

## 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.

Clinical definitions of intellectual disabilities and autism are included in the footnote.

**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**

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**Intellectual Disabilities:** intellectual disability is defined according to the World Health Organization as: “a significantly reduced ability to understand new or complex information and to learn and apply new skills (impaired intelligence). This results in a reduced ability to cope independently (impaired social functioning), and begins before adulthood, with a lasting effect on development.”

**Autism:** The term “autistic people” is used to refer to any individual with autism spectrum disorder. According to the World Health Organization, autism spectrum disorder is “characterised by some degree of difficulty with social interaction and communication. Other characteristics are atypical patterns of activities, such as difficulty with transition from one activity to another, a focus on details and unusual reactions to sensation”.

### Section 1: Your service

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

|                        |                         |
|------------------------|-------------------------|
| Your name:             | Jane Deans              |
| Your role:             | Head of Audiology       |
| Your email address:    | Jane.deans@wales.nhs.uk |
| Your telephone number: | 01267 227449            |

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:**

|  |
|--|
| Hywel Dda University Health Board (UHB) Audiology Department |
|--|

### 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 | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
|-----|-------------------------------------|----|--------------------------|

If yes, please specify how you store and use this information?

|  |
|--|
| Set as an 'alert' on our patient management system - AuditBase |
|--|

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

|     |                                     |    |                          |
|-----|-------------------------------------|----|--------------------------|
| Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
|-----|-------------------------------------|----|--------------------------|

If yes, please specify how you store and use this information?

|  |
|--|
| Set as an 'alert' on our patient management system - AuditBase |
|--|

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':

|   |   |
|---|---|
| <b>Total population of the area that your service covers</b>  | <b>387,500 (E)</b>                                  |
| <b>The geographical boundaries your service covers</b>  | Carmarthenshire,<br>Pembrokeshire and<br>Ceredigion |
| <b>Age group your service covers (e.g., 0 – 18 years, 18+ years)</b>  | 0 – 18 and 18+                                      |
| <b>Total number of adults with intellectual disabilities who were seen between 1<sup>st</sup> May and 31<sup>st</sup> July 2021.</b>                  | Not recorded  |
| <b>Total number of children (&lt;18 years) with intellectual disabilities who were seen between 1<sup>st</sup> May and 31<sup>st</sup> July 2021.</b> | Not recorded  |
| <b>Total number of autistic adults who were seen between 1<sup>st</sup> May and 31<sup>st</sup> July 2021.</b>  | Not recorded  |
| <b>Total number of autistic children (&lt;18 years) who were seen between 1<sup>st</sup> May and 31<sup>st</sup> July 2021.</b>                       | 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  | Not applicable           |
| Provide easy read information on the adult service for young people   | No                       |
| Professional liaison arranged between adult and paediatric services prior to transition                                       | Yes                      |
| Offer an appointment with the adult service before being discharged from the children's service                               | Yes – Transition clinics |
| Hold joint appointments with both paediatric and adult audiologist present  | Yes – if required        |
| Visit local schools to offer sessions to share information with young people about deafness, independence and transition etc. | No                       |
| Discuss reasonable adjustments that can be offered in the adult service   | Yes                      |
| None of the above   |                          |

Other please state:

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## 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                | Yes – if required                             | Yes – if required                             | Yes – if required                             |
| Wheelchair access   | Yes   | Yes   | Yes   |
| Directions to your service written in an accessible format and clear signage displayed <i>in situ</i> | Yes   | Yes   | Yes   |
| A quiet waiting area  | Removed due to COVID-19                       | Removed due to COVID-19                       | Removed due to COVID-19                       |
| An appropriate alternative to a soundproof room for patients who find this unpleasant                 | Yes   | Yes   | Yes   |
| Range of testing position options within test room  | Yes – room layout can be adjusted if required | Yes – room layout can be adjusted if required | Yes – room layout can be adjusted if required |
| Home visit  | Yes. However only if housebound               | Yes. However only if housebound               | Yes. However only if housebound               |
| Appointments at Day Services or Day Centres   | No  | No  | No  |

