

MEASURES OF EFFICIENCY AND FAMILY EXPERIENCE OF THE EARLY YEARS HEARING MEETING AND RESULTING MULTI AGENCY SUPPORT PLANS IN ABUHB

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University Health Board and Veronica
Hickson, Associate Specialist in
Community Paediatrics**

WHAT IS AN EARLY YEARS HEARING MEETING (EYHM)?

- MDT
- Preschool children
- Significant hearing loss - bilateral hearing loss of a level greater than 40db in the better ear (NBHS Wales 2012)
- Every 6 months
- Appointments are 45 minutes per child
- Aim of the meeting is to prepare a Multi Agency Support plