

**Freedom of Information Act 2000 - Request Reference Fol/22/106**  
**Audiology Service**

**Information Requested:**

Audiology Services: Provision for People with Intellectual Disabilities and Autistic People

Please complete these questions if your audiology service provides diagnostic hearing assessments AND hearing aid provision for people with intellectual disabilities and/or autistic people. **This provision may be delivered through a specialist service or as part of your mainstream service.**

- **For the purpose of this request the following terms have been used:**
- Intellectual Disabilities: **People who have an intellectual or learning disability identified in their medical records.**
- Autistic People: **People who have autism spectrum disorder and whose autism is known to audiology services.**
- Co-occurrence of intellectual disabilities and autism: **Autism spectrum disorder is not an intellectual disability, but these conditions may co-occur. For the purposes of these questions, questions which ask for information regarding autistic people refer to autistic people without an intellectual disability. Where autism co-occurs with an intellectual disability, please include these people in the information regarding intellectual disabilities.**

Scope: **This information request does not include services for people with specific learning difficulties, such as dyslexia, or later acquired cognitive deficits, such as dementia.**

**Please base your answers on your service provision between 1<sup>st</sup> May 2021 and 31<sup>st</sup> July 2021.**

**The vast majority of these questions can be answered with a "Select all that apply" or yes/no choice**



## Section 1: Your service

Please answer the questions below based on the situation as of July 2021.

Your name:	*
Your role:	Head of Service
Your email address:	*
Your telephone number:	*

\*After considering your request for the above information, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

**Please give the name of your audiology service/s. If you provide services on behalf of another Trust/s please provide details of all the Trusts that you provide services for below. Please write names in full and expand acronyms:**

Cardiff & Vale Audiology Team Cardiff & Vale University Health Board
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## Section 2: Your caseload of people with intellectual disabilities and autistic people

**2.1 Does your hospital or audiology service have a mechanism for identifying and flagging people with intellectual disabilities who use the service?**

Yes	x	No	
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**If yes, please specify how you store and use this information?**

An alert is on our Audiology database for all patients who have a learning disability as of recently; However, previously we only put an alert on adults. This has now been changed to learning disability for all patients but cannot be back dated for the time period you are asking for.

**2.2 Does your hospital or audiology service have a mechanism for identifying and flagging autistic people who use the service?**

Yes	<b>x</b>	No	
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**If yes, please specify how you store and use this information?**

The patients are flagged with an alert to say they are on the neurodevelopmental pathway (this includes those in the process of being diagnosed or have been diagnosed with ASD) – this was only recently put into place and therefore there is no record for the dates you are asking for.

**Please include the following information for your service. We understand that you may not record all these numbers. Please only fill in the numbers your service records or provide an estimate if possible (noting with an E). If you do not record these numbers and cannot make a reasonable estimate, please state 'not recorded':**

Total population of the area that your service covers	
The geographical boundaries your service covers	Cardiff & Vale Counties, Wales
Age group your service covers (e.g., 0 – 18 years, 18+ years)	All ages
Total number of adults with intellectual disabilities who were seen between 1 <sup>st</sup> May and 31 <sup>st</sup> July 2021.	26
Total number of children (<18 years) with intellectual disabilities who were seen between 1 <sup>st</sup> May and 31 <sup>st</sup> July 2021.	42
Total number of autistic adults who were seen between 1 <sup>st</sup> May and 31 <sup>st</sup> July 2021.	Not recorded
Total number of autistic children (<18 years) who were seen between 1 <sup>st</sup> May and 31 <sup>st</sup> July 2021.	Not recorded



### Section 3: Transition to adult services

#### 3.1 How do you prepare young people with intellectual disabilities and/or autistic young people for transition to adult services? Please select all that apply.

Not applicable: adult only service	
Provide easy read information on the adult service for young people	In progress
Professional liaison arranged between adult and paediatric services prior to transition	x
Offer an appointment with the adult service before being discharged from the children's service	x
Hold joint appointments with both paediatric and adult audiologist present	x
Visit local schools to offer sessions to share information with young people about deafness, independence and transition etc.	X (Teachers of the Deaf do this, not the audiologists)
Discuss reasonable adjustments that can be offered in the adult service	x
None of the above	

Other please state:

### Section 4: Reasonable Adjustments

Reasonable adjustments: **According to The Equality Act 2010, service providers should make 'reasonable adjustments' to their provision, to allow disabled people to access the same services as non-disabled people. These adjustments will be different for different services. What is reasonable for one provider may not be possible or relevant for another provider.**