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   | Yes                                       | Yes                   | Yes – if highlighted by clinician |
| Providing breaks during appointments or offering multiple appointments | Multiple appointments                     | Multiple appointments | Multiple appointments             |
| Option of different times  | Yes                                       | Yes                   | Yes                               |
| Extended opening times (before 9 am and/or after 5pm)                  | Yes                                       | Yes                   | Yes                               |
| Saturday appointments  | No  | No                    | No                                |
| Telephone or video appointments  | Yes                                       | Yes                   | Yes                               |
| We offer extra appointments in school holidays                         | No  | No                    | No                                |
| We deliver some services in schools and/or community settings          | No  | No                    | No                                |

Other – please specify:

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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               | Yes                                    |
| Visual reinforcement audiometry or behavioural observation audiometry for adults | Yes – if required, via Paediatric Team |
| Electrophysiological assessment in an outpatient setting                         | Yes                                    |
| Electrophysiological assessment under sedation or general anaesthetic            | Yes                                    |

Other – please specify:

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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                       | Yes                                   |
| Check hospital records                      | Yes – if further information required |
| Contact patient                             | Not as standard                       |
| Contact family/key workers (as appropriate) | Not as standard                       |

Other – please specify:

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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, lipspeakers) | Yes                   |
| Range of options for contacting the service (e.g., email, mobile number with text option)                                       | Yes                   |
| Easy read versions of appointment letters   | Yes                   |
| Easy read versions of patient letters and reports of findings   | Available if required |

Other – please specify:

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

|   |                       |
|---|-----------------------|
| Easy read patient information                                       | Available if required |
| Pictorial resources explaining processes in clinic e.g., audiometry | No                    |
| Video information about the department, staff and appointment       | No                    |

Other – please specify:

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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"/> |
|-------------|-------------------------------------|-----------|--------------------------|

Yes, with limitations – please specify:

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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  | No  | No                                  | No                                  |
| Speech testing to evaluate outcome  | Yes                                       | Yes                                 | Yes                                 |
| Soundfield Aided thresholds   | Yes                                       | Yes                                 | Yes                                 |
| RECD  | Yes                                       | Yes                                 | Yes                                 |
| Additional follow-up review appointments to support acclimatisation / adaptation to amplification | Yes                                       | Yes                                 | Yes                                 |
| Training for carers and families on hearing aid use   | Only as part of fitting appointment       | Only as part of fitting appointment | Only as part of fitting appointment |
| Training for carers and families on communication   | No  | No                                  | No                                  |
| Easy read care plans  | Can be obtained if required               | Can be obtained if required         | Can be obtained if required         |
| Easy read information on hearing aid use  | Can be obtained if required               | Can be obtained if required         | Can be obtained if required         |
| Home visits to evaluate hearing aid use in a domestic setting                                     | No  | No                                  | No                                  |

## 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  | Yes                         |
| Referral to GP surgery  | No                          |
| Referral to mainstream ENT services   | Yes – if required           |
| Referral to ENT services with specialist skills re. people with intellectual disabilities                         | Not applicable              |
| Removal within Audiology clinic by Audiology staff  | Yes                         |
| Information about ear wax (risks, side effects, management etc.) offered in a range of formats (e.g., Easy Read). | Can be obtained if required |

Other – please specify:

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## 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 | Not recorded                              | Not recorded        |
| Mainstream audiology services                              | Not recorded                              | Not recorded        |
| Mixture of mainstream and specialist service               | Not recorded                              | Not recorded        |

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 | Yes                                       | Yes                         |
| Normal hearing – routine review                     | No  | No                          |
| Hearing Loss – same review as mainstream service    | Based on clinical judgement               | Based on clinical judgement |
| Hearing Loss – additional review appointments       | If required                               | If required                 |

