

Favour

Issue 60
AUTUMN
2019
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The magazine from Hearing Dogs for Deaf People

PLUS

Meet sponsor
puppy Gwen

Presenter Emily
Dean on the
joy dogs bring

Relationship building

Training happy and
confident pups



Lasting
legacy
Why Ted is
Clare's precious
gift

“When I got Jovi
my anxieties
were lifted”

How teacher Graham's hearing
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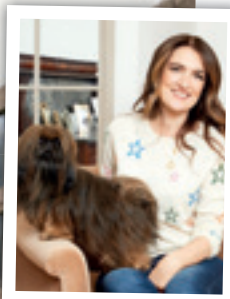
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Autumn 2019



GUIDING LIGHT

How presenter Emily Dean's dog Raymond helped her through grief, page 26

Welcome!



Hearing dogs open the door to a new life for deaf people – so says Richard Herrington, whose beloved companion Dillon passed away earlier this year. Thankfully, you can help Richard to regain friendship and confidence – find out how on page 8. Elsewhere in this issue, read how teacher Graham Sage is supported by hearing dog (and classroom assistant!) Jovi. We also sit down for a cuppa with Absolute Radio's Emily

Dean, who has written a book on how her dog Raymond helped her through a period of intense grief. Help us to create more vital partnerships by turning to page 19, where you'll discover new sponsor puppy Gwen – cute photos alert! I hope you enjoy the issue.

Gill Lacey Editor

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Favour

magazine is named after Hearing Dogs' very first dog Favour.

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for Deaf People

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NEXT ISSUE
Look out for the
next issue in
spring 2020

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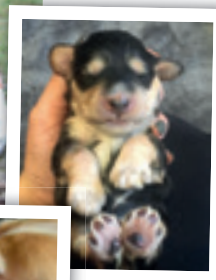
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Newshound

Updates from our latest appeals and news about our favourite dogs – we sniff out the stories that matter to you...



We want to expand our high-welfare breeding scheme



SERVICES

Hearing Dogs to open national breeding centre

As more people with hearing loss reach out to us for support, we're developing a new facility at our centre in Buckinghamshire

Despite increasing our productivity to improve the lives of more people with hearing loss, there are often more than twice as many people applying for a hearing dog than we can satisfy each year.

Due to the success of our current breeding scheme, we were fast outgrowing our existing facilities and this was preventing our team from working to their full potential.

In spring 2019, we received a three year

grant to develop a purpose-built breeding centre, bringing everything together under one roof with the primary aim of growing and developing our breeding scheme.

The initial phase of our project will use one area of the site to build an ideal space for the breeding team to operate from. This will enable us to maintain the highest level of welfare for all our hearing dog mums, dads and pups, as well as allow us to continue to select pups of

a very high standard from external breeders.

With around 450 deaf people awaiting partnership with a hearing dog, this new national breeding centre will really transform the way we work. Staff will be trained to carry out relevant blood tests on site, instead of at the vets, allowing us to reduce travel time, related costs and stress to the dogs, as well as increase the success of pregnancy to raise even more, healthy, happy pups.

GOOGLE LAUNCHES TWO NEW DEAF-FRIENDLY APPS

CURRENTLY ONLY AVAILABLE for android devices, Google recently launched two new deaf-friendly apps.

🔊 **Live Transcribe** is a real-time speech-to-text to speech translator that our tester says appears to work very well.

🔊 **Sound Amplifier** is exactly what it says but has advanced customisations to boost low sounds and reduce or filter out unwanted sounds, with the ability to apply individual customisation to each ear via headphones.

We welcome reviews of these apps! Tell us if you found them helpful – or not – and why. Contact Hearing Link Hub: helpdesk@hearinglink.org



The new apps may be helpful to people with hearing loss



Good cognitive function can be maintained by wearing hearing aids

RESEARCH

Hearing aids can delay dementia

A recent study has found that wearing hearing aids could slow down cognitive decline

Several studies have been carried out in recent years that show a link between hearing loss and a decrease in cognitive function.

A recent study, carried out by researchers from the University of Exeter Medical School and King's College London, looked at thousands of over-50s and found that for those with hearing loss, wearing hearing aids helped to maintain good cognitive function and protect against long-term brain decline.

The findings suggest that untreated hearing loss can lead to an increased risk of certain types of dementia. More research and further clinical trials are now needed in order to continue to test these findings, but it is a fact that unaided hearing loss can stop

people from interacting socially. Social isolation can often lead to negative feelings of loneliness, yet regular social interaction and conversation is shown to have significant benefits to mental health and well-being.

These recent studies show that regular hearing aid use, even with mild to moderate hearing loss, can actively protect the brain from cognitive decline.

Anyone who is concerned or curious to find out more about their hearing is encouraged to seek help. The Hearing Link Hub at The Grange provides practical help, support and advice to anyone with concerns about their hearing.

It is never too early to start to consider your ears and hearing:

www.hearingdogs.org.uk/helpingyou

➔ Dog lovers needed

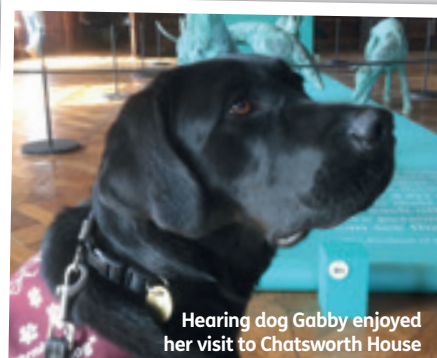
Would you like to care for one of our young pups for up to 16 months, attend regular puppy classes and learn new skills, as well as meet like-minded, generous people and make a difference? If so, our volunteer puppy training role could be perfect for you. Email volunteer@hearingdogs.org.uk to find out more.

LAST CHANCE AT CHATSWORTH

 THE PAST FEW months have seen a huge celebration of dogs at the beautiful Chatsworth House in the heart of the Peak District in Derbyshire. An exhibition - The Dog: A Celebration at Chatsworth - explores the Cavendish family's enduring love for dogs, through paintings, drawings, sculpture, letters, photographs and contemporary art.


Hearing Dogs is pleased to support this exhibition as we see first-hand how dogs change lives, and they deserve to be celebrated. A number of hearing dog partnerships and volunteers who have visited the exhibition say they're delighted with what they've seen. With the exhibition ending on 6 October, visitors only have a few more weeks to enjoy this fabulous celebration.

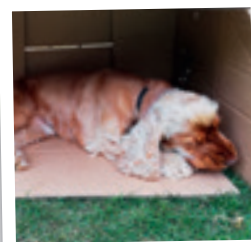
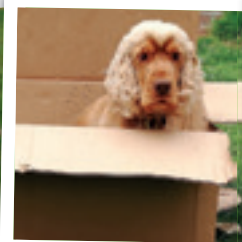
For more information and tickets, visit www.chatsworth.org/events



Hearing dog Gabby enjoyed her visit to Chatsworth House

What is it about a cardboard box?

 Sponsor pup Rusty has learnt lots in his hearing dog training, but one thing hasn't changed... he still adores a cardboard box! Find out if current sponsor pup Gwen has followed Rusty's example on page 19.



EMPLOYMENT

Mhuire and Fudge have got talent

The duo are spreading a message to the public about work and hearing loss

Mhuire Mollison and hearing dog Fudge were thrilled to grab a selfie with David Walliams and friends when they went to a *Britain's Got Talent* live show earlier this year. As well as having fun together, Mhuire and Fudge also go to work together. To encourage employers to give disabled people a chance, Sky News invited Mhuire and Fudge to tell their story and encourage employers to sign a 'Work with me' pledge.

The shocking statistic is that one in four of 500 managers surveyed had never interviewed a disabled candidate.

Mhuire, who works for Quantum Care, says: "Even when I was lucky enough to be called for an interview, as a deaf person I felt extremely nervous in case I couldn't understand the interviewer. In my previous job I'd fought for everything I needed to enable me to do my job on an equal level to employees with no disabilities."

"By contrast, Quantum Care couldn't have been more helpful. They were proactive in making reasonable adjustments right from the start. All we're asking is that employers make adjustments to *enable* us. Accepting my hearing dog is part of that. Fudge is essential to me *and* my employer as she wakes me to the alarm to make sure I'm never late for work!

"The 'Work with me' pledge aims to educate employers to see beyond disability. I'd encourage them all to sign it. They really can make a difference."



Fudge and Mhuire (left) got to meet David Walliams



Fudge meets the BGT judges

FUNDRAISING

Great British Dog Walk success!

Walkers raise over £65,000 in a stunning show of support

This year our Great British Dog Walk events resulted in one of our most successful seasons yet! The walks took place in several stunning new venues as well as many old favourites. And this year, for the first time, we added evening walks too.

We also welcomed a record number of walkers

– more than 3,800 – and more than 2,000 dogs. Across 16 locations, our walkers helped raise over £65,000 as well as generating interest from many new supporters.

For details of our Great British Dog Walks 2020, please check our website in the autumn. And if you'd like to get involved

in planning next year's walks we are always looking for volunteers.

If you can't wait until next spring, how about organising your own Paws for a Walk event to raise funds for Hearing Dogs? For advice, please contact your local community fundraising manager – details on our website.

Diary dates

1. HEARING DOGS CHRISTMAS MARKET

When: Saturday 30 November, 11am–5pm; Sunday 1 December, 11am–4pm

Where: The Grange, Buckinghamshire HP27 9NS

2. REMEMBER A CHARITY WEEK

What: An annual awareness week designed to encourage more people to take a moment to consider leaving a gift to charity when writing a Will.

When: 9–15 September 2019

Where: Please go to www.rememberacharity.org.uk

3. THE GREAT BRITISH DOG WALK

When: Spring/summer 2020, dates to be announced, please check www.greatbritishdogwalk.org

What: Enjoy a wonderful country walk with lovely people and gorgeous dogs all out to have fun and support the Hearing Dogs charity.

Where: Beautiful walking locations throughout the UK – and perfect for you and your friends to enjoy a picnic together afterwards.

Our walks promote fun, fitness and fundraising



KIDS CORNER

“Ember makes me feel more confident, even when I’m not with her!”

Sam Russell’s childhood was transformed when he was partnered with Ember at just 10 years old

Sam Russell from Lytham St Annes, Lancashire is one of triplets but was the only sibling to be diagnosed deaf – he was just eight weeks old. Throughout his childhood Sam says he’d always wanted a dog but never dreamed he would ever get one. Then in 2011, at the age of 10, Sam became one of the youngest deaf children to be partnered with a hearing dog. Now 19, and about to start his final year of A Levels, Sam reflects on his formative years and the difference Ember continues to make to his life.

“When I was younger, I had a ‘why me?’ mentality, which was pretty negative. I’d get annoyed because I felt like I was disadvantaged compared to everyone else. My hearing aids made me feel self-conscious, so I didn’t wear them all the time. I was also afraid of the dark and simply couldn’t sleep.

“I saw being deaf as a frustrating thing. At school I was always the last to know about things; by the time I’d been told the joke, the moment was gone. I found it extremely difficult. Sometimes we’d be shown an educational video at school and the teacher would say: ‘It’s only a two-minute clip, do you mind if there’s no subtitles?’ I felt excluded.

“What I worried about most was not my education but making friends. I worried that they wouldn’t want to hang out with me. Being deaf made certain things a lot more difficult. Ember made those difficult aspects much easier through giving me confidence; working with her, I was able to develop ways to manage my deafness.

“School often said I seemed tired before I got Ember, but she solved my sleep issues pretty quickly. I felt so safe with a big black Labrador Retriever sleeping next to me! And, as a result, my school reports improved!

“People would stop and ask me questions about Ember. It made me talk to them, and the more I did it, the more confident I became. Ember made me feel more confident even when I wasn’t with her! She gave me a talking point and there’s nothing I love talking about more than Ember.

“I’m thinking of applying for a product design degree at university, or a degree apprenticeship in rural surveying. Having Ember has made me realise I want a career where I can be outdoors and have my dog with me. I was brought up in the Lake District, and this has also been a massive influence.

“Soon Ember will be up for retirement as a hearing dog. I feel sad that the time I’ve had with her has gone by so unbelievably fast, but I’m looking forward to the next few years with her as well. I want to do up a van and tour round the Scottish islands, which I’m very fond of. Hopefully Ember will be able to come and experience it all with me next summer and I may film a vlog.

“Ember really has become part of the family. Having her gave me the confidence and trust that I could do anything that my brother and sister could do. Whatever challenges I face, it’s just a matter of finding another way around things because I always know Ember is behind me every step of the way.”



CONTACT US!

Send all your stories and pictures to kidscorner@hearingdogs.org.uk



Shake paws with...



EMBER

- ✿ **Favourite treat?** Cream cheese
- ✿ **Loves?** Swimming in lakes
- ✿ **Dislikes?** Really warm weather (being a black dog)
- ✿ **Favourite walk?** Probably Gummer’s How in the Lake District
- ✿ **Likes to sleep?** On the landing just outside Sam’s room
- ✿ **Favourite toy or game?** A yellow stuffed duck called Ducky!
- ✿ **Is best friends with?** Rita Wagglebottom (a Boykin Spaniel) and Bertie Clarke (a Black Lab)

Please help us train

**MORE
AMAZING
DOGS LIKE
DILLON**

“DILLON WAS EVERYTHING TO ME”

Since Richard Herrington's beloved hearing dog Dillon passed away, his feelings of isolation have returned. Here's how you can help him form another partnership



Richard desperately misses Dillon but is hoping to get a new hearing dog

Dillon came into my life and within weeks I was a different person. He gave me the confidence to get out, to be myself and to live again. Since Dillon passed away, I've told everybody that I owe it to Dillon to carry on in the way he showed me. I am trying, and I'm slowly getting there."

Richard Herrington has had his fair share of heartbreak. In 2008, after losing his beloved wife of 31 years, he spiralled into depression. It was his social worker who suggested he apply for a hearing dog and in 2012 he was partnered with Dillon, a beautiful black Cocker Spaniel. But when Dillon died suddenly, Richard was totally unprepared for the effect of losing him. Not only did he feel the emotional pain of losing his best friend, he also felt the loss of everything that Dillon had made OK.

Richard explains: "Dillon had become everything to me. I didn't know how I was going to cope without him. He had helped me out of all the problems I'd had with

"I LONG FOR THE SUPPORT OF ANOTHER HEARING DOG"



Richard never felt lonely when Dillon was around

depression and sleeplessness. But since he's gone, I've started worrying again. I try to cope but have had to resort to sleeping tablets and anti-depressants.

"What has really hit me since losing Dillon is how isolated I've become. People no longer speak to me. When I had Dillon alongside me people would stop and talk to me – even strangers. That's all gone. It makes me feel invisible. It's like I've lost my identity and that makes me feel very cut off.

In Dillon's memory

"I used to take Dillon out for an hour and a half every morning. I've started making myself go out for walks again. It was hard to start with, but I enjoy seeing other dog walkers. Those who knew Dillon have all been very supportive. This empathy and friendship from fellow dog walkers has meant so much since losing my best friend. There's just something about being close to a dog that makes all the difference.


"There are times when I feel unable to cope, but I force myself, in Dillon's memory, to carry on. It's not easy. But he opened the door to my life, and I'm determined not to shut it again.

"I used to talk to Dillon. I'd tell him all my problems, and he would tilt his head to one side and look at me as if he understood. Wherever I went, whether doing my model-making, or hanging out the washing, he'd wander after me and settle down close by. He was my constant companion.

"Dillon gave me independence for the first time in my life. As a full-time carer for my late wife, I was focussed on supporting her to do what she did as a leading campaigner for disabled people. After she passed away, I became reclusive and locked myself away – until Dillon gave me the incentive I needed to get out again.

