in 2020, but we have definitely been constantly busy indeed!

Many of you would remember that during the Covid-19 pandemic many healthcare providers have closed their doors to the public, delivering only urgent and essential services. We did not go down that route and instead made changes to our operating model and enhanced our infection control protocols, which enabled us to continue delivering our services. The only activities affected by the pandemic were the BSL and Tinnitus Support Groups and the annual events that we organise for the Friends of Hear for Norfolk. I can very proudly say that due to the professionalism and care of our dedicated staff and volunteers we continued to support and ‘be here’ for people with hearing loss in Norfolk, everyone remaining true to our organisational **values**, which are at the heart of everything we do, and they are:

Inclusivity – we believe in making our services available and accessible to anyone who needs them. We believe in staff having

the ownership of the services we provide and be empowered to proactively make improvements in their areas of work.

Integrity – we believe in treating people with respect, being open, honest, and trustworthy. We believe in transparency, accountability, recognising our limitations and in strict adherence to confidentiality.

Responsiveness – we believe in a safe, timely, effective, efficient, and flexible *modus operandi*. We believe in responding promptly to the changes in need of our service users, as well as the changes required within the organisation to ensure we maintain a high-quality provision.

Resourcefulness – we believe in finding effective solutions to solve problems, in assessing the need to enable us find ‘a way to help’. We believe in planning in accordance with resources available, working as a team and in a collaborative way with other organisations.

I salute every single member of our staff and volunteer team for their hard work, day in day out!

Below I would like to bring the readers up to date with “our doings” by providing a summary of our achievements in the last couple of years.

Our **Hearing Support Service (HSS)** supports a large proportion of the elderly population of Norfolk. A big percentage of this cohort are experiencing hearing loss by virtue of ageing, but they are also affected by other issues such as loneliness, isolation, ill health, mobility issues and challenges with access to services due to the rurality of our county. Rural and coastal areas of Norfolk experience challenges with their infrastructure, with many residential areas

lacking reliable public transport and access to services. We do our best to bring our services into the community to ensure equal access. Please read on to find out more from Mark about the locations we provide the support from and how to access it.

During the 2021-22 financial year HSS supported **3,137** people though **3,321** appointments, of which **267** received a home visit (285 appointments), **2,067** (2,211 appointments) were seen at a community-based clinic and **803** (825 appointments) were helped on the mobile clinic. We supported an additional **1,500** people over the phone or e-mail with advice, information or help with accessing services provided by audiology or other healthcare providers. **1,293** new people joined this service during the year. We are in the process of finalising our statistics for the 2022-23 financial year on which I will report in the next edition of this newsletter.

Based on identified need toward the end of the 2021-22 financial year we developed and began to run **Otoscopy Clinics**, which are aimed at screening people for presence of ear wax and referring them for treatment if required. The clinics are run by volunteers who have clinical training and experience (doctors, nurses, and audiologists). To date we have screened **178** people for presence of ear wax.

The **Aural Care Service** continued to develop, with our contract with the NHS Norfolk & Waveney ICB being further extended in 2021 enabling us to accept referrals from medical practices in the West of Norfolk, in addition to the North Norfolk, South Norfolk and Norwich. The contract with James Paget University Hospital has been renewed, which made it possible for us to help people in the East of Norfolk. Both developments required us to increase the nursing capacity for the service. In her article

below Laura has provided more insight about this service.

During the 2021/22 financial year, we delivered **6,990** aural care appointments. Of those, **5,315** appointments were attended by patients that have been referred by their GP, **1,059** appointments attended by fee-paying patients and **619** appointments attended by patients referred to us by James Paget University Hospital. In addition, we have treated 17 patients in 5 care homes and 17 patients via domiciliary visits.

The number of patients we supported through the Aural Care Service has notably increased during the 2022/23 financial year. We delivered **10,175** appointments, of which **8,691** appointments were attended by service users referred to us by their GP and **1,484** appointments taken by fee-paying service users. We have also treated **778** patients from James Paget University Hospital and carried out **190** domiciliary visits for patients that required ear wax removal but were not able to travel to our clinics due to mobility issues.

I am very pleased to report that following a procurement and tendering process in 2022 we were selected as one of the providers of Age-Related Hearing Loss Services (hearing assessment and hearing aids fitting for patients age 50+) under an AQP contract with NHS Norfolk & Waveney ICB. As a result, and following successful recruitment of two trained, registered and experienced audiologists to the team (Hayley Butcher and Helena Ellis), we commenced the delivery of our **Adult Audiology Service** in September 2022.



By the end of March 2023, we have assessed **689** people, of which **496** people have been fitted with one or two hearing aids and have carried out **53** aftercare appointments. Please read a bit more about this service in Hayley's and Helena's articles later on.

Despite the tough operational and funding environment during the pandemic, where many funders redirected their funding towards the services directly delivering Covid-related services, we still managed to successfully secure an encouraging level of fundraising income, with funds secured from individual donors, trusts and foundations, together with contracts with the NHS Norfolk and Waveney ICB and the Norfolk and Norwich University Hospital.

I am particularly delighted to report that with a generous support from the Geoffrey Watling Charity, the Clan Trust, the R. C. Snelling Charitable Trust, Norfolk Community Foundation Transforming Communities Fund, the Martin Laing Foundation, the Smith & Pinching Charitable Trust, the Lord Cozens-Hardy Trust and a number of very generous members from the Rotary Club of Norwich, we raised the required capital funds for the **'Cuppa Care' Project**, enabling us to purchase and convert the 'Cuppa Care' bus.

Originally initiated by the Rotary Club of Norwich as part of commemorating the first one hundred years of the club in 2021/22, this project focuses upon 'preventing and reducing social isolation and loneliness in Norfolk' - whether caused through poverty, disability, age, gender, lack of accessible local support and information services, geographical remoteness or poor transport, or other needs.

To be able to deliver the project, we developed a working partnership with a number of well-known and established local charities - Hear for Norfolk, Vision Norfolk,

Age UK Norwich, Norfolk & Waveney Mind and Age UK Norfolk. Hear for Norfolk is the lead partner in the project and has been instrumental in raising all the required capital and revenue funds for the project.

We began the delivery of the project in July 2021 on a part-time basis initially, using a 'borrowed' mobile clinic from one of our other services, taking our multi-disciplinary support across rural communities in North Norfolk. Duncan Baker, North Norfolk MP who officially 'launched' the 'Cuppa Care' project back in 2021 said: "Loneliness and isolation is a real problem in our rural communities, and it has been exacerbated by the pandemic. Given that North Norfolk has a particularly large number of older population, I am really keen to help the 'Cuppa Care' project and anything we can do to ensure our older citizens do not feel that there isn't a friendly helping hand there for them."

After several months of fundraising for capital funds required for the purchase of the vehicle, and then waiting for the vehicle to be delivered and converted for its purpose, on the 12th December 2022 the **new 'Cuppa Care' bus** was launched.

Lady Dannatt, HM Lord Lieutenant of Norfolk, and Patron of the charity, who officially launched the new bus said:

"It is such a profound and very great privilege for me to be with you this morning to talk about 'Cuppa Care' bus. Thank you beyond measure for inviting me to highlight this remarkable and innovative project, while hugely thanking the Rotarian community who have so generously enabled the project in the first place.

Hearing and sight loss, as well as many other conditions can and do accentuate social isolation. It then so often leads to a profound lack of confidence, a low level of

self-esteem, and unsurprisingly, mental health issues may often increase as a result. Far fewer people with hearing loss become involved in social activities of any kind. The pathway to social exclusion is well understood.

Hearing loss, for example, can cause grief, anxiety, and anger. It can affect your personality and without doubt, your ability to freely and legitimately express your thoughts consistently to the rest of the world. Here in Norfolk, we frequently add into that mix rural poverty, and certainly rural isolation. Few if any bus services. Few remaining pubs or local amenities such as a village shop or post office. Fewer, more than ever, community spaces where a person with profound hearing loss can feel not only welcome, but safe.

So, these are just some of the reasons why I am so passionate about Hear for Norfolk's community 'Cuppa Care' Bus scheme. Innovative, imaginative and grass root level led, this scheme ticks all the boxes for me, and many, many more. Without a doubt this new converted vehicle before us today will not only reach, but simply transform the lives of so many in this county, but those who often and hitherto are suffering in anguish - and in silence. 'Cuppa Care' will provide their lifeline and their sanctuary.

On behalf of all within our communities suffering from hearing or sight loss, and any other health conditions and disadvantages and on behalf of this magnificent county of ours, may I offer Hear for Norfolk, all the charities involved in the project delivery and the Rotarians, my most profound thanks. Norfolk owes you all a significant debt of gratitude indeed. Furthermore, on behalf of His Majesty The King, I salute you - and thank you from the bottom of my heart."



Lady Dannatt launching the new 'Cuppa Care' bus



Funders and project partners at the launch of 'Cuppa Care' bus

Since initiating the 'Cuppa Care' Project we have delivered **381** 'Cuppa Care' sessions from **22** venues visited on a monthly basis and have supported over **600** people.