**4.1 Do you make any of the following reasonable adjustments to facilitate accessibility to audiology services? Select all that apply:**

	For people with intellectual disabilities	For autistic people	For anyone who needs them
Test room of sufficient size to accommodate client, up to 2 carers and up to 2 testers			x
Wheelchair access			x
Directions to your service written in an accessible format and clear signage displayed <i>in situ</i>			In progress
A quiet waiting area			x
An appropriate alternative to a soundproof room for patients who find this unpleasant			x
Range of testing position options within test room			x
Home visit			x
Appointments at Day Services or Day Centres			x

**Other – please specify:**

**4.2 Do you make any of the following reasonable adjustments to facilitate appointment flexibility? Select all that apply:**

	For people with intellectual disabilities	For autistic people	For anyone who needs them
Longer appointment times			x
Providing breaks during appointments or offering multiple appointments			x
Option of different times			x
Extended opening times (before 9 am and/or after 5pm)			x
Saturday appointments			
Telephone or video appointments			x
We offer extra appointments in school holidays			x
We deliver some services in schools and/or community settings			x



Other – please specify:

**4.3 Do you make any of the following reasonable adjustments to testing procedures? Select all that apply:**

Soundfield behavioural testing in addition to ear-specific testing	x
Visual reinforcement audiometry or behavioural observation audiometry for adults	x
Electrophysiological assessment in an outpatient setting	x
Electrophysiological assessment under sedation or general anaesthetic	x

Other – please specify:

**4.4 What attempts are made to find out what the individual's needs are prior to the appointment (e.g., communication, physical, behavioural needs)?**

Check referral letter	x
Check hospital records	x
Contact patient	
Contact family/key workers (as appropriate)	x

Other – please specify:

**4.5 Do you make any of the following reasonable adjustments to facilitate communication? Select all that apply:**

Ability to book communication support professionals where necessary (e.g., interpreters, speech-to-text reporters, lip speakers)	x
Range of options for contacting the service (e.g., email, mobile number with text option)	x
Easy read versions of appointment letters	
Easy read versions of patient letters and reports of findings	x



Other – please specify:

4.6 Do you make any of the following reasonable adjustments to providing patient information? Select all that apply:

Easy read patient information	<input checked="" type="checkbox"/>
Pictorial resources explaining processes in clinic e.g., audiometry	<input checked="" type="checkbox"/>
Video information about the department, staff and appointment	<input type="checkbox"/>

Other – please specify:

4.7 Do you currently provide a choice of coloured moulds to people with intellectual disabilities and/or autistic people at no extra charge? Please select one answer:

Yes, always	<input checked="" type="checkbox"/>	No, never	<input type="checkbox"/>
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Yes, with limitations – please specify:

4.8 Does your service offer any of the following adaptations people with intellectual disabilities and/or autistic people?

	For people with intellectual disabilities	For autistic people	For anyone who needs them
Hearing aid fittings with 2 members of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Speech testing to evaluate outcome	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Soundfield Aided thresholds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
RECD	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Additional follow-up review appointments to support acclimatisation / adaptation to amplification	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Training for carers and families on hearing aid use	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>





Training for carers and families on communication			x
Easy read care plans			x
Easy read information on hearing aid use			x
Home visits to evaluate hearing aid use in a domestic setting			

## Section 5: Wax management

**5.1 How is problematic wax managed in people with intellectual disabilities and/or autistic people in your service? Select all that apply:**

Advice issued re drops	x
Referral to GP surgery	
Referral to mainstream ENT services	x
Referral to ENT services with specialist skills re. people with intellectual disabilities	x
Removal within Audiology clinic by Audiology staff	x
Information about ear wax (risks, side effects, management etc.) offered in a range of formats (e.g., Easy Read).	x

**Other – please specify:**

## Section 6: Specialist Services

### Specialist Services:

By specialist services, we mean audiological services which are provided separately from your mainstream provision, specialised for people with intellectual disabilities and/or autistic people. This might mean an entirely separate service for these groups, or the opportunity to be seen by professionals who specialise in working with these groups, in a mainstream setting.