"That was unexpected. When I applied for a dog it was to have the reassurance that he would alert me if the fire alarm went off at night. What he gave me in excess of that

HELP RICHARD TODAY

 Please consider donating to Hearing Dogs to help us train a successor dog for Richard and others like him. Thank you.


How to donate

-  If this magazine has been mailed to you, please use the donation form enclosed
-  Write a cheque to Hearing Dogs for Deaf People and post to: **Freepost RSGX-LSRG-UCGH, Hearing Dogs for Deaf People, The Grange, Wycombe Road, Saunderton, Princes Risborough, HP27 9NS**
-  Donate online at www.hearingdogs.org.uk/donate

was just amazing. He gave me confidence to do things again. I hadn't realised what was missing until I had Dillon. For six years I relied on him 24/7. Being without him for these past months, it's really hit me how much he gave me.

"Even out for a walk, if Dillon heard someone behind us, he would look round so I'd know too. All my life I'd suffered with the anxiety of people coming up behind me. Dillon gave me reassurance.

"I never felt lonely when I was with Dillon, but now the loneliness is creeping back and I can feel myself becoming more isolated.

"I know I can never replace Dillon but I long for the companionship and support of another hearing dog. I've been told it might take a long time, but I really hope it will be soon. I want to get back the independence he gave me; the freedom to just pack a bag and go off travelling together, sleeping under canvas. I haven't felt able to do that without him, because in a tent with your hearing aids out, you're very isolated. I miss having that reassurance that he's there to help me if anything happens. He made me feel secure. I just don't have the confidence to do it on my own." 

➔ More stories

To read more partnership stories, please visit:

www.hearingdogs.org.uk/stories

“CAN A DOG BE A CAT’S BEST FRIEND?”

Creating a positive learning environment for our puppies and supporting these experiences with high-value rewards is how we help hearing dog pups grow into confident, happy dogs. But what do cats have to do with this? Tom Green, our puppy development manager, explains...



Cocker Spaniel pup River has learned how to ‘sit and wait’ calmly

River gets to know his new friend Eko



“This week I’m learning all about cats as a very small one called Eko has come to live with me”



“This is much harder than making friends at The Grange and Eko tells me when I’m getting too close. I’m keeping my distance for now”



“I’m trying my best to be gentle and patient, but all I want to do is play”

Across the Charity our staff and volunteers work together to give each and every pup the very best foundation for a happy and fulfilled life. Together we get to know each pup, and gradually through slow, gentle exposure to positive experiences – from birth right through to partnership with a deaf person – we help every dog reach its full potential.

“Building a strong, trusting relationship is the key. It’s achieved through kindness, rewarding positive experiences and knowing when to stop. Knowing your puppy’s capacity to absorb a new experience is crucial to your success. Ideally you should stop BEFORE your pup’s fun-ometer overflows.

“Learning to ‘sit and wait’ calmly for a reward, is a prime example of how a simple exercise becomes a valuable life-skill. Whether it’s for fun and a tasty treat, or for safety while we open a door, having your dog choose to ‘sit and wait’ calmly, and as soon as you ask him to, can only be beneficial. It can even lead to a great friendship between the dog and cat in your life.

Hand in paw

“Certain hearing dogs will eventually be matched with deaf people who own a pet cat, or who live near lots of cats. We need to make sure that these puppies feel comfortable with feline company and are happy to stay calm around them.

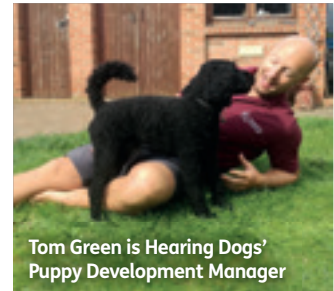
“Hearing dog puppy River, a Cocker Spaniel who takes cuteness to a whole new level, has been putting his ‘sit and wait’ skills to good use while making friends with



new housemate Eko, a deeply curious and very lively black and white kitten.

“River lives with his volunteer puppy trainer Zoe Simmons. A few weeks ago the family welcomed new kitten, Eko, into their lives. Like many pups, River is full of cautious enthusiasm. Slowly but surely, Zoe has been helping River understand what is acceptable using ‘sit and wait’. Despite his inner excitement, River knows that being calm like this brings him the greatest rewards – and he trusts Zoe to deliver! Zoe has been recording River’s progress and, judging by her wonderful photos, they’ve been doing an outstanding job.

“It just goes to show how effective this training approach can be. We invest a lot of time and patience in creating positive learning experiences like these for all our hearing dog pups. The magic happens when it goes ‘hand in paw’ with a relationship developed through trust rather than dominance. It’s how we help our clever pups grow into happy, well-mannered assistance dogs.” 🐾



Tom Green is Hearing Dogs' Puppy Development Manager

TOM'S TOP TIPS FOR A HAPPY PUP

1 Allow your pup to be curious, to investigate and to make decisions for himself in his own time. Reward his good decisions.

2 Recognise when your pup is approaching his threshold and stop there.

3 Pups that are pushed past their threshold will be in an over-aroused state and unlikely to focus or process information.

4 Make sure that your puppy feels relaxed when you show him something new. Handlers who ignore this advice can overwhelm a pup and create problems rather than preventing them.

5 Don't rush things. Give your puppy time to acknowledge and process his experiences. Studies show that a dog needs as much as 10 seconds for this to occur when seeing something new.

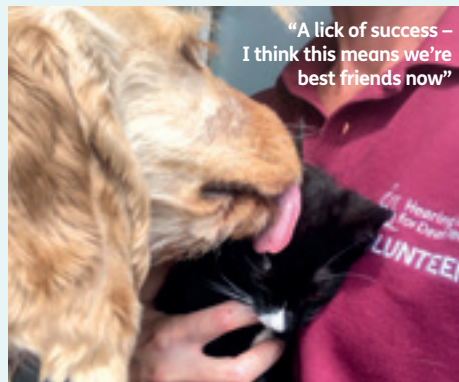
6 Plan ahead. Set things up to gain a positive outcome, and then let your puppy set the pace.

7 Quality not quantity. It's the quality of the experience itself that is important, not the frequency of the exposure.

8 Follow these tips and you'll help to gently build your pup's resilience. This guarantees he will continue to investigate and explore of his own free will.



“We have made a breakthrough! I offered to share my bed to make Eko feel more at home – I hope he doesn't snore”



“A lick of success – I think this means we're best friends now”

“JOVI HELPS ME FEEL PROUD OF WHO I AM”

With Jovi by his side, deafness is no barrier to success for teacher and rugby player Graham Sage

DID YOU KNOW?

About 7-10% of people with Ménière's have a family history of the disease

Graham Sage and his hearing dog Jovi have become something of a celebrity duo since their partnership story hit the headlines in June.

What's less well known about Graham is that he has Ménière's disease: a debilitating condition that affects balance, causes temporary hearing loss and which, over time, leads to permanent hearing damage.

At 29, Graham is now profoundly deaf. Despite the difficulties of living with Ménière's, he has never allowed it to hold him back. As well as playing and coaching for the England Deaf Rugby team, Graham has a successful career in teaching. We invited him to tell us more...

“It was around the age of 15 that I had my first Ménière's attack. I woke in the morning and the room was spinning. I couldn't get out of bed, the vertigo was that bad. I kept falling over and throwing up. My GP referred me for tests that showed I had hearing loss. They also asked if I had tinnitus – until then I hadn't realised that I did.

“I felt anxious and scared about what was happening. They offered me hearing aids but I didn't have the confidence to wear them – I was a teenager and felt there would be a massive stigma. To me hearing aids were for older people – my grandfather had them. I later found out my grandad had gone through almost identical symptoms when he was a young man.

The social effects

“After each attack of Ménière's, my hearing was gradually getting worse. It was only when I started uni, and couldn't lipread my lecturers, that I felt the need to do something about it.

