



Local Professional Survey of the South of England Cochlear Implant Centre (SOECIC) Rehabilitation Services

Background to Study

An audit of the outreach service was considered useful in providing feedback as to the satisfaction of local professionals. It was hoped this would inform the team of any changes that may be beneficial within budgetary constraints. This was pertinent as a change in working practice started in July 2009 at SOECIC when one key rehabilitationist either Teacher of the Deaf (TOD) or Speech and Language Therapist (SLT) took more of a leading role with any one child. This consists of a number of contacts with the child in clinic, in local educational provision and at the family home based on the BCIG guidelines. The role includes long term monitoring, advice and some direct input, working alongside local professionals and parents.

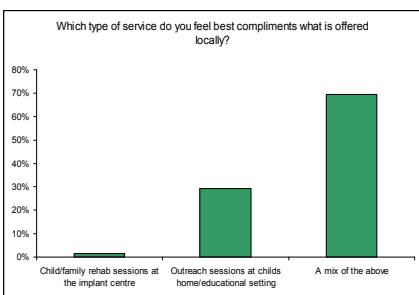
Methods

Questionnaires were sent to local professionals including schools, pre-schools, speech and language therapists and teachers of the deaf. Questions covered overall satisfaction with the rehabilitation service, areas of training, written resources, technical support and feedback about the progress of the child.

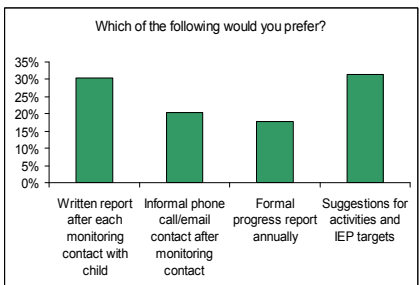
Questionnaire Responses

Of 581 questionnaires sent out, 162 were returned; respondents had experience of children with one implant only, children who are bi-modal and bilaterally implanted children. Questionnaires came back from 68 TODs, 43 SLTs, 23 Learning Support Assistants, 6 Key Workers in pre-school and 24 others, including Special Educational Needs Co-ordinators. Some of these professionals are working with more than one child implanted at SOECIC.

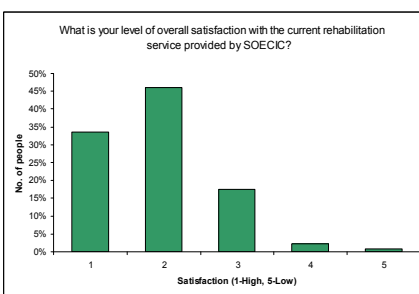
Results: Rehabilitation



The responses to this question reflect the current practice at SOECIC

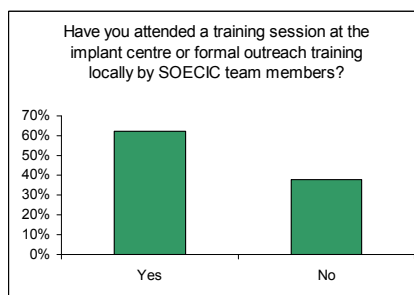


Currently formal reports are written annually on a child and the other 3 areas are carried out on a case by case basis.

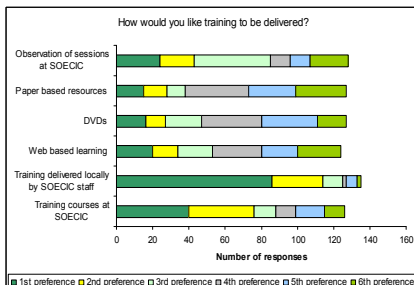


80% rated SOECIC in the highest 2 categories for overall satisfaction of service. However it would be interesting to know their basis for comparison.

Results: Training

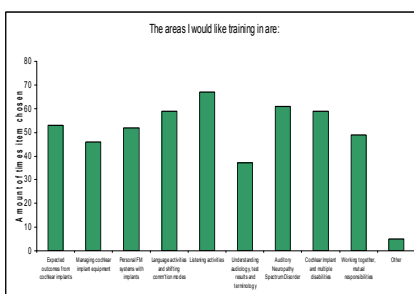


Currently just over half of the respondents have attended formal courses delivered by SOECIC staff.



When asked how they would like training to be delivered, the majority preferred it to be provided locally followed by courses at SOECIC.

Some respondents commented that they were happy with training provided by local services and that sometimes travel to Southampton was not viable.



More than one area of training could be chosen. There was a high demand for practical listening and language activities, followed closely by personal fm systems and expected outcomes with cochlear implants.

Training courses were also requested on the less straightforward recipients of cochlear implants, such as those with Auditory Neuropathy Spectrum Disorder and additional difficulties.

Conclusion

The responses showed a high level of satisfaction with the service provided overall and the outreach approach adopted. The challenge is how to sustain and develop this within the current financial environment with an ever expanding caseload. The CI level of experience of the respondents, whether there is cross-professional working and the availability of local resources may provide useful additional information in any further study. This project has been useful for giving indicators as to what local professionals feel they need and how we can match that with our service. The Rehab team has opportunities to review process and policies, which will include developing the outreach training packages and sharing information with local professionals about the child's progress and how to achieve it.

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