

Cochlear Implant Rehabilitation Advice:

Using the phone

This pack has been produced to support you in starting to use the phone for voice calls. The advice and activities are designed to follow on from sessions with the Rehabilitation Team at YAIS. The Rehabilitation Team will help you set your own personal goals for using the phone. It might help you to keep in mind the following:

- Listening to and understanding speech in a telephone call is challenging. It is one of the hardest things you will try to do with your cochlear implant.
- You will need to find time to try different activities using the phone to build your listening skills.
- Practicing with family or friends will help. Talk to them about what you are working on and how they can help.





Getting Started

Get the best sound quality:

Set your mobile up to stream so calls connect automatically to your speech processor.

Have a Medel Cochlear Implant?

Scan the QR code or use the weblink below:

www.medel.com/en-gb/hearing-solutions/accessories/connectivity/audiostream



Scan with your mobile to go direct to Medel site

Pairing an Audio Processor

www.youtube.com/watch?v=YBFNUt7P3Mo&vl=en



Scan with your mobile to go direct to Youtube video

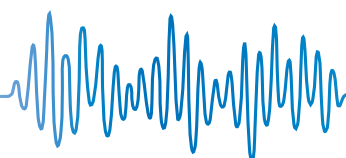
Use a Cochlear® Cochlear Implant?

Use the information here:

www.cochlear.com/uk/en/home/products-and-accessories/cochlear-nucleus-system/nucleus-sound-processors/nucleus-smartphone-compatibility



Scan with your mobile to go direct to Youtube video



Mobile phone not able to stream or using a landline?

Practice holding the phone in the right place.

Remember, the sound needs to go into the microphones on your sound processor.



Contact YAIS if you need help

Telephone: 01274 364853

(Monday to Friday 8.30am to 5.00pm)

Email: yais.helpline@bthft.nhs.uk

Mobile: 07966 447408 (text only)



Some simple activities to get you going

For these activities ask a friend or family member to be your practice partner. They should phone you from a different room or arrange a time to phone you to practice so you are ready.

Tune into your listening partner's voice

Ask your partner to:

- count to twenty
- say the days of the weeks
- say the months of the year

You know what they are going to say so there is no pressure.



Listen to a list

- There are some lists in this pack but you can make your own.
- Make sure you and your practice partner both have a copy of the list.
- Your practice partner should phone you from another room.
- Follow their voice as they read the list to you.
- When you are used to the list ask them to start mixing up the items on the list.

Voice Notes / Voice mail

- Ask family or friends to leave you a voice note or a voice message.
- Ask them to tell you what the voice note is about, e.g. "I'm going to leave a voice note about what's for tea!". If you know what the subject is it will help you to work out what they are saying.
- When you are feeling more confident ask them to leave you a voice note without telling you what the topic is.



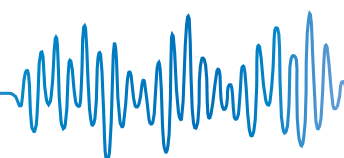
More Challenging Phone Practice

Ask Questions

- Ask your practice partner some questions and see if you can work out their answer
- Think about the questions you ask
- A question like “do you like Marmite?” is a closed question. That means the other person will only answer in a certain way. They will say ‘yes’ or ‘no’
- A question like “what did you do on your holiday?” is open because the other person can give lots of different answers
- Start with closed questions. They are easier. Move onto open questions when you feel ready
- We’ve put some questions at the end of this pack

Listen for Missing Information

- Think about a phone call you would like to make, e.g. making an appointment for a haircut.
- Ask your practice partner to write out a script for the conversation
- You should both have a copy of the same script but make sure that yours has some gaps.
- Pretend to have the conversation over the phone.
- See if you can work out the missing parts on your script. Say them out loud so your partner knows you have understood.



Get Ready to Talk to More People on the Phone

Explain about your hearing at the beginning of the call

- If you are going to talk to people you don't know well on the phone you will need to plan how to tell them about your hearing.
- Think about how you can explain quickly so they know what they need to do to make the phone call work. Say:



I'm deaf,


I can hear on the phone but need
you to speak slowly and clearly



Be prepared to say more during the
phone call to help you understand:

- Can you call me from somewhere quieter?
- Can you say that again?
- Can you say that sentence a different way?
- Can you spell that for me?

Think about using the NATO Phonetic Alphabet Code (A is for Alpha, B is for Bravo etc.). This will help you work out different letters in post codes or names more easily. Please see an example below.



Can you say
that again?

NATO Phonetic Alphabet

	A alpha	B bravo	C charlie	D delta	E echo	
F foxtrot	G golf	H hotel	I india	J juliett	K kilo	L lima
M mike	N november	O oscar	P papa	Q quebec	R romeo	S sierra
T tango	U uniform	V victor	W whiskey	X xray	Y yankee	Z zulu



Some Phone Calls Will Be Too Hard

If you have tried all your strategies for making a phone call work and it's still too hard to understand, have a plan for ending the phone call well. Some things to consider that might make making a phone call easier:

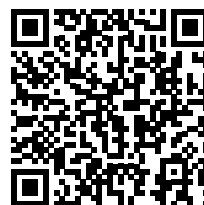
- Don't pretend to understand.
- Ask them to call back when you have someone to support you
- Ask them to email you or text the information instead

Think About Back Up Apps

Relay UK is free. The app will let you read what the other person is saying.

www.relayuk.bt.com/how-to-use-relay-uk/use-relay-uk-with-app.html

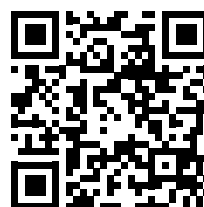
Scan with your mobile to go direct to relay uk site



Register your phone with the emergency SMS service so you can make 999 calls with text messages.

www.emergencysms.org.uk/

Scan with your mobile to go direct to emergency sms site



Accessible Information

If you need this information in another format or language, please ask a member of staff.

Smoking

Bradford Teaching Hospitals NHS Foundation Trust is a smoke-free organisation. You are not permitted to smoke or use e-cigarettes in any of the hospital buildings or grounds.

Named Author: Jillian Ridgwell / Review Date: February 2027 / MID24111401

