

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

Response was added on 02/28/2022 5:41pm.

Please complete this survey 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, who are 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 this survey, 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 can be found in the following attachment:

[Attachment: "Clinical definitions.png"]

Scope:

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

Please base your answers on your service provision between 1st May 2021 and 31st July 2021.

Please justify any omissions for each question within the "Other" box.

Section 1: Your service

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

1. Please provide the following information:

Your name:

TRACEY PINKERTON

Your role:

INTERIM AUDIOLOGY LEAD

Your email address:

tracy.pinkerton@northerntrust.hscni.net

Your telephone number:

02825635483

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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:

Audiology Services, Northern Health and Social Care Trust

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Section 2: Your caseload of people with intellectual disabilities and autistic people

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

- Yes  
 No
- 

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

restriction in PN highlighting Intellectual disabilities / ASD / complex needs. When booking appointments this flags up so an appropriate room / time slot and audiologist can be arranged. These cannot be counted

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

- Yes  
 No
- 

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

restriction in PN highlighting Intellectual disabilities / ASD / complex needs. When booking appointments this flags up so an appropriate room / time slot and audiologist can be arranged. These cannot be counted

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2.3 Please include the following information for your service. We understand that you may not record all these numbers.

Please use the drop-down menu to indicate whether your service records these numbers, or whether an estimate can be provided. If you do not record these numbers and cannot make a reliable estimate, please select 'not recorded' from the drop-down menu.

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a) Total population of the area that your service covers.

- Recorded  Estimate  Not recorded
- 

b) The main geographical area that your service provides for.

It is acknowledged that some sites may offer occasional appointments for people outside their usual area.

- Recorded  Estimate  Not recorded
- 

Please provide the recorded or estimated number:

479000

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c) Age group your service covers.

- 0-18 years  18 years+  Other
- 

Please provide the age group your service covers:

All age groups

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d) Within the age group that your service provides for, how many people with intellectual disabilities were seen between 1st May and 31st July 2021.

- Recorded  
 Estimate  
 Not recorded

e) Within the age group that your service provides for, how many autistic people were seen between 1st May and 31st July 2021.

- Recorded  
 Estimate  
 Not recorded

### Section 3: Transition to adult services

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

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

### 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 tests	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wheelchair access	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Directions to your service written in an accessible format and clear signage displayed in situ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A quiet waiting area	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
An appropriate alternative to a soundproof room for patients who find this unpleasant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Range of testing position options within test room	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Home visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointments at Day Services or Day Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Providing breaks during appointments or offering multiple appointments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Option of different times	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Extended opening times (before 9am and/or after 5pm)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Saturday appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone or video appointments, e.g., Skype	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Deliver some services in schools and/or community settings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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
- Visual reinforcement audiometry or behavioural observation audiometry for adults
- Electrophysiological assessment in an outpatient setting
- Electrophysiological assessment under sedation or general anaesthetic
- Other

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
- Check hospital records
- Contact family/key workers (as appropriate)
- Contact patient
- Other

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)
- Range of options for contacting the service (e.g., email, mobile number with text option)
- Easy read versions of appointment letters
- Easy read versions of patient letters and reports of findings
- Other

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

- Easy read patient information
- Pictorial resources explaining processes in clinic, e.g., audiometry
- Video information about the department, staff, and appointment
- Other

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:

- No, never
- Yes, always
- Yes, with limitations

4.8. Does your service offer any of the following adaptations for people with intellectual disabilities and/or autistic people? Please select all that apply:

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

Easy read care plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy read information on hearing aid use	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Home visits to evaluate hearing aid use in a domestic setting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Section 5: Wax Management

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

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## Section 6: Specialist Services

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### 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.

Reminder: questions that ask about 'autistic people' refer to people with autism only (without an intellectual disability); where autism co-occurs with an intellectual disability, please include information about these people in the questions regarding intellectual disabilities.

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6.1 Of the people with intellectual disabilities that you saw between 1st May and 31st July 2021, how many were seen by specialist services as opposed to mainstream services?

Please use the drop-down menu to indicate whether you are able to provide a number from your records or an estimate. If you do not record these numbers and cannot make a reliable estimate, please select 'not recorded'.

a) Specialist audiology service for people with complex needs:

- Recorded
- Estimate
- Not recorded

b) Mainstream audiology services:

- Recorded
- Estimate
- Not recorded

c) Mixture of mainstream and specialist service:

- Recorded  
 Estimate  
 Not recorded

6.2 Of the autistic people you saw between 1st May and 31st July 2021, how many were seen by specialist services as opposed to mainstream services?