**6.1 Of the people with intellectual disabilities and autistic people that you saw between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, how many were seen by a specialist service as opposed to your mainstream service (please give a number for all that apply)? We understand that you may not record these numbers. If you do not record these numbers and cannot make a reasonable estimate, please state 'not recorded':**





	For people with intellectual disabilities	For autistic people
Specialist audiology service for people with complex needs	26	Not recorded
Mainstream audiology services	0	NR
Mixture of mainstream and specialist service	0	NR

**6.2 Of the people with intellectual disabilities and autistic people that you saw between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, what review processes were available (please select all that apply)?**

	For people with intellectual disabilities	For autistic people
Normal hearing – discharge, self-referral to return	0	NR
Normal hearing – routine review	6	NR
Hearing Loss – same review as mainstream service	2	NR
Hearing Loss – additional review appointments	18	NR

**6.3 Of the people with intellectual disabilities and/or autistic people that you saw between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, how many were offered the following services (please give a number for all that apply). We understand that you may not record these numbers. If you do not record these numbers and cannot make a reasonable estimate, please state 'not recorded':**

	For people with intellectual disabilities	For autistic people
Hearing Therapy	2	NR
Vestibular assessment or rehabilitation	0	NR
ENT	3	NR
Cochlear Implant Services	0	NR
Tinnitus assessment or rehabilitation	0	NR
Sensory teams	0	NR
Other Implantable Devices	0	NR

**Other – please specify:**

Speech and language therapy - 1



## Section 7: Meeting Relevant Guidance

### 7.1 How closely do you work to the following relevant guidance?

	Awareness	Implement in part	Implement in full	Not heard of
Learning Disabilities Improvement Standards for NHS Trusts <a href="https://improvement.nhs.uk/documents/2926/v1.17_Improvement_Standards_added_note.pdf">https://improvement.nhs.uk/documents/2926/v1.17_Improvement_Standards_added_note.pdf</a>				x
PMLD Service Standards: <a href="http://www.thesensoryprojects.co.uk/PMLD-service-standards">http://www.thesensoryprojects.co.uk/PMLD-service-standards</a>				x
The Accessible Information Standard <a href="https://www.england.nhs.uk/ourwork/accessibleinfo/">https://www.england.nhs.uk/ourwork/accessibleinfo/</a>	x			
British Society of Audiology Practice Guidance for Adults with Intellectual Disabilities <a href="https://www.thebsa.org.uk/resources/access-to-audiology-services-for-adults-with-intellectual-disabilities/">https://www.thebsa.org.uk/resources/access-to-audiology-services-for-adults-with-intellectual-disabilities/</a>		x		

## Section 8: Your policies

### 8.1 What documentation do you currently have specific to people with intellectual disabilities and autistic people? Select all that apply and indicate whether 'in place' or 'in progress'. These documents may be trust/hospital-specific or may be specific to your department/service.

	In place	In progress
Patient Pathway(s)	x	
Audiology-specific SOPs that refer to working with people with intellectual disabilities	x	
Audiology-specific SOPs that refer to working with autistic people		x
Training logs relevant to staff skills on working with people with intellectual disabilities		x
Training logs relevant to staff skills on working with autistic people		x



Risk Assessments (detail in question 9.2)		x
Transition SOPs or policy	x	

**Other – please specify:**

## 8.2 Do you carry out the following risk assessments? Select all that apply:

	Formal risk assessment	Informal risk assessment (risk identified and recorded in medical notes)
Challenging Behaviour		x
Risks of inaccuracy of behavioural assessment		x
Risk associated with communication barriers		x
Discharging without ear-specific information		x
Lack of sufficient support with hearing aid use		x
Lack of equal access to services for people with intellectual disabilities		x

**Other, please specify:**

## 8.3 How does your 'Did Not Attend' policy differ for people with intellectual disabilities and/or autistic people to that of the wider patient population?

We send a DNA letter to the home address but also inform the communication development officer in our area who then contacts the family for us to find out why they DNA. They will then contact back or have the support workers/carers contact Audiology for another appointment if still required.

## Section 9: Referral Routes

### 9.1 Of the new referrals of people with intellectual disabilities and autistic people, that you received between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, where did the referrals originate from? Please select all that apply.