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                         | Not recorded                              | Not recorded        |
| Vestibular assessment or rehabilitation | Not recorded                              | Not recorded        |
| ENT                                     | Not recorded                              | Not recorded        |
| Cochlear Implant Services               | Not recorded                              | Not recorded        |
| Tinnitus assessment or rehabilitation   | Not recorded                              | Not recorded        |
| Sensory teams                           | Not recorded                              | Not recorded        |
| Other Implantable Devices               | Not recorded                              | Not recorded        |



Other – please specify:

## 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 |
|--|-----------|-------------------|---|--------------|
| <b>Learning Disabilities Improvement Standards for NHS Trusts</b><br><a href="https://improvement.nhs.uk/documents/2926/v1.17%20Improvement%20Standards%20added%20note.pdf">https://improvement.nhs.uk/documents/2926/v1.17 Improvement Standards added note.pdf</a>   | X         |                   |   |              |
| <b>PMLD Service Standards:</b><br><a href="http://www.thesensoryprojects.co.uk/PMLD-service-standards">http://www.thesensoryprojects.co.uk/PMLD-service-standards</a>  |           |                   |   | X            |
| <b>The Accessible Information Standard</b><br><a href="https://www.england.nhs.uk/ourwork/accessibleinfo/">https://www.england.nhs.uk/ourwork/accessibleinfo/</a>  |           |                   | All Wales Standards for Accessible Communication and Information for People with Sensory Loss |              |
| <b>British Society of Audiology Practice Guidance for Adults with Intellectual Disabilities</b><br><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)   | Yes                             |             |
| Audiology-specific SOPs that refer to working with people with intellectual disabilities | Yes                             |             |
| Audiology-specific SOPs that refer to working with autistic people                       | Yes (as part of above document) |             |

|  |     |     |
|--|-----|-----|
| Training logs relevant to staff skills on working with people with intellectual disabilities |     | No  |
| Training logs relevant to staff skills on working with autistic people                       |     | No  |
| Risk Assessments (detail in question 9.2)  |     | Yes |
| Transition SOPs or policy  | Yes |     |

Other – please specify:

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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  |                        | Yes  |
| Risks of inaccuracy of behavioural assessment                              |                        | Yes  |
| Risk associated with communication barriers                                |                        | Yes  |
| Discharging without ear-specific information                               |                        | Yes  |
| Lack of sufficient support with hearing aid use                            |                        | Yes  |
| Lack of equal access to services for people with intellectual disabilities |                        | Yes  |

Other, please specify:

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|  |
|--|

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?

|   |
|---|
| Did Not Attend / Was Not Brought letters are sent to both the patient (or carer) and GP and recorded in the patient management system (AuditBase) |
|---|

## 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                                   | Yes |
| Community Learning Disabilities Team | Yes |
| ENT                                  | Yes |
| Paediatric Audiology Services        | Yes |
| Newborn Hearing Screen               | Yes |
| Out-of-area Audiology Service        | No  |

|   |     |
|---|-----|
| Speech and Language Therapy   | Yes |
| School nursing team   | Yes |
| Community Paediatric team   | Yes |
| Hearing screening pathway for adults or children with intellectual disabilities | No  |
| Annual Health Check   | No  |
| Other   |     |

Other: (please specify)

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## 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  |
|---|--------|-------|-----------|--------|--|
| <b>Speech and Language Therapy</b>          |        |       |           |        | Policy is that the patient would need to be referred back to their GP for onward management / referral |
| <b>Community Learning Disabilities Team</b> |        |       |           |        | Policy is that the patient would need to be referred back to their GP for onward management / referral |

|                             |  |  |                  |  |  |
|-----------------------------|--|--|------------------|--|--|
| <b>Teacher of the Deaf</b>  |  |  | X – based on age |  |  |
| <b>Ear, Nose and Throat</b> |  |  | X                |  |  |
| <b>Occupational Therapy</b> |  |  |                  |  | Policy is that the patient would need to be referred back to their GP for onward management / referral |
| <b>Other</b>                |  |  |                  |  |  |