We regularly receive incredibly positive and encouraging feedback from people accessing our services, below I proudly share just a few of them:

"I have to say from my first approach to yourself to this morning's appointment your service has been exemplary in every way. Please pass my comments to those in the mobile unit. Thank you all very much."

"I had an appointment after referral this morning and the nurse who treated me was excellent, far clearer explanation... excellent interpersonal skills and was delightful. A friendly welcome from a guy at the door and the whole procedure was very efficient."

"I just want to thank you SO much for arranging for Hear for Norfolk to see me and sort out my hearing aid problem. I had a wonderful session with the audiologist and

came away with a pair of brilliant hearing aids that work perfectly - and connect to an app I have now installed on my iPhone, which makes me feel very high-tech indeed. The audiologist could not have been more helpful and explained everything perfectly and very sympathetically. All in all, a much better experience than I had had with my previous audiologists."

"With respect to my new hearing aids, I feel like we are getting along famously. It is still a source of amazement how much I could not hear before, and the aids are especially useful when listening to the television, in face-to-face conversation (particularly in a group), and using the Bluetooth function to speak on the telephone. I can also now hear our doorbell at home (so no more excuses for missing my Wife's daily Amazon deliveries 😊). I would like to take this opportunity to thank you for your help and acknowledge the significant improvement that your diagnosis and hearing aids have had on my day-to-day life. I would be most grateful if you could also pass on my gratitude and appreciation to everyone in the wider team for the wonderful service that you all provide."

In response to the questionnaire that we recently sent to people accessing our Hearing Support Service we received the most moving short reply to the question about the difference our support has made, which read *"I feel on top of the world."*

I, and our team, find these messages most motivational and encouraging, and we no doubt want to help many more people to feel 'on the top of the world'. We are here for the people of Norfolk!

Until next time,
Aliona



Mark Mabbitt

Hearing Support Service Manager

What a busy 2 years it's been since our last newsletter. Certainly no one could accuse us of standing still.

I am delighted to report that throughout the pandemic and since we have continued to offer a comprehensive and full Hearing Support Service from our mobile clinic venues ('The Hearing Bus'), from a multitude of community-based clinics, within care and nursing facilities, from our base at Meridian Way and of course home visits.

It goes without saying that little of this would be possible without the fantastic support we receive from our team of dedicated volunteers. During the pandemic some volunteers were not able to continue working but returned to us as soon as they were able. It was so good to see so many cheerful faces and to see friendships rekindled. Three returning volunteers have been with us for over 20 years. What a fantastic achievement to be celebrated at the upcoming refresher training and get together in July.

Since the return to near normality, we have been fortunate enough to recruit and train 6 new volunteers, who work with us on a very regular basis.

Also, we are about to commence training with another five enthusiastic people who, we hope, will enjoy such a rewarding role with the team. We can never have enough Volunteers and would encourage anyone looking to help to get in touch with us.

Over more recent months we have added Otoscopy clinics to our ever-growing list of

services, which are delivered by trained volunteers who have a clinical background and, when required, by our aural care nurses and our audiologists.

It has put a lot of Service Users minds at rest to learn if they might be suffering from wax build up and how we can assist with removal of said wax.



Otoscopy screening

We are currently in process of reinstating our Assistive Listening Technology clinics, where Service Users can 'come and try' products and devices such as personal and TV listeners, phones and alarms. We hope to be fully operational with regular clinics as soon as we have secured more demo products and trained volunteers in use of such products.

We continue to forge relationships and receive great support from some inspiring people across Norfolk including a superb team of community connectors at North Norfolk District Council and many community connectors from supermarkets around the county.

On a personal level I would like to thank my colleagues at all levels for their hard work, determination and ongoing commitment in making our service what it is, which according to our service users, is a *"Fantastic service and they would be lost without it!"*



Laura Crowe

Aural Care Service Manager

Our Aural Care Service is continuing to grow as we aim to meet the demand. Our team of nurses has also grown.

There are now 7 of us, all registered nurses, and we are from varying backgrounds. Some of us have worked in a hospital ENT outpatient setting. Others have worked in general practice and health visiting. We all have the same passion for ear care and our aim is to provide the people of Norfolk the best possible ear care service.

We have clinics based at Meridian Way, also, we provide a mobile clinic service so we can go to the people that need it in their community. We can arrange to visit people in their homes for those that cannot come to us. It is an extremely rewarding job. People come to us unable to hear, and often feel isolated and withdrawn in themselves. Most of the time it is an instant result, once the wax has been removed their hearing has returned.

One of our team member, Denise, has put into words what it means to her.

My name is Denise, I joined Hear for Norfolk as an Aural Care Practitioner in August 2021. I have been a nurse for many years now, for the last 25 working in the community firstly as a 'community nurse' (district nurse), this is where I did my first ear syringing, yes, a real syringe (see photo below) as I collect old nursing memorabilia.



This was then modernised to 'ear irrigation', using warm water being pulsed into the blocked ear. I have performed this in people's homes, then at the Walk in Centre and in later years as a practice nurse. Ear clearing is a job I have always enjoyed doing

as having blocked ears is so debilitating and really effects people's lives. The gratitude of patients who turned up anxious and frustrated, going home happy and hearing again is a great reward. So, when I read about Hear for Norfolk's new ear care mobile clinic and the services provided, I was really pleased especially as many GP surgeries had long stopped ear irrigation. I am one of the nurses providing this brilliant service and seeing some incredibly happy customers.



Hayley Butcher
Lead Audiologist,
Adult Audiology
Service

So here we are, 10 months after seeing our first patient for our new Adult Audiology Service and everything is in full swing! We are a small team of only 2 audiologists at present, Helena Ellis and myself but we are looking to expand this as soon as possible. We currently run our audiology clinics from 3 locations, one at our base in Meridian Way and two others in the community at Wells Community Hospital and the ACT centre in Aylsham. As well as these community-based clinics we carry out domiciliary visits in care homes and patients houses.

Our aim is to try and make hearing tests and NHS hearing aids available to everyone who needs them. No one should be excluded from getting the hearing care they need due to their location, their mobility nor their mental health. This is why we try and get out into the community to provide the help that people need, especially if they cannot come to us. It is now known that untreated hearing loss has been linked to cognitive decline and dementia (see below the article by Professor Michael Hornberger and Dr Giorgos Dritsakis). The findings of this

research mean that there are even more reasons to provide hearing aids to people that need them and to keep them wearing them.

Our plans for the future include recruiting more audiologists, opening more community clinics, and reaching more people than ever before. We are currently in the process of modifying one of our hearing support vehicles to make it more sound treated, thus allowing us to conduct hearing assessments and hearing aid fittings from the minibus in any quiet location we can find. This is a very exciting enterprise, which I hope will allow us to be more accessible than ever.

Of course, testing hearing and fitting hearing aids is only part of the process. We can fit a great pair of NHS hearing aids, yet if people do not wear them due to struggling to insert them, needing help cleaning them or being unsure how to use them, for example, then the aids are useless! We would not be a successful Adult Audiology Service without the role provided by the Hearing Support Service. Run by Mark Mabbitt and supported by Jo White and a team of volunteers, the Hearing Support Service are the ones who provide the practical and emotional support following the fitting of hearing aids. They are the people who ensure our patients get the full benefit from their hearing aids and help to maintain them for as long as they are needed thus, hopefully, reducing loneliness and social isolation.

So, we have exciting times ahead of us and we are surely only to get busier. Onwards and upwards!



Helena Ellis

Audiologist

I joined the team at Hear for Norfolk in

September 2022 having previously worked in several hospital audiology departments. The service provided is well established and has a well renowned reputation, which is expanding. There is a great need for our important service, and we have gained excellent feedback from our service users. We certainly fill in the gaps needed.

This is a truly unique service reaching many people regardless of their circumstances including the housebound. I am fortunate to work with a great team who have wide ranging skills in a brilliant environment. We are Hear for Norfolk and we make the time and have the time for people with hearing loss.



Helena undertaking hearing assessment at service user's home.

Hearing Loss and the risk for Dementia

*Giorgos Dritsakis
and Michael
Hornberger
Norwich Medical
School, University
of East Anglia*



It has been shown that hearing loss in midlife increases the risk for cognitive decline and even dementia later in life. Also, there is some evidence that use of hearing aids can minimise those risks.

Researchers at the University of East Anglia in collaboration with Hear for Norfolk ran a study to understand the views of hearing aid users on the link between hearing loss and cognitive health. Cognitive health includes aspects such as memory, attention and decision-making.

Specifically, the researchers interviewed 4 hearing aid users aged 57-65 and 2 audiologists. The topics included use of hearing aids, the future risk of dementia and expectations from cognitive assessment. Before the interviews all participants completed online cognitive tests.

What they found was that hearing aid users are generally not aware about the risk of cognitive decline and the potential benefit of hearing aids, but they would like to be informed about it. Both hearing aid users and audiologists believe that the risk of cognitive decline would strongly encourage people to use HAs.