“I had more tests, including a few MRIs – because my tinnitus is pulsatile, they wanted to rule out a tumour. I was given medication and diuretics, told to follow a low salt diet and, ideally, drink no alcohol. That was hard; I was a 20-year-old at uni and played on a rugby team! I was almost ready to quit, but I got my first hearing aids and three years later graduated with a 2:1.

“I never realised how my hearing loss affected me socially. Looking back now I can see that I became more introverted. Being in a social environment requires a lot of concentration. It's tiring trying to lipread when lots of people are talking and different conversations are going on at the

Shake paws with...



JOVI

-  **Favourite treat:** Crunchy carrots
-  **Loves:** Sitting on Graham's paddle board on the River Thames
-  **Hates:** Being woken from a deep sleep – unless it's for food or work
-  **Favourite walk:** Along by the river where I can dip in and spy on pesky ducks
-  **Likes to sleep:** On the pouffe at home, and on top of my den to keep an eye on the class
-  **Favourite toy or game:** A simple sock or tuggy toy is my favourite game. My favourite toy to snuggle up with is 'Archie', my little owl.
-  **Is best friends with:** A huge black Lab called Basil – I get excited when I hear his name!
-  **Follow me on Instagram:** @jovithehearingdog



Jovi is at home in the classroom

“JOVI MAKES THINGS MORE MANAGEABLE”

Quick facts

MÉNIÈRE'S DISEASE

Ménière's disease is a debilitating condition affecting hearing and balance. Its main features are attacks of vertigo (severe dizziness), tinnitus, progressive deafness and a feeling of pressure in the ear. The disease typically affects one ear but can progress to both. The cause remains unknown but is likely to be due to increased pressure of the fluid in the endolymphatic sac. The endolymphatic sac is thought to act like a pressure-release valve within the inner ear, disruption of which can lead to the symptoms seen in Ménière's.

The disease tends to progress through three main stages but varies greatly by individual.

- ✚ The first stage involves intermittent attacks of vertigo, with symptoms lasting minutes or hours (typically two to three hours). Hearing loss, which returns to normal between attacks, can also occur.
- ✚ In the intermediate stage, bouts of vertigo continue, accompanied by worsening balance issues. Hearing loss and tinnitus become more prominent at this stage. Between attacks, hearing might no longer return to normal.
- ✚ In the late stages, hearing loss can worsen, becoming profound in some. Hearing might no longer improve between attacks, signifying permanent hearing loss. While vertigo symptoms lessen, severe balance issues increasingly occur.

Ménière's disease is a distressing condition because of its unpredictable nature and unpleasant, progressive symptoms. The variability in the severity, timing and frequency of attacks means the disease is difficult to live with, causing anxiety and depression. Many patients will benefit from counselling. Typical symptoms of the condition are accompanied by additional difficulties, such as fatigue, 'brain fog', visual problems, hearing sensitivity and coordination issues. Although no cure is currently available, medication can help to manage the symptoms. Some treatments are showing promise in clinical trials.



Photo: Paul Wilkinson

Jovi loves going on Graham's paddle board on the River Thames

Graham and Anna with Jovi

same time. Going out in the evening after a long day lipreading was exhausting and I would end up zoning out. Not because I wasn't interested or was being grumpy; it was just too difficult to keep up. As a result I didn't go out as much as I might have done.

"Following that first episode when I was 15, the vertigo attacks became more frequent. At its peak I was having vertigo attacks every couple of weeks and this went on for about 18 months. They'd last about 24 hours and I literally couldn't get out of bed. They've reduced a lot now. My last attack was in February and lasted a couple of hours.

"As the Ménière's has progressed, so my hearing loss has worsened. At the same time the vertigo, nausea and vomiting have decreased. The toughest thing about hearing loss is how exhausting lipreading can be – even with hearing aids. Sometimes I'd get home from work, take my hearing aids out and not want to talk the rest of the day. My wife Anna was very understanding but it was hard for her.

"When I got Jovi my inner anxieties were lifted and this made all the difference.

"Deafness can cause barriers, but it shouldn't have to hold people back if they get the right support. I'd say to anyone who has any level of hearing loss and is

Ménière's stats

- ✚ Ménière's can occur at any age with peak incidence between 40 and 60 years old
- ✚ Incidence is between 1:1000 and 1:2000 of the population, depending on the source
- ✚ Men and women are affected equally

struggling – try to seek help, even if it's just talking to someone.

"Having Jovi has certainly enabled me to be more open about my hearing loss. He makes things more manageable and less daunting – and he's incredibly cute! He has helped me feel proud of who I am and I'm so thankful to him for that." 🌻

➔ More real-life stories

Read more about Graham Sage and Jovi: bit.ly/Graham-Jovi

DID YOU KNOW?

Over half of all hearing dogs are trained thanks to gifts in Wills



“My life was transformed by a gift in a Will”



Clare Clapham has an incredibly generous donor to thank for life-changing Ted – he’s one of five pups paid for by a single legacy gift

Ted, real name Teddington, is one of five named pups whose training and partnership were funded thanks to a generous legacy gift. This handsome Labrador is partnered to Clare Clapham from Croydon, who says: “When I learned that my hearing dog had been funded by a gift in a Will I was completely stunned and very, very grateful. Ted helps the whole family feel safe – my husband is also deaf and we have an eight-year-old son, Max.

“There’s a special bond you have with a hearing dog that’s so much stronger than the one you have with a pet. Ted’s with me from the moment I wake up, making me

aware of things around me. And while we’re asleep, I have peace of mind that Ted will alert us to the fire alarm, or any other danger that may occur.

“Ted makes me feel more efficient in my work life. I’m not the most confident person, but when you have a hidden disability like deafness, having a hearing dog like Ted gives you the confidence to go out, hold your head

up high and be you. When people see Ted in his jacket they understand that I’m deaf without me having to explain; as long as he’s there beside me, he acts as a reminder.

A life-changing moment

“I work in the community as part of the social care team in occupational health. One client was particularly rude about my

“ Having a hearing dog like Ted gives you the confidence to go out and be you ”




Top: Clare with husband Will, son Max, and Ted **Right:** Ted is by Clare's side every moment of the day



deafness. I realised I needed some sort of back-up – a visual awareness that would make people understand that I may miss things. That's when I contacted Hearing Dogs for help, and I never looked back.

"Ted helps more than just me. In the office, if someone has taken a difficult phone call, they'll seek Ted out, give him a cuddle and the stress is gone. Ted seems drawn to those who are feeling a bit lonely. A lot of the clients we visit are elderly and may not have seen anyone for days. But you can't feel lonely when Ted's leaning up against you with his head on your lap – he's a big softy that way. His presence is very therapeutic, he acts as an ice-breaker, encouraging them to talk to me.

"It's wonderful really; that there are people who care so much that they've chosen to leave money to Hearing Dogs. Without gifts of this kind, it would be much more difficult to train dogs to help people like me – and for that I am eternally grateful." 

How to leave a gift in your Will

If you would like more information, please get in touch: email legacies@hearingdogs.org.uk, call 01844 348130, visit hearingdogs.org.uk/legacies or write to us.

YOUR GIFT TO DEAF PEOPLE

Many deaf people suffer from isolation and loneliness. Dogs provide love, support and companionship. Add in the ability to alert deaf people to sounds they cannot hear, and you have something truly magical – a hearing dog.

Gifts in Wills are incredibly personal decisions, and the charity is always most touched to be remembered in this way. They are straightforward to organise if you follow three essential steps to make your gifts.

1 Make a list of everything you own, including property and investments, and decide who to name as executors. These are the people who will make sure your wishes are carried out.

2 Decide who you'd like to include. Naturally, loved ones will come first, but you may then like to think about leaving a gift to a charity. This can be a percentage of your estate, a fixed sum, or what's left after other gifts have been made to those named in your Will.

3 Use a solicitor to write your Will so that the legalities are properly covered.

If you already have a Will, you can add Hearing Dogs as a beneficiary by talking to your solicitor about updating the original, or completing a codicil and storing it with your Will.