GP	x
Community Learning Disabilities Team	x
ENT	x
Paediatric Audiology Services	x



New born Hearing Screen	
Out-of-area Audiology Service	
Speech and Language Therapy	
School nursing team	
Community Paediatric team	
Hearing screening pathway for adults or children with intellectual disabilities	
Annual Health Check	x
Other	

**Other: (please specify)**

## Section 10: Multidisciplinary Working

**10.1 Of the people with intellectual disabilities that you saw between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, how often did you make referrals to the following professionals when they are required. Please select all that apply and indicate estimate of frequency of referral.**

	Always	Often	Sometimes	Rarely	Never
Speech and Language Therapy			x		
Community Learning Disabilities Team					x
Teacher of the Deaf			x		
Ear, Nose and Throat			x		
Occupational Therapy					x
Other					



**10.2 Of the autistic people that you saw between 1<sup>st</sup> May and 31<sup>st</sup> July 2021, how often did you make referrals to the following professionals when they are required. Please select all that apply**

	Always	Often	Sometimes	Rarely	Never
Speech and Language Therapy					NR
Community Learning Disabilities Team					NR
Teacher of the Deaf					NR
Ear, Nose and Throat					NR
Occupational Therapy					NR
Other					NR

**10.3 Do you have access to any of the following? Select all that apply:**

Employer policies on working with people with intellectual disabilities	
Employer policies on working with autistic people	
Employer-provided training on working with people with intellectual disabilities	x
Employer-provided training on working with autistic people	x
Employer involvement in the Mencap Treat Me Well Campaign	
Effective links to other professionals with specialisms in working with people with intellectual disabilities and/or autistic people	x



## Section 11: Staffing and Training

**11.1 Are the staff (e.g., audiologists, receptionists) in your service able to access the CPD necessary for working with people with intellectual disabilities and/or autistic people?**

All staff	x
Some staff	
None	

**If CPD is not available for all staff in your service, necessary for working with people with intellectual disabilities and/or autistic people, please indicate why not (select all that apply):**

Financial constraints	x
Training expenses are not covered e.g., travel to training	
No cover for clinical duties	x

**Other: please specify**

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**11.2 If you offer a specialist service for people with intellectual disabilities and/or autistic people, how many full-time equivalent staff were routinely involved on 31<sup>st</sup> July 2021? (Please select all that apply). Specialist provision can include an entirely separate service for these groups, or the opportunity to be seen by professionals who specialise in working with these groups, in a mainstream setting. Please express part-time roles as a fraction of a full-time role e.g., 1 full-time role and a part-time role of 3 days would be 1.6 FTE.**

Level	Permanent posts	Locum/ temporary posts	Trainees
Band 1			
Band 2			
Band 3			
Band 4			



Band 5	2.0 WTE		
Band 6	3.0 WTE		
Band 7			
Band 8 a	0.64 WTE		
Band 8b			
Band 8 c			
Band 8 d			
Band 9			
Doctor specialising in audiology (paediatrician, audio vestibular physician etc.)	2.0		
Other staff e.g., Volunteers and students			

**11.3 What training have the staff in your service been offered for working with people with intellectual disabilities and/or autistic people? (Please select all that apply)**

	Clinical staff working in a specialist audiology service for people with intellectual disabilities and/or autistic people	Clinical staff who work with people with intellectual disabilities and/or autistic people in a mainstream audiology service	Non-clinical staff who work in the audiology service (e.g., receptionist, porter)
Mental Capacity Act training	x	x	x
Communication training (relevant to those with intellectual disabilities e.g., Makaton etc)	x	x	
Learning Disability Awareness	x	x	
Autism Awareness	x	x	
Shadowing specialist clinics			
Accessible Information Standard Training			
Generic Violence and Aggression Training	x	x	x
Challenging Behaviour			





Other, please detail:

## Section 12: Patient engagement and service evaluation

Please answer the questions in this section based on the situation as of 31<sup>st</sup> July 2021.

### 12.1 What patient feedback mechanisms do you have in place for services for people with intellectual disabilities and/or autistic people?

Surveys in progress for PREMs

### What have been the most recent outcomes of patient feedback regarding services for people with intellectual disabilities and/or autistic people?

Development of PREMs in progress

### 12.2 Do you audit/evaluate your service practices for people with intellectual disabilities and/or autistic people? Please give a brief explanation (1 or 2 sentences).

Yes (please specify how)	IMP OS is used as the outcome measure.
No (please specify why)	

### 12.3 Are there any aspects of service delivery that you adapted during the Coronavirus pandemic, which you intend to retain beyond the end of restrictions (e.g., tele-audiology, telephone reviews)? Please give brief details and an explanation of why.

Telephone reviews will stay

### 12.6 Are there plans to develop your service for people with intellectual disabilities and autistic people in the near future? Please give a brief description of any planned changes.

Revamping school entry hearing screening services for children with learning disabilities/autism  
Development of a paediatric sensory waiting area.  
Increase the number of cases being tested in theatre with objective testing for those who cannot be tested behaviourally.