"That's a very strong motivator. I don't think all people always understand what cognitive decline is but everyone knows what dementia is. So yeah, I think when we mention it is very much a strong motivator for having a HA." (Audiologist)

"I think just the knowledge that if you if you need a HA and you use a HA then may well reduce your likelihood of dementia or other forms of sort of cognitive decline, I think that in itself is a very powerful message." (Hearing aid user)

Hearing aid users and audiologists agreed that it is possible to include online cognitive assessment as part of hearing aid assessment and fitting as long as the reason and expectations are clearly explained.

Cognitive tests could be used to self-monitor cognitive health. Audiologists could also use the results of cognitive tests to offer more counselling and support.

"Yeah, you can monitor your own cognitive health. It's a bit better than doing a brain training app on the on your phone." (Hearing aid user)

These findings will help researchers develop a future study to further explore how we can raise awareness about the potential benefits of hearing aids and use online cognitive screening in audiology clinics.

The study was supported by Research Capability Funding (RCF) from NHS Norfolk and Waveney Integrated Care Board.

Dr Giorgos Ditsakis is a Senior Research Associate at the University of East Anglia and the University of Cambridge

Michael Hornberger is a Professor of Applied Dementia Research at the Norwich Medical School, University of East Anglia

To find out more or to express an interest in participating in our research in the future please contact: Aliona Derrett, Chief Executive Officer by e-mailing aliona.derrett@hearfornorfolk.org.uk



Update from the Administrative team

**Sarah Nacmanson,
Executive Assistant**

Our administrative team may be a small team, but they are certainly mighty! The administrators we have at Hear for Norfolk contribute greatly to the smooth running of all services within the charity, and each role has an individual part to play. They work in a variety of settings, with some working at Meridian Way, focussing on computer, telephone, and face-to-face work, or on the mobile clinic where they work in-the-field helping to deliver our services to the far reaches of Norfolk.

We have five Administrative Assistant/Drivers, Dave, Hamish, Mark, Stuart, and Nick, who ensure that the administrative duties on all mobile clinics are carried out on a daily basis. No-doubt you will have met them when attending the one of the mobile clinics when the bus is in your area. Suzanne and Tracey are our Administrative Assistant/Receptionists and work from our premises in Thorpe St Andrew. More often than not, we have six clinics running at Meridian Way on a given day, so there is a constant flow of foot-traffic through the doors! Last but certainly not least, we have Shruthi, our Appointments Administrator, whose primary role is to ensure that all appointments for our Aural Care and Adult Audiology service is filled, along with all other admin duties. We have also recently welcomed two new Appointments Administrators who joined Shruthi and they are settling in well. They are Jane Whatling and Caroline Gladden.



*Left to right:
Jane Whatling,
Shruthi Sundaresan
& Caroline Gladden*

On Thursday 27th April 2023, we held our Friends of Hear for Norfolk event - the first event post-pandemic. It was a fantastic gathering of our Friends. We welcomed Professor Michael Hornberger, who is the Professor of Applied Dementia Research at the Norwich Medical School and the Associate Dean of Innovation, Faculty of Medicine and Health Sciences. His research focuses on improving diagnosis, disease progression tracking and symptom management in dementia. Professor Hornberger's presented a talk on hearing loss and dementia and the PowerPoint slides feature on our website. I would highly recommend giving them a read!

To be able to provide our charitable services, we do rely on donations from generous people, and we are ever so grateful to our Friends of Hear for Norfolk for supporting us in this way.



Jenny Wright

Compliance & Reporting Officer

I joined the team in October 2022 having worked in the NHS as a business analyst for many years. My role at Hear for Norfolk is to ensure compliance with standards required by our service users and commissioners. I am responsible for minimising or removing the risk of accidents, work-related illnesses and injuries in the workplace by reporting defects for remission, reviewing policies, procedures and safety information and promoting safety compliance in team meetings.

As part of my role, I inspect the premises on a weekly basis conducting an audit on the cleaning of the clinic rooms and mobile units to reinforce and promote infection control measures. I also conduct a monthly Data

Quality audit to ensure the safety of service users, volunteer's, friends and our staff's personal data and remind staff of measures to maintain cybersecurity. My role is not all clipboards and tick boxes. As Reporting Officer, I help the Managers to compile reports on their respective services and produce reports and charts to help them review current performance and plan for an exciting future.



Justine Earland

HR & Projects Assistant

Hi, I joined the team in May this year (so have only been here a few weeks) after 7 years as HR Lead within the education sector and prior to that I was a business consultancy secretary for 14 years,

My role is to support Aliona and Mark with HR (staff and volunteers) and project work. I thoroughly enjoy HR and am looking forward to putting into practice, and expanding, my knowledge of HR in a charitable organisation as well as taking on project work. I have started assisting with reviewing all the HR policies, auditing and updating all staff and volunteers' files, including mandatory training, as well as answering to other HR information requests. One of my tasks is to help produce this newsletter!