Thank you 

"OUR BEN NEVIS CHALLENGE FOR HEARING DOGS"

Clare says: "Me, my husband Will, and seven friends vowed to complete the Three Peaks over three years, having completed Snowdon in June 2017, then Scafell Pike in September 2018. Ben Nevis, our final peak in the Three Peaks challenge, was completed in May this year. It was our most challenging climb and one we completed with Ted beside us every step of the way – he is a very fit yellow Labrador and had been cleared to do the challenge by his vet. We went fully equipped and funded our own travel and accommodation.

"The view from our B&B lodge was magnificent; watching the sunset on Ben Nevis was truly an amazing experience. It was just as beautiful in the morning.

"The weather looked ideal, but how quickly it can change – good job we went prepared for all weathers! And we did it! It's our way of giving back to the Charity for having wonderful life-long companionship with a hearing dog and all that this brings to our lives. Thank you to everyone who supported us in raising £2,062.84 for Hearing Dogs."



Fundraising friends

WAYS TO HELP

-  sponsoring an event
-  payroll giving
-  making us your Charity of the Year
-  naming one of our puppies

Here's how some of our fantastic fundraising friends are helping Hearing Dogs at work and in the community – and how you can help too!

Every year, businesses large and small choose to support Hearing Dogs and change deaf people's lives through fundraising, sponsoring an event or making us their Charity of the Year. Here are just some of the things they are doing to help.

VETPARTNERS

VetPartners, a veterinary group comprising approximately 350 vet practices across the UK, has been fundraising for Hearing Dogs since January 2019. Among the exciting events they've planned this year are a sponsored bike ride from London to Amsterdam and a sponsored sky dive.



SPECSAVERS

This year, Specsavers Audiologists sponsored our Great British Dog Walk events – and we couldn't have done it without them. Located in some of the most beautiful dog-walking locations throughout the UK, our Great British Dog Walk attracted around 3,900 people and just over 2,000 dogs.



PAPERCHASE

We're delighted that Paperchase is supporting us once again with the sale of a chosen charity card for Hearing Dogs. Here's a sneak peek at the card...



THANK YOU ALSO TO...

-  Rayovac
-  iLECSYS
-  The Insurance Emporium
-  Homesitters
-  Adorn
-  Amazon Smile
-  Royal Canin
-  Kong
-  Dog House

LINTBELLS

Lintbells provides a range of natural supplements and products to ensure pets are supported in their health and well-being. We are extremely grateful for Lintbells' most recent support – kindly making a 5% donation to Hearing Dogs for every order that is placed using the discount code HEAR30. The offer is open to all Hearing Dogs supporters and friends, so please pass it on! OFFER: Using the **HEAR30 code gives you a 30% discount** on your Lintbells order and helps Hearing Dogs at the same time – see advert on page 2.

Partner with us

We are truly grateful to all the organisations that continue to provide support in a variety of ways. There are many great opportunities for you and your company to partner with us, so please feel free to get in touch by emailing jo.wengler@hearingdogs.org.uk or calling **01844 340740**.

SUPPORT HEARING DOGS THROUGH 'GIFTS IN KIND'

WE REALLY appreciate any monetary donations that we receive. However, Gifts in Kind are just as important.

Aston Hearing, an independent audiology practice, has been helping people hear in and around the Chilterns for 30 years. To celebrate, directors

Duncan and Kate Collet-Fenson are offering their skills to support a new corporate social responsibility partnership. They are donating a number of hours each month to help run the Hearing Link Hub service at The Grange in Buckinghamshire. For details of the

services offered by our Hearing Link Hub please go to: www.hearinglink.org

If your company would like to help us with a Gift in Kind, whatever your ideas, please do get in touch to discuss them, by calling **01844 340740**.

Milo's training has been generously supported by Mulberry



Mulberry 'Names a Puppy' to support Hearing Dogs

The staff at famous fashion brand Mulberry have been following the progress of sponsor pup Milo as he undertakes his training to become a hearing dog

AT HEARING DOGS, we breed many of our own puppies to ensure their health and welfare, and to monitor whether they have the right temperament and qualities to become hearing dogs. It's these wonderful pups who will help deaf people embrace their future and leave loneliness behind.

Our 'Name a Puppy' scheme is popular among companies that want to support our work in a way that is both significant and engaging. For a kind donation of £10,000, your company can name a puppy* and enjoy the benefits of a personalised sponsorship scheme that will delight everyone involved. Through regular updates – that can be shared with staff and customers – sponsors receive a unique insight into their pup's journey from eight weeks old until they're partnered with a deaf person.

Leading British fashion brand Mulberry has embraced the 'Name a Puppy' experience. Their sponsor pup, a delightful black Labrador born in May 2018, is named Milo.

Gill Gumberton, Mulberry's control and admin manager, says: "Mulberry supports

charities through one-off financial donations and by providing products for fundraising events. This is our way of making a difference.

"We were lucky enough to have a significant sum of money to donate to a worthy cause and we chose Hearing Dogs for Deaf People both for the fantastic work they do and for the engagement they offer sponsors – the 'Name a Puppy' sponsorship programme enables us to follow our own named pup throughout his training to become a hearing dog.

"We sent in six possible names and, when our puppy was born, the name Milo was chosen. We receive six-monthly updates and it's amazing to see how quickly he's responding to training.

We display all updates in our factories, warehouse and head office, so our staff can see his progress.

"My own dog, Kobe, made such a difference to me after I lost my mother unexpectedly, so I know the value of having a dog. Milo, with all his special training, will soon transform the life of the person he'll be given to, and everyone at Mulberry is proud to feel part of that."

NAME A PUPPY

Please do get in touch to find out how naming a hearing dog puppy can benefit your staff and support our work: 01844 340740

MAKE US YOUR CHARITY OF THE YEAR






 ANOTHER WAY to get involved with Hearing Dogs is by making us your Charity of the Year...

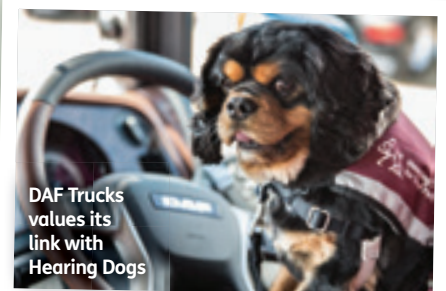
DAF Trucks has been supporting Hearing Dogs for three years. It's a relationship that has helped to raise money through the involvement of DAF and its staff, as well as from their customers, DAF truck drivers and their families.

Phil Moon, marketing manager at DAF, explains why they chose to work with us: "The relationship with Hearing Dogs has been great for DAF Trucks. Being based close to our own head office in Haddenham means our staff and their families have a local connection, while the Charity's national presence ensures relevance to our customers based throughout the UK.

"Throughout the year DAF's presence at truck shows means we've been able to raise awareness and support for the Charity as we've handed out merchandise to people visiting our stand. These visitors have given so generously, especially when one of the Charity's volunteers, supported by a hearing dog, is there explaining the important work that the fundraising enables. DAF staff can be kept pretty busy taking care of customers and guests, so the Hearing Dogs volunteers really work hard and help make our DAF events run smoothly. It's an approach that works for everyone."

Making Hearing Dogs your Charity of the Year can make a difference to you as well as us:

-  By increasing your corporate social responsibility
-  By increasing employee engagement and morale
-  By improving deaf awareness among staff
-  By helping you to better understand Access and Disability Laws
-  And much more.



DAF Trucks values its link with Hearing Dogs



PAWS FOR A WALK

Why not organise a sponsored walk with your friends and go 'one step beyond' to raise funds for Hearing Dogs?

Woodland Walk raises £40,000

Over 12 years, the walk at Arley Hall has raised a significant sum, helping to train more of our clever dogs

THIS YEAR our Cheshire Fundraising Branch organised its 12th Woodland Walk in Arley Hall and Gardens in Cheshire. This annual walk has become a highly successful fundraising event, helping to raise over £40,000 for Hearing Dogs since 2008.