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

|   | <b>Always</b> | <b>Often</b> | <b>Sometimes</b> | <b>Rarely</b> | <b>Never</b>   |
|---|---------------|--------------|------------------|---------------|--|
| <b>Speech and Language Therapy</b>          |               |              |                  |               | Policy is that the patient would need to be referred back to their GP for onward management / referral |
| <b>Community Learning Disabilities Team</b> |               |              |                  |               | Policy is that the patient would need to be referred back to their GP for onward                       |

|                             |  |  |                  |  |  |
|-----------------------------|--|--|------------------|--|--|
|                             |  |  |                  |  | management / referral  |
| <b>Teacher of the Deaf</b>  |  |  | X – based on age |  |  |
| <b>Ear, Nose and Throat</b> |  |  | x                |  |  |
| <b>Occupational Therapy</b> |  |  |                  |  | Policy is that the patient would need to be referred back to their GP for onward management / referral |
| <b>Other</b>                |  |  |                  |  |  |

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

|  |    |
|--|----|
| Employer policies on working with people with intellectual disabilities  | No |
| Employer policies on working with autistic people  | No |
| Employer-provided training on working with people with intellectual disabilities   | No |
| Employer-provided training on working with autistic people   | No |
| Employer involvement in the Mencap Treat Me Well Campaign  | No |
| Effective links to other professionals with specialisms in working with people with intellectual disabilities and/or autistic people | No |

## Section 11: Staffing and Training

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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  | Yes (via ESR) |
| 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                                      |  |
| Training expenses are not covered e.g., travel to training |  |
| No cover for clinical duties                               |  |

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   |   |                        |          |
| Band 6   |   |                        |          |
| Band 7   | 1.84 Whole Time Equivalent (WTE)<br>– Adults<br>8.4 WTE - Paediatrics |                        |          |
| Band 8 a | 1 WTE- Paediatrics  |                        |          |
| Band 8b  |   |                        |          |
| Band 8 c |   |                        |          |

|   |  |  |  |
|---|--|--|--|
| <b>Band 8 d</b>   |  |  |  |
| <b>Band 9</b>   |  |  |  |
| <b>Doctor specialising in audiology (paediatrician, audio vestibular physician etc)</b> |  |  |  |
| <b>Other staff e.g., Volunteers and students</b>  |  |  |  |

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  | Yes   | Yes   | Yes   |
| Communication training (relevant to those with intellectual disabilities e.g., Makaton etc) | No  | No  | No  |
| Learning Disability Awareness   | Available; however not mandatory  | Available; however not mandatory  | Available; however not mandatory  |
| Autism Awareness  | Available; however not mandatory  | Available; however not mandatory  | Available; however not mandatory  |
| Shadowing specialist clinics  | No  | No  | No  |
| Accessible Information Standard Training  | No  | No  | No  |
| Generic Violence and Aggression Training  | Yes   | Yes   | Yes   |
| Challenging Behaviour   | Yes   | Yes   | Yes   |

Other, please detail:

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## 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?

None – unless completed on generic feedback forms

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

Not applicable

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) |   |
| No (please specify why)  | Not currently in place. However, will be implemented when the All Wales Quality Standards are amended to include patients with intellectual disabilities and/or autistic people |

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 follow ups – to minimise footfall in hospital locations and for people to be in a 'safe' environment  
 Attend Anywhere - to minimise footfall in hospital locations and for people to be in a 'safe' environment  
 Assess and fit – to minimise the number of times patients were required to come to hospital. Only offered if the patient has the ability to retain information for longer periods of time. If not, a fitting appointment is booked.

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.

Yes – to become more in line with both professional and health board best practice.

If you would like to discuss audiological provision for people with intellectual disabilities and autistic people further please consult the Audiology, Learning Disability and Autism Project (ALDAP) study website: <https://sites.manchester.ac.uk/aldap/> or contact the research team:

**Siobhan Brennan, Marianne Day, Shanice Thomas**

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**Many thanks for your time.**