I am sure Aliona and Mark will have much more for me to take on in the future and I am looking forward to working with all the team at Hear for Norfolk, who are a lovely bunch!

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Cuppa care

Bringing us together



Cuppa Care Timetable

Location	Venue	Time	Date
Acle	Acle Methodist Church, Bridewell Lane, NR13 3RA	10am - noon	3 rd July, 7 th Aug, 4 th Sept, 2 nd Oct, 6 th Nov
Antingham	Antingham Village Hall, Church Lane, NR11 7EJ	10am – noon	30 th Aug, 25 th Oct
Attleborough	Queens Square, Attleborough, NR17 2AF	10am – noon	20 th July, 24 th Aug, 21 st Sept, 19 th Oct, 23 rd Nov
Aylsham	Outside Aylsham Town Hall, NR11 6EL	1pm – 3pm	12 th July, 9 th Aug, 13 th Sept, 11 th Oct, 8 th Nov
Burnham Market	Sutton Lea Retirement Housing, Burnham Market, PE31 8EU	1pm – 3pm	17 th July, 21 st Aug, 18 th Sept, 16 th Oct, 20 th Nov
Dereham	Dereham: Age UK Dereham Charity Shop, 31 Yaxham Road, Dereham, NR19 1HD	1.30pm – 3pm	19 th July, 23 rd Aug, 20 th Sept, 18 th Oct, 22 nd Nov
Dersingham	Orchard Close, Retirement Housing, Dersingham, Kings Lynn PE31 6LU	1pm – 3pm	26 th Sept
Downham Market	Prince Henry Place, Retirement Housing, Downham Market PE38 9BL	10am – noon	8 th Aug, 3 rd Oct
Downham Market	Southfields, Retirement housing, Trafalgar Road, Downham Market PE38 9SU	10am – noon	4 th July, 5 th Sept, 7 th Nov
Emneth	Emneth Central Hall, 11 Gaultree Square, Wisbech, PE14 8DA	1pm – 3pm	4 th July, 5 th Sept, 7 th Nov
Erpingham	Erpingham with Calthorpe Village Hall, The Street, Erpingham NR11 7QB	10am – noon	26 th July, 27 th Sept, 29 th Nov
Fakenham	War Memorial, Market Place, Fakenham	10am – noon	25 th July, 29 th Aug, 26 th Sept, 24 th Oct, 28 th Nov,
Feltwell	Feltwell Methodist Church, Bell Street, IP26 4AL	1pm – 3pm	14 th July, 18 th Aug, 15 th Sept, 13 th Oct, 17 th Nov
Gayton	Grove Gardens, Retirement Housing, Gayton, Kings Lynn PE32 1QH	1pm – 3pm	11 th July, 10 th Oct
Great Yarmouth	The Market Place, Great Yarmouth, NR30 2BA	1pm – 3pm	3 rd July, 7 th Aug, 4 th Sept, 2 nd Oct, 6 th Nov
Heacham	Sunnyside Close, Heacham, PE31 7DX	1pm – 3pm	25 th July
Heacham	Neville Court, Neville Road, Heacham PE31 7SP	1pm – 3pm	24 th Oct
Holt	The Venue, Kerridge Way, Holt NR25 6DW	10am – noon	17 th July, 21 st Aug, 18 th Sept, 16 th Oct, 20 th Nov
King's Lynn	Waterside, Retirement Housing, Off Columbia Way, King's Lynn PE30 2NA	9.30am – 10.30am	11 th July, 10 th Oct
King's Lynn	Columbia Way, Retirement Housing, North Lynn PE30 2LA	11am – noon	11 th July, 10 th Oct
King's Lynn	Emmerich Court, Retirement Housing, Kirby Street, Kings Lynn PE30 1RF	9.30am – 10.30am	15 th Aug, 14 th Nov
King's Lynn	Henry Bell Close, Retirement Housing, Gaywood, King's Lynn PE30 4QR	11am – noon	15 th Aug, 14 th Nov