The three-mile walk includes parts of the estate not usually open to the public. Walkers and dogs can not only enjoy the fabulous gardens but also the beautiful carpet of bluebells that make their appearance as if by magic to coincide with the walk. Gracious hosts Lord and Lady

Ashbrook have become great friends to Hearing Dogs, and we are thankful for their ongoing support. Here's to many more years of walks through the wonderful woodlands of Arley Hall.

Groups like the Cheshire Fundraising Branch are invaluable. They fly the Hearing Dogs flag at a local level, increase awareness of the Charity's work, and bring the community together to raise much-needed funds. If you'd like to start a small fundraising group locally you can find out more from Gill Yeates on **01844 340683** or email gill.yeates@hearingdogs.org.uk.

HEARING DOGS CYCLIST SUPPORTER TAKES ON RIDELONDON

ON 4 AUGUST, Sarah Law rode in the Prudential RideLondon 2019 – a 100-mile cycle event, which starts in East London, and winds its way through the city, out through the hilly Surrey countryside before returning to central London with the finish line on The Mall.

She says: "We have been involved with Hearing Dogs as a family for several years and have witnessed first-hand the inspiring impact these highly trained dogs can have on people's lives."

Sarah, an avid cycling enthusiast, self-funded her place on the race and contacted Hearing Dogs' fundraising team to receive great support and get kitted out in her fetching cycling top.



Sarah is an avid cyclist and supporter of Hearing Dogs

She set up a fundraising page with a target of £1,000 (www.justgiving.com/fundraising/sarah-law2019), asking supporters: "Please sponsor me and help this wonderful organisation to continue with its life-changing work."

PRIDE IN LIONS PARTNERSHIP

 THE LIONS CLUBS UK voted Hearing Dogs as one of their chosen charities during their centenary year. At the end of the celebrations, the eight Lions Club Districts across the UK raised £80,615 – with six of them achieving their £10,000 target in order to sponsor their own puppy. If your club or group would like to support Hearing Dogs for Deaf People please contact us on **01844 340683**.



A huge thank you to the Lions Clubs UK!

CHALLENGE YOURSELF

 WE HAVE A NUMBER of events available for those wanting to take on a challenge:

SPONSORED ABSEIL Abseil Portsmouth's Spinnaker Tower.
RUN Places are available in the London Marathon and the Great North Run.

CYCLE Jamie, David and Will are cycling to Paris in memory of their friend Ben Pocock
www.justgiving.com/fundraising/paris4ben-2019

OWN CHALLENGE If you already have your own place in an event, such as the Thames Path Challenge or the Isle of Wight Challenge, please get in touch with one of our team for support on **01844 340683**.

HEAR, HEAR TO A GREAT MATCH!

 Over the last 18 years, the The Hearing Care Centre in Ipswich has raised in excess of £60,000 for Hearing Dogs. Managing director Karen Finch says: "We are clearly a great fit – the work that Hearing Dogs for Deaf People does makes a life-changing difference to those with hearing impairments."



MEET GWEN,
OUR NEW
SPONSOR
PUPPY...



PUPPY POWER

When you're born looking
as cute as Gwen, you can't
help but get noticed

Gwen's a little puppy at the start
of a big adventure: growing up to
become a hearing dog who will help
a deaf person to leave loneliness
behind. This will all be paid for by the
kind people who sponsor her. All epic
journeys start with small steps...

Here are the first eight weeks of Gwen's life before she embarks on her training adventure:



Weeks 1–2

Gwen is the firstborn in her litter, and the one that most closely resembles a hot cross bun with that stripe on her head! Same size, shape and colouring – and just as sweet and spicy. Her eyes have yet to open and her nose is a striking shade of pink, but we can tell she's a healthy puppy with soft, shiny, clean fur.

Week 3

From the very start, Gwen's cheeky personality shines through. Full of fun and curiosity, she is the first to seek out new toys and play with them. A pale pink rabbit soon becomes her favourite – something about those big ears, perhaps?



Week 4

Curiosity often gets the better of Gwen at dinner time, but she soon learns the importance of grabbing her share before seeking out Pink Rabbit's new hiding place – or snuggling with a special friend.

“SHE HAS THE SWEETEST NATURE”

Weeks 5–6

There are early signs that she will one day make a great hearing dog. Watching from afar we observe Gwen hatch a cunning plan to escape and then, instead of running off, she turns to wait for her sister Gyn, quietly encouraging her to follow! This great adventure is all to sneak a reassuring cuddle with mum, Lyla.



Week 8

Gwen has grown into a lovely, confident puppy with the sweetest nature. At eight weeks old, it's time for her next big adventure – she's off to her new home for some individual attention. There she'll get to explore new things, face new challenges at her own pace and build on all the skills she has in spades.



A shiny new Pink Rabbit is packed into Gwen's goodie bag after its predecessor finally hid itself rather too well! Gwen's preference for toys will help her settle happily into her new home as well as being a highly motivating reward for her as she starts her hearing dog training. Good luck, little pup.

Week 7

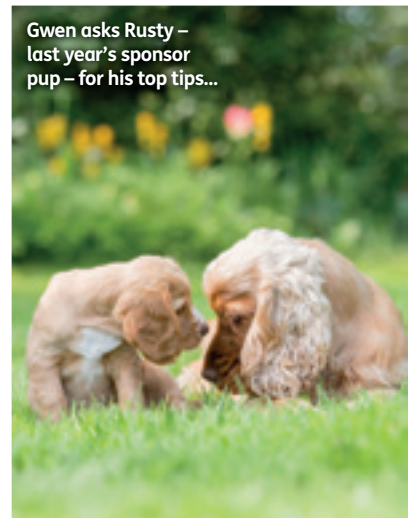
Most of all, Gwen enjoys hanging out with her brother and sisters – especially if that involves a group snuggle in a cardboard box. Could she be getting in some practice for her future alarm clock alerts, we wonder? Hmm... this skill might well need a little modification, Gwen!



WHAT MAKES GWEN A FUTURE HEARING DOG STAR?

- ❖ She is inquisitive but sensibly cautious
- ❖ She is super-bright and picks things up very quickly
- ❖ She's motivated by toys – Pink Rabbit is the key
- ❖ She is affectionate and loves to help
- ❖ She's good at waking up her family!

Gwen asks Rusty – last year's sponsor pup – for his top tips...



SPONSOR GWEN TODAY...

... and be part of her journey to become a life-changing hearing dog. It's quick and easy to do – whether for yourself or as a gift:

- ❖ ONLINE go to www.hearingdogs.org.uk/sponsor
- ❖ BY POST simply complete the form enclosed and post to
FREEPOST
RSGX-LSRG-UCGH
Hearing Dogs for Deaf People
The Grange, Wycombe Road,
Saunderton,
Princes Risborough
HP27 9NS
- ❖ BY PHONE call 01844 340734



Reaching a milestone

Meet some wonderful people who have devoted years to volunteering with us



Our wonderful community of volunteers outnumbers staff 15:1 and works tirelessly supporting Hearing Dogs and Hearing Link. We believe no one who is deaf or has hearing loss should feel lonely or isolated, and the volunteer family exemplifies that wonderful sentiment.

Feeling connected is at the core of not only what both charities aim to achieve, but also what most people would like to gain from volunteering. A sense of belonging and a common purpose can be so important in life.

We thank all volunteers, supporters and beneficiaries who have warmly welcomed somebody new into our community, and who connect with others through their empathy and kindness. Helping others is a truly wonderful thing.

We invited a few of these kind people to tell us what inspires them to stay devoted to the Hearing Dogs charity – some for more than 20 years...

EUNICE & SIMON WENNBERG

When Eunice Wennberg began volunteering for Hearing Dogs in April 2003, she and her husband Simon were both working full-time, so couldn't have a dog of their own. Since then, an incredible 99 trainee hearing dogs have passed through her home. Eunice explains: "Being a

'bed and breakfast' volunteer to a hearing dog in training seemed a good way to help a charity and enjoy canine company in the evening and at weekends.

"Our first B&B house guest, Lizzie the Whippet, was with us for four months. Dory, the beautiful Labrador who shared our home most recently, left in August. We really miss her. There have been many memorable moments! Three of our B&B dogs, Fraser, Tegan and Nero, have won Hearing Dog of the Year awards – we felt like proud parents every time. I guess we must be doing something right.

"I'm now a Volunteer Dog Trainer under the guidance of Sally Taylor and her training team. So far I've trained two dogs from home; first Penny, and most recently Dory. Simon and I together are full-time dog parents. I also volunteer

*"Why do we love volunteering?
There are currently 99 reasons"*

at The Grange for two full working days a week, helping with administration for the training department and being a training assistant to the trainers for four to five dogs.

"Why do we love volunteering for Hearing Dogs? There are currently 99 reasons! We love having the dogs at home, but also love being able to help raise lovely hearing dogs for the deaf people whose lives they will change."

Simon and Eunice Wennberg with Dory



Photo: George Moore



Val and John Corteen



Bali (centre)

LIZ & BILL BARRATT

"Fundraising wasn't really our thing," admits Liz, "but we love dogs, and at the time we couldn't have one of our own." Liz and husband Bill have been volunteering for Hearing Dogs since 1998, when they joined a fundraising group in Newcastle-under-Lyme. "We started volunteering for selfish reasons initially – to meet lots of dogs! Then we got hooked on the cause. As soon as we were able to, we began socialising hearing dogs. We're currently looking after our 17th hearing dog puppy, a Cockapoo called Remy.

"The dog who left the biggest pawprint on our hearts was Bali, a real Heinz 57. Hearing Dogs brought Bali to us at eight weeks old. She was one of six four-day-old puppies found in a box in freezing conditions. Sadly only three pups survived to be hand-reared by the rescue centre. Bali was the most endearing, cheeky little pup, and we could take her anywhere. When she left us to begin her hearing dog training in 2002, we wondered if we could ever do it again. But the pleasure we gain from watching a pup learn and develop, and the friends we've made through volunteering, means we just can't help ourselves!

MAUREEN SMITH

When the Charity first opened its satellite training centre in the north 25 years ago, Maureen was thrilled to learn they were looking for volunteers: "The centre was within a short walk of our farm, in Selby, North Yorkshire, and I thought it would be a good way to meet people and make new friends," says Maureen. "When you run a dairy farm, your business becomes your life, so I'd found it really hard to meet people socially.

"I started by doing some bookkeeping and accounting. I'm a trained auditor and enjoyed making use of my skills to help the Charity. I've never looked back – although I help in different ways now."

Maureen currently helps at the Beatrice Wright Centre in Bielby, Hearing Dogs' northern home for the last 11 years. "I now volunteer once a week, when people come for tours. I sign them in, make them feel welcome, make the teas and coffees, and help clear up afterwards. I like being behind the scenes – it suits me perfectly. For me volunteering is my rest from my busy life on the farm. And I've made some lovely friends for life."

VAL & JOHN CORTEEN

Val and John from Prestwood in Buckinghamshire became registered volunteers in 1999, after a speaker gave a talk about the Charity to Val's WI. She explains: "My husband John is deaf and so the concept of training dogs to help really resonated with me. We were retired and had plenty of time, so offered to help care for young pups in the earliest stages of training.

"We've had about 85 puppies through our doors and they are all special. John got his own hearing dog, Penny, in 2016 so our role has changed and we now do fundraising collections and attend events to spread the word about Hearing Dogs. We've known Penny since she was six weeks old because we socialised her mother, Molly, before she was selected to become a hearing dog mum. We've made some very good friends through volunteering – all dog lovers of course – and thoroughly enjoy feeling part of the volunteer family."

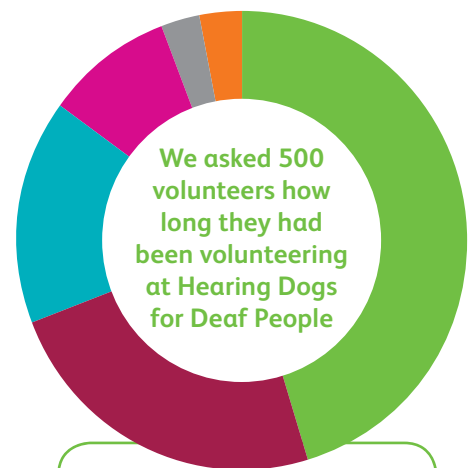
DID YOU KNOW?

15:1



Ratio of volunteers
to staff roles

If all our volunteers* laid
down head-to-toe, the line
would stretch the length of
60 football pitches

* based on average height of
UK adult



We asked 500
volunteers how
long they had
been volunteering
at Hearing Dogs
for Deaf People

-  Less than a year: **23.9%**
-  1-5 years: **45.42%**
-  6-10 years: **15.94%**
-  11-15 years: **9.16%**
-  16-20 years: **2.79%**
-  More than 20 years: **2.79%**



Tiny Fraser was
one of Eunice
and Simon's
B&B dogs

Ask the experts

Meet the expert



→ PAULA
COOK

is an audiologist at Aston
Hearing and audiology
advisor for the Hearing Link
Hub at The Grange

Paula Cook explains the importance of having regular hearing check-ups and making full use of hearing aids when they're prescribed



Studies show that well-fitted hearing aids can help to stave off dementia

When should I have my hearing tested?

As an audiologist, passionate about all things ears and hearing, I'm keen to encourage everyone to have their hearing tested on a regular basis. Not only does this ensure you're fully aware of your baseline hearing, which can be essential if you ever find yourself experiencing sudden onset hearing loss, it also acts as a timely reminder to look after your ears and to protect your hearing at all stages of life – much in the same way as we look after our eyes and our teeth. My recommendation is to have a hearing check every five years from childhood, and then every three years from the age of 50. However, for those with any level of hearing loss, an annual test should be the very minimum.

Please remember that if you notice a sudden change in your hearing or an increase in tinnitus (ringing in the ear), you should seek advice

and qualified help immediately. Sudden onset hearing loss is classed as a medical emergency.

My father sits back and doesn't join in family conversations like he used to – we're worried about him. Could it be an early sign of dementia? Or perhaps it is his hearing?

I'd certainly recommend a comprehensive hearing and communication assessment for your father. The symptoms described can, and often are, misdiagnosed as dementia, but it's very likely that your father does not hear as well as he used to. Age-related hearing loss creeps up on us all, slowly, from the age of 40. It's very gradual and easy to ignore. As an audiologist I'm used to people saying: "The trouble is everybody mumbles these days!" or "The grandchildren don't speak clearly!" or "The sound quality of the TV is not as good as it used to be!". All are probably true, but the most likely explanation is that it's the early stages of Presbycusis (age-related hearing loss).

Another common reaction is when people start to turn down invitations and opportunities to get together – especially when it involves going to noisy places such as pubs and restaurants. Then we start to notice, just as you have, that people can begin to withdraw from conversations, look blank and distant, and are not quite the same person they once were.

"WEARING HEARING AIDS HAS A POSITIVE EFFECT ON YOUR BRAIN HEALTH"

100 people
contact our
Helpdesk on average
every month

48% want to
know about hearing
loss equipment,
hearing aids and
loop systems

10–20 people
per 100,000 per
year is the national
estimate* for sudden
onset hearing loss.
However the true
incidence is likely
to be much higher

* reported in the Journal
of Otolaryngology – Head
& Neck Surgery

A comprehensive hearing assessment is highly recommended and can often be a solution that provides an easy win. Hearing technology can literally bring a person 'back into the conversation' and, excitingly, research (see Newshound, page 5) now shows that wearing a well-fitted hearing aid can stave off dementia symptoms for up to eight years.

The hospital has provided me with hearing aids and my family are always nagging me to wear them. I don't like them and I don't think they make any difference.

This is a common complaint about hearing aids. It's unlikely that the hearing aids are not providing any benefit. Sometimes the benefit is not necessarily recognised or appreciated. Sometimes the fitting process has not allowed enough time and support to help the wearer get used to the new sound. It would be a good

idea to return to the audiologist or hearing aid provider and ask them to review the programming of the hearing aids. They should check that they're set up correctly, and that they're providing the correct level of amplification to suit your specific hearing needs.

I think I hear fine without my hearing aids. Do I really need to wear them all the time?

The fact is, you've been prescribed hearing aids. This only happens when you have an 'aid-able' hearing loss. In other words, you should start wearing them and get used to wearing them every day, all day. If you can, go back to the provider of your hearing aids and tell them how you feel. Ask them to support you to get more benefit. The positive effects on your cognitive (brain) health, with regular use of well-fitted hearing aids, is proven. Start making full use of your hearing aids as soon as possible. 🌸

DID YOU KNOW?
Sudden onset hearing loss is classed as a medical emergency

If you're worried about your hearing, book an appointment for a comprehensive hearing test



ESSENTIAL INFORMATION

How to get a hearing test if you've noticed a gradual decline in your hearing.

🌸 **Hearing tests** are available on the NHS. Ask your GP for a hearing test referral. You may be referred to a hospital audiology department (children and adults) or to a high street provider of NHS hearing services such as Specsavers Hearcare (adults only).

🌸 **Hearing screening** can be done at a local pharmacy or sometimes local opticians. This is usually a simple screening service to see if you need a hearing aid and may not be carried out by an audiologist.

🌸 **Online hearing screening** is now available. This can help you decide if you need a full hearing test.

🌸 **Private audiology practices** offer a wide range of hearing consultations with a qualified audiologist. Hearing tests are sometimes offered free or could cost between £45 and £120. This is a good option if you are curious about your hearing and want to learn more.

If you have a sudden loss of hearing seek advice immediately.

Sudden onset hearing loss (SOHL) is a

medical emergency. We would advise you to go to A&E or seek immediate advice from an audiology professional. Ideally you should have a full hearing assessment within 12 to 48 hours of symptoms and begin treatment immediately. Aston Hearing is championing a national awareness campaign of sudden hearing loss: www.astonhearing.co.uk/sudden-hearing-loss

HOW WE CAN HELP

Hearing Dogs for Deaf People and Hearing Link offer a number of services to support deaf people with all levels of hearing loss. Please contact us and we will work with you to find a tailored solution to your hearing needs: www.hearingdogs.org.uk/helpingyou or email: helpdesk@hearinglink.org

HEARING SERVICES AT THE GRANGE

🌸 **Hearing Link Hub** You can book an appointment to see a trained volunteer in our Hearing Link Hub at The Grange. These volunteers can offer social and emotional support, as well as advice on hearing aid technology and assistive listening devices, plus practical help

including earmould re-tubing. In addition, free specialist audiology advice is available by appointment with a qualified audiologist on Fridays only – booking is essential. Please make enquires through Hearing Dogs reception: 01844 348100 or email: reception@hearingdogs.org.uk www.hearinglink.org/services/hearing-hub

🌸 **Aston Hearing Services** is a private audiology service with consulting rooms at The Grange. As well as providing some free services for the Charity through Hearing Link Hub, they offer private appointments for a full range of hearing assessment tests, wax removal, hearing aid dispensing and technical support, plus emergency referrals if needed. Please text or call 07526 123255 or go to www.astonhearing.co.uk

Where to find us:

Hearing Link Hub, The Grange,
Haw Lane, Saunderton,
Princes Risborough
HP27 9NS





DID YOU KNOW?

As a child actress, Emily appeared as Susan in cult BBC series *The Day of the Triffids*

Close-up with...

EMILY DEAN

➔ Author and Absolute Radio presenter Emily Dean was inspired to write her memoir *Everybody Died so I Got a Dog* after she lost her sister, mother and father in the space of three years. She also hosts an award-winning podcast for *The Times* called *Walking the Dog*, which has had nearly two million downloads and has featured interviews with guests such as Ricky Gervais, Alan Carr, Dynamo, Sarah Millican, Jimmy Carr and Rob Brydon.

Paws for coffee...



Radio presenter **Emily Dean** credits her dog, Raymond, with helping her through a period of intense grief

Do you prefer tea or coffee? I was an Earl Grey addict for years. But I got lured over to the coffee side. I blame the popularity of the phrase, “let’s meet for a coffee” – it’s killed tea off. If you invite someone out for ‘tea’ you sound like the Dowager Countess in *Downton Abbey*.

Why was the idea of having a dog so important to you?

My parents were quite bohemian and chaotic, we moved around the world and spent all our money on antique books and theatre tickets – I’d sometimes randomly find a Chilean concert pianist sleeping on the sofa. I envied dog families, who seemed to have domestic structure. I felt dogs created permanence and a sense of home.

“The love of a dog can help you through the worst of times”

You lost your entire immediate family within the space of three years. How did you deal with the overwhelming loss?

Losing my sister was hideous due to the suddenness – one minute she was a busy mum juggling an 11-month-old and a 10-year-old, three weeks later she was in hospital about to die of stage 4 cancer. And then, not long after, both my parents died. It’s hard to process multiple losses, it’s like the *Game of Thrones* show runner has seized your storyline and is throwing in endless shocking plot twists.

Where did you find comfort at such an unbelievably tough time?

An amazing therapist helped! But therapy takes guts – to benefit you have to confront difficult truths. And my friends came into their own, creating an entirely new sense of family. I also got comfort from my sister’s dog Giggle, he was a very soothing presence.

What’s the best advice you’d offer someone going through loss?

Tell people when you’re struggling – people are much more compassionate than you realise. I’m also a huge fan of a good cry. Emotional pain doesn’t disappear if you don’t confront it, it comes out in less healthy ways like unkindness and anger.

What inspired your decision to get a dog?

I wanted to invite joy into my life after such a rough period. And I just felt better every time I connected with a dog. Then my friend, comedian Katherine Ryan, introduced me to her dog, Meg Ryan, and I was sold.

How did you know Raymond was ‘the one’?

Raymond had me at hello – he has a curious zen-like calm, he doesn’t bark or growl. And he looks like a miniature Chewbacca.

Did having a dog live up to expectations?

It was better than I possibly imagined, they’re loyal and consistent and offer total unconditional love – they bring a sort of spontaneous childlike joy into adult life.

How does Raymond make a difference?

He’s made me less impatient – once I swore at another driver and Raymond looked at me as if to say: “Why are you being so horrible?” Dogs bring out the best in everyone. He’s also forced me to get up and face the day during tough

times, so I recommend a dog to anyone facing any sort of challenges in life.

What inspired your memoir *Everybody Died so I Got a Dog*?

I wanted to write honestly about loss and also tell the truth about families in all their fabulously messy complexity. And also show that the pure, instinctive love of a dog can guide you through the worst of times.

If you were to lose your hearing, how would it affect your life?

I imagine it would affect every single aspect. I was fascinated to learn about hearing dogs – it must be a source of not only practical support, but also emotional comfort to have a companion who has your back at all times.

Your podcast has featured interviews with lots of celebrities. But who would you go on a fantasy dog walk with?

If it’s someone living, Barack Obama and his two Portuguese Water Dogs, Bo and Sunny. And if it’s someone no longer alive, I’d love to spend a day with my late sister and parents, so that they could all meet Raymond. I think they’d be so happy he’s in my life. 🐾



Emily would love to go for a walk with Barack Obama and Bo

Photo: Getty

The Grange

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Treat someone special to Afternoon Tea at The Grange

Classic, Sparkling and Gin & Tonic Afternoon Tea Gift Vouchers are available to buy in our Gift Shop or online.

Served every day from 2pm - 3.45pm.

www.thegrangesaunderton.org.uk

OPENING HOURS

Every day 9am – 4pm

Christmas, Easter and Bank
Holiday opening hours may vary

bookings@hearingdogs.org.uk



FINDING THE GRANGE

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