

Hearing care in Wales

Our plan for NHS Wales hearing services



Contents

About this document	3
A new plan for hearing services in Wales	5
Our top 10 priorities	8
1. A joined-up plan	9
2. Support for people who are D/deaf or living with hearing Loss	10
3. Better quality care	11
4. More skilled staff	12
5. Local hearing services	13
6. Hearing and dementia	14
7. Help people look after themselves	15
8. Working with charities and volunteers	16
9. Better technology and buildings	17
10. Clear and Accessible Communication	18
What this all means	21

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About this document



Llywodraeth Cymru
Welsh Government

This document was written by the Welsh Government.



It is an easy read version of a plan.
You can read the original version
here: [NHS Wales Hearing Care](#)

Where the document says **we**,
this means **Welsh Government**.
For more information contact:



Website: [Future approach for
audiology services 2025 | GOV.
WALES](#)



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A new plan for hearing services in Wales



We want to make hearing services better for everyone.



This includes hearing services provided:

- at your GP practice
- in the community
- and in hospitals and special clinics.



We have worked with partners to look at:



- What has worked in the past.
- What people need now.
- What people will need in the future.





- New treatments and technologies for hearing loss and hearing problems.



This plan sets out our goals for hearing services over the next 5 years.

The plan aims to:

- Make services easier to get.
- Reduce waiting times.
- Train staff to help more people.
- Use new treatments and technology to improve the care people get.
- Improve how we communicate with patients and staff.





Wales has always been a leader in hearing care.



We were the first country in the world to have a full plan for hearing services.

Now we are leading again with this new plan.

Our top 10 priorities



Here are our top 10 priorities for NHS Wales hearing services.



Priorities means the important things we will focus on.

1. A joined-up plan

This plan will help us meet the goals in other important plans and laws.



We want health and social care services to work well together.

So they can give the best care and support to people throughout their lives.

For hearing care, this means:



- Giving hearing care closer to home.



- Avoiding sending people to hospitals, and GPs and providing hearing care in the community instead.

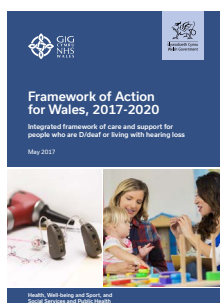


- Using NHS Wales resources (like money, staff and time) in a smart and fair way.

2. Support for people who are D/deaf or living with hearing loss



We want people to get care and support that helps them live a full life.



We will build on the **Framework of Action for Wales**.



A framework is a set of guidelines, procedures, or goals.

This Framework details how to provide the best care and support for people who:



Deaf

- are D/deaf
- or living with hearing loss in Wales.

For hearing care this means:

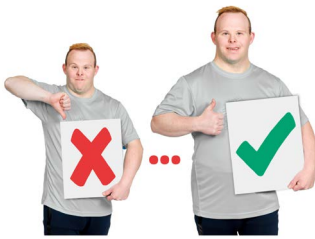


- Making sure everyone gets fair access to hearing care services.
- Meeting the hearing health needs we know we are not meeting right now.
- Working with partners across Wales to provide services.



3. Better quality care

We will:



- Keep checking and improving hearing services.

- Use national quality rules and standards. And improve and update the standards as needed.



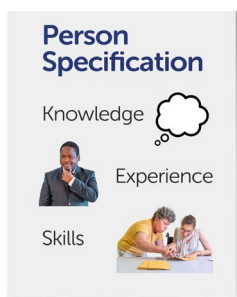
- Make sure all parts of the NHS and social care work together to provide care.

4. More skilled staff

We will:



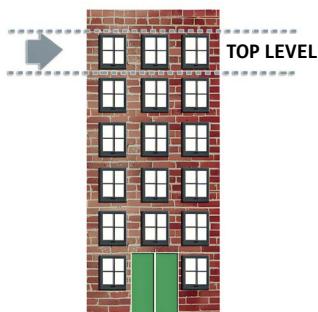
- Train more audiologists. Audiologists are hearing care experts.



- Help staff learn new skills and gain higher qualifications.

- Support new leaders in hearing care.

Staff work at



- Make sure staff can work at the top level of their job.
- Develop staff so they can provide new and improved care.

5. Local hearing services

We will:



- Use information about the people living in an area to plan local services.



- Have high level audiologists (hearing care experts) in each local area.
- Make it easier to get help for hearing problems without needing to see a GP.

Services met?



- Keep checking all parts of hearing care services. Make sure services meet the needs of people.

6. Hearing and dementia

We will:



- Use research and knowledge to improve services for people with dementia.



Care Home

+



- Make sure care homes and dementia services include hearing care services.

- Work with local health and care partners to develop services.



Understand

- Help hearing care staff understand more about dementia.

7. Help people look after themselves

People have an important part to play in looking after their own health.

We will:



- Teach people how to care for their ears and hearing aids.
- Help people manage their hearing problems.
- Support people to stay independent and healthy.



8. Working with charities and volunteers



Volunteers can help people understand their hearing condition.

People can support each other and help each other to manage their care. And support with things like looking after hearing aids.



We will support hearing care volunteers, so people get the best support.

9. Better technology and buildings

We will:



- Improve systems for collecting and understanding data about hearing problems.

- Use data to improve hearing care services.



- Make sure our hearing services can use the latest technology and treatments.

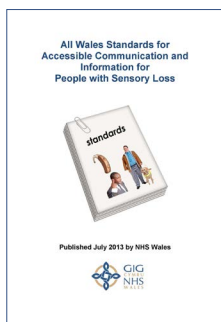
- Use better patient management systems, that help join up health and social care.



- Look at how AI (artificial intelligence) can help improve services.

- Make sure hearing services have enough high-quality specialist buildings.

10. Clear and Accessible Communication



We will follow the Accessible communication and information standards in healthcare.

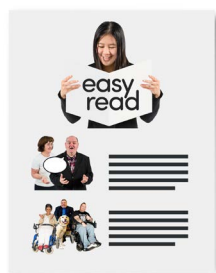


Communicate

The Standards are a set of rules. They say what healthcare services must do to communicate with people.

You can read an easy read version of the Standards on our [website](#).

For hearing care this means:



- Using easy to understand information to give advice to people.



- Training hearing care staff to support people with different communication needs.



- Teaching people about the importance of getting care early for hearing issues.

What this all means



Hearing loss is common. It can have a big effect on people's health and happiness.



It also affects how NHS Wales and local services use their time and money.



Hearing care teams in Wales have already done great work.



They have created award-winning ways to improve services.

These new ways of working are already helping:



- Free up time for nurses, GPs, and hospital staff.



- Give better care to people with hearing problems.



Support

ABC BANK		55-25-55
Pay	Date	
Amount	£	

With the right support and funding, we can make these services even better.



We will introduce the changes in this plan step by step over the next 3 years. Making hearing care available in more local places.