King's Lynn	Horsleys Court, Retirement Housing, Southgate Street, King's Lynn PE30 5AY	9.30am – 10.30am	12 th Sept
King's Lynn	Windsor Park, Retirement Housing, Kings Lynn PE30 5PW	11am – noon	12 th Sept
Mundesley	Mundesley All Saints Parish Church Car Park, Cromer Road, Mundesley, NR11 8JG	1pm – 3pm	30 th Aug, 25 th Oct
Necton	Necton Community Centre, 13 Tun's Road, Necton PE37 8EH	9.30am – noon	6 th July, 10 th Aug, 7 th Sept, 5 th Oct, 9 th Nov
North Walsham	Vicarage Street Car Park, North Walsham, NR28 9DQ	10am – 12pm	18 th July, 22 nd Aug, 19 th Sept, 17 th Oct, 21 st Nov
Northrepps	Northrepps Village Hall, 4 School Close, Northrepps, Cromer, NR27 0LB	10am – noon	12 th July, 9 th Aug, 13 th Sept, 11 th Oct, 8 th Nov
Norwich	The Forum, Millenium Plain, Norwich, NR2 1TF	10am – 3pm	13 th July, 17 th Aug, 25 th Sept
Outwell	Beaupre Hall, Retirement Housing, St Clements Close, Outwell PE14 8SJ	1pm – 3pm	8 th Aug, 3 rd Oct
Potter Heigham	Lathams of Potter Heigham Car Park, Bridge Street, Potter Heigham NR29 5JE	1pm – 3pm	26 th July, 27 th Sept, 29 th Nov
Sheringham	Station Approach Car Park, Station Road, Sheringham, NR26 8RG	1pm – 3pm	18 th July, 22 nd Aug, 19 th Sept, 17 th Oct, 21 st Nov
Snettisham	The Paddock, Canada Close, Snettisham, PE31 7RJ	1pm – 3pm	29 th Aug, 28 th Nov
Swaffham	War Memorial Site, Market Place, Swaffham	10am – noon	14 th July, 18 th Aug, 15 th Sept, 13 th Oct, 17 th Nov
Tittleshall	Tittleshall Village Hall, Deep Dale House, High Street, Tittleshall PE32 2PJ	1pm – 3pm	6 th July, 10 th Aug, 7 th Sept, 5 th Oct, 9 th Nov
Terrington St Clement	Caves Close, Terrington St Clement, King's Lynn, Norfolk, PE34 4NH	1pm – 3pm	15 th Aug, 14 th Nov
Thetford	Market Place, Thetford, IP24 2DS	1pm – 3pm	28 th July, 1 st Sept, 29 th Sept, 27 th Oct
Watton	Queens Hall, Norwich Road, Watton, IP25 6DA	10am – 11.30am	19 th July, 23 rd Aug, 20 th Sept, 18 th Oct, 22 nd Nov
Weeting	The Row, Lynn Rd, Brandon IP27 0QG (next to Weeting Social & Bowls Club)	10am – noon	28 th July, 1 st Sept, 29 th Sept, 27 th Oct
West Winch	Freebridge Haven, Retirement Housing, West Winch, Kings Lynn PE33 0NT	1pm – 3pm	12 th Sept
Wymondham	Waitrose Car Park, Wymondham, NR18 0SH	1pm – 3pm	20 th July, 24 th Aug, 21 st Sept, 19 th Oct, 23 rd Nov