Please use the drop-down menu to indicate whether you are able to provide a number from your records or an estimate. If you do not record these numbers and cannot make a reliable estimate, please select 'not recorded'.

a) Specialist audiology service for people with complex needs

- Recorded  
 Estimate  
 Not recorded

b) Mainstream audiology services for autistic people:

- Recorded  
 Estimate  
 Not recorded

c) Mixture of mainstream and specialist service:

- Recorded  
 Estimate  
 Not recorded

6.3 Of the people with intellectual disabilities and autistic people that you saw between 1st May and 31st 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	<input type="checkbox"/>	<input type="checkbox"/>
Normal hearing - routine review	<input type="checkbox"/>	<input type="checkbox"/>
Hearing Loss - same review as mainstream service	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hearing Loss - additional review appointments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

6.4. Of the people with intellectual disabilities that were seen between 1st May and 31st July 2021, please indicate whether you are able to provide a recorded or estimated number for how many individuals were referred to the following services.

	Recorded	Estimate	Not recorded
Hearing therapy	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Vestibular assessment or rehabilitation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ENT	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Cochlear Implant Services	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Tinnitus assessment or rehabilitation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sensory teams	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other Implantable Devices	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

6.5 Of the autistic people that were seen between 1st May and 31st July 2021, please indicate whether you are able to provide a recorded number or estimate for how many individuals were referred to the following services.

	Recorded	Estimate	Not recorded
Hearing Therapy	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Vestibular assessment or rehabilitation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ENT	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Cochlear Implant Services	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Tinnitus assessment or rehabilitation	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sensory teams	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other Implantable Devices	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>



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Section 7: Meeting Relevant Guidance

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

	Awareness of	Implement in part	Implement in full	Not heard of
Learning Disabilities Improvement Standards for NHS Trusts: <a href="https://www.england.nhs.uk/learning-disabilities/about/resources/the-learning-disability-improvement-standards-for-nhs-trusts/">https://www.england.nhs.uk/learning-disabilities/about/resources/the-learning-disability-improvement-standards-for-nhs-trusts/</a> PMLD Service Standards: <a href="http://www.thesensoryprojects.co.uk/PMLD-service-standards">http://www.thesensoryprojects.co.uk/PMLD-service-standards</a>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Accessible Information Standard: <a href="https://www.england.nhs.uk/our-work/accessibleinfo/">https://www.england.nhs.uk/our-work/accessibleinfo/</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
The British Society of Audiology Practice Guidance: Access to Audiology Services for Adults with Intellectual Disabilities: <a href="https://www.thebsa.org.uk/resources/access-to-audiology-services-for-adults-with-intellectual-disabilities/">https://www.thebsa.org.uk/resources/access-to-audiology-services-for-adults-with-intellectual-disabilities/</a>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## 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)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Audiology-specific SOPs that refer to working with people with intellectual disabilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Audiology-specific SOPs that refer to working with autistic people	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Training logs relevant to staff skills on working with people with intellectual disabilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Training logs relevant to staff skills on working with autistic people	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Risk Assessments (detail in question 8.2)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Transition SOPs or policy	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

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

	Formal risk assessment	Informal risk assessment (risk identified and recorded in medical notes)
Challenging Behaviour	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Risks of inaccuracy of behavioural assessment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Risk associated with communication barrier	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Discharging without ear-specific information	<input type="checkbox"/>	<input type="checkbox"/>
Lack of sufficient support with hearing aid use	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lack of equal access to services for people with intellectual disabilities	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

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

Standard policy in Trust is x 1 DNA and discharged but where there is an intellectual disability or if ASD is identified, a phonecall will be made, a discussion had with family / service user and another appointment offered where there is consent.

## Section 9: Referral Routes

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

- GP
- Community Learning Disabilities Team
- ENT
- Paediatric Audiology Services
- Newborn Hearing Screen
- Out-of-area Audiology Service
- Speech and Language Therapy
- School nursing team
- Community Paediatric Team
- Hearing screening pathway for adults or children with intellectual disabilities
- Annual Health Check
- Other

## Section 10: Multidisciplinary Working

10.1 Of the people with intellectual disabilities that you saw between 1st May and 31st July 2021, how often did you make referrals to the following professionals when they are required. Please indicate the frequency of referral by selecting the relevant columns.

	Always	Often	Sometimes	Rarely	Never
Speech and Language Therapy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Learning Disabilities Team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Teacher of the Deaf	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ear, Nose and Throat (ENT)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Occupational Therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

10.2 Of the autistic people that you saw between 1st May and 31st July 2021, how often did you make referrals to the following professionals when they are required. Please indicate frequency of referral by selecting the relevant columns.

	Always	Often	Sometimes	Rarely	Never
Speech and Language Therapy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Learning Disabilities Team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Teacher of the Deaf	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ear, Nose and Throat (ENT)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Occupational Therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	In place	In development	Do not know/non-existent
Employer policies on working with people with intellectual disabilities	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employer policies on working with autistic people	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employer-provided training on working with people with intellectual disabilities	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employer-provided training on working with autistic people	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employer involvement in the Mencap Treat Me Well Campaign	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Effective links to other professionals with specialisms in working with people with intellectual disabilities and/or autistic people	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

## Section 11: Staffing and Training

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

	All staff	Some staff	None
Yes	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

If CPD relevant to working with people with intellectual disabilities and/or autistic people is not available for all staff in your service, 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

11.2 If you offer a specialist service for people with intellectual disabilities and/or autistic people, which of the following full-time equivalent staff were routinely involved on 31st 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.

	Permanent posts	Locum/temporary posts	Trainees
Band 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 6	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 7	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 8a	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 8b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 8c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 8d	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doctor specialising in audiology (paediatrician, audiovestibular, physician etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other staff (e.g., volunteers and students)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11.2 continued - Of the staff selected above, please specify how many were routinely involved on 31st July 2021?

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.

Band 5 permanent posts:	3
Band 6 permanent posts:	2
Band 7 permanent posts:	2
Band 8a permanent posts:	1

11.3 What training have the staff in your service received 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-audiology staff who work in a mainstream audiology service (e.g., receptionist, porter)
Mental Capacity Act training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication training (relevant to those with intellectual disabilities e.g., Makaton etc.)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Learning Disability Awareness	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Autism Awareness	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Shadowing specialist clinics	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Accessible Information Standard Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Violence and Aggression Training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Challenging Behaviour	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 12: Patient engagement and service evaluation

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

- Yes  
 No  
 Don't know

12.2 Do you audit/evaluate your service practices for people with intellectual disabilities and/or autistic people?

- Yes  
 No  
 Don't know

No - please specify why:

No targeted audits to date but this is an area that moving forward with a new Patient management system that should be implemented.

12.3 Are there any aspects of service delivery that you have adapted during the Covid-19 pandemic, which you intend to retain beyond the end of restrictions (e.g., tele-audiology, telephone review)?

- Yes  
 No  
 Don't know

Yes - Please give brief details and an explanation of why:

Telephone review has been successful with some service users. Drop box repairs which is faster than offering a face to face appointment for all, proceed to face to face if problem persists.

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12.4 Are there plans to develop your service for people with intellectual disabilities and autistic people in the near future?

- Yes  
 No  
 Don't know
- 

Yes - Please give a brief description of any planned changes:

As a new Team Lead this is one area that I see a need for change in. 1. A method of identifying and documenting patients (ie hopefully in new management system). 2. Involve junior staff in service provision to future proof delivery. 3. The availability of service information in-line with NICE guidelines for Babies, Children and Young people both in Digital and paper (pictograph) format. 4. A robust review system.

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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  
Email: [Siobhan.brennan@manchester.ac.uk](mailto:Siobhan.brennan@manchester.ac.uk)  
Telephone: 07917605544  
Division of Human Communication, Development and Hearing  
Address: Ellen Wilkinson Building, University of Manchester, Manchester, M15 6JA

Amanda Hall  
Email: [a.hall@aston.ac.uk](mailto:a.hall@aston.ac.uk)  
Audiology Lecturer, Life and Health Sciences  
Address: Aston University, Aston St, Birmingham B4 7ET

Marianne Day  
Email: [Marianne.Day@manchester.ac.uk](mailto:Marianne.Day@manchester.ac.uk)  
Division of Human Communication, Development and Hearing  
Address: Ellen Wilkinson Building, University of Manchester, Manchester, M15 6JA

Shanice Thomas  
Email: [Shanice.Thomas@manchester.ac.uk](mailto:Shanice.Thomas@manchester.ac.uk)  
Division of Human Communication, Development and Hearing  
Address: Ellen Wilkinson Building, University of Manchester, Manchester, M15 6JA

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Many thanks for your time.