Find out more about the Cuppa Care Project and forthcoming dates for 2023/24 at

<https://www.hearfornorfolk.org.uk/cuppa-care/>

Mobile Hearing Aid Maintenance Clinic April 2023 - September 2023

Location	Venue	Day	Time	APR	MAY	JUN	JUL	AUG	SEPT
Acle*	Car Park by Acle Methodist Hall, Bridewell Lane, NR13 3RA	Mon	10am - 12pm	3rd		5th	3rd	7th	4th
Antingham	Antingham Village Hall, Church Lane, NR28 ONL	Wed	10am - 12pm	26th		28th		30th	
Attleborough	Queens Square NR17 2AF	Thu	10am - 12pm	20th	18th	22nd	20th	24th	21st
Aylsham	Outside Aylsham Town Hall, NR11 6EL	Wed	1pm - 3pm	12th	10th	14th	12th	9th	13th
Aylsham*	ACT Centre, St. Michael's Avenue, Avenue, NR11 6HU	Thu	10am - 11.30am		11th		27th		21st
Aylsham	Bure Valley House, Station Road, Norwich, NR11 6HU	Thu	12pm - 1pm		11th		27th		21st
Dereham	Age UK Dereham Charity Shop, 31 Yaxham Rd, NR19 1HD	Wed	1.30pm - 3pm	19th	17th	21st	19th	23rd	20th
Diss	Market Square, Outside the Post Office, IP22 4AN	Mon	10am - 12pm	3rd		5th	3rd	7th	4th
Fakenham	War Memorial, Market Place, Fakenham NR21 9BE	Tue	10am - 12pm	25th	23rd	27th	25th	29th	26th
Great Yarmouth	The Market Place, NR30 2BA	Mon	1pm - 3pm	3rd		5th	3rd	7th	4th
Harleston	Co-op Car Park, The Street, IP20 9AT	Mon	1pm - 3pm	3rd		5th	3rd	7th	4th
Hickling	Methodist Church Car Park, NR12 0YD	Thu	12pm - 1pm	6th	4th	8th	13th	10th	14th
Hingham	Market Place, NR9 4AF	Wed	12pm - 1pm	19th		21st		23rd	
Hoveton*	Hoveton & Wroxam Medical Centre, Stalham Road, NR12 8DU	Thu	1.30pm - 3pm	6th	4th	8th	13th	10th	14th
Holt*	The Venue, Holt Community Arts Centre, Kerridge Way, NR25 6DN	Mon	10am - 12pm	17th	15th	19th	17th	21st	18th
Loddon*	Church Plain Car Park, NR14 6LX	Tue	10am - 12pm	11th	9th	13th	11th	8th	12th
Long Stratton*	Long Stratton Leisure Centre, Swan Lane, NR15 2UY	Tue	1pm - 3pm	11th		13th		8th	
Mattishall	Bob Carter Court, Daffodil Way, NR20 3RU	Wed	12pm - 1pm		17th		19th		20th
Mundesley	Mundesley All Saints Parish Church Car Park, Cromer Road, NR11 8JG	Wed	1pm - 3pm	26th		28th		30th	
Northrepps	Northrepps Village Hall, 4 School Close, Cromer, NR27 0LB	Wed	10am - 12pm	12th	10th	14th	12th	9th	13th
North Walsham*	Sainsburys Car Park, NR28 9DS	Tue	10am - 12pm	25th				15th	
North Walsham*	Vicarage Street Car Park, NR28 9DQ	Tue	10am - 12pm	18th	16th	20th	18th	22nd	19th
Norwich*	The Forum, Millenium Plain, NR2 1TF	Mon & Thu	10am - 12pm	13th	11th	15th	13th	17th	25th
Porington*	Budgens Car Park, The Street, NR14 7RQ	Tue	1pm - 3pm		9th		11th		12th
Sheringham*	Station Approach Car Park, NR26 8RG	Tue	1pm - 3pm	18th & 25th	16th	20th	18th	15th & 22nd	19th
Spixworth	Village Hall Car Park, NR10 3NQ	Thu	10am - 12pm	27th		20th		24th	
Stalham	Staithe Surgery Car Park, NR12 9BU	Thu	10am - 1.30pm	6th	4th	8th	13th	10th	14th
Taverham	Village Hall Car Park, NR8 6JR	Thu	1pm - 3pm	27th		20th		24th	
Thetford	Market Place, IP24 2DS	Fri	1pm - 3pm	28th		30th	28th		1st & 29th
Wotton	Queens Hall, Norwich Road, IP25 6DA	Wed	10am - 11.30am	19th	17th	21st	19th	23rd	20th
Wymondham	Waitrose Car Park, NR18 0SH	Thu	1pm - 3pm	20th	18th	22nd	20th	24th	21st

Community-based Hearing Aid Maintenance Clinic April 2023 - September 2023

Location	Venue	Day	Time	APR	MAY	JUN	JUL	AUG	SEPT
Norwich* - by appointment only	14 Meridian Way, Meridian Business Park, NR7 0TA	Tue & Thu	10am - 12pm	4th, 6th, 11th, 13th, 18th, 20th, 25th, 27th	2nd, 4th, 9th, 11th, 16th, 18th, 23rd, 25th, 30th	1st, 6th, 8th, 13th, 15th, 20th, 22nd, 27th, 29th	4th, 6th, 11th, 13th, 18th, 20th, 25th, 27th	1st, 3rd, 8th, 10th, 15th, 17th, 22nd, 24th, 29th, 31st	5th, 7th, 12th, 14th, 19th, 21st, 26th, 28th
Drayton*	Badgers Wood Care Home, 29 School Rd, Norwich, NR8 6EF	Fri	10am - 11am	3rd	5th	2nd	7th	4th	
Swardeston	Swardeston Day Centre, Rugby Club, Hill Tops, Main Road, NR14 8DU	Mon & Wed	10.15am - 12pm	26th		7th		7th	
Wells-next-the-Sea*	Wells Community Hospital, Mill Road, NR23 1RF	Wed	10am - 12.30pm			28th		30th	
Bowthorpe Care Village	The Meadows, Ladysmock Way, off Cloverhill Road, Norwich, NR5 9BF	Wed	10am - 12pm	26th	31st	28th	26th	30th	27th

*At these clinics, we are also able to offer Otoscopy. Please get in touch for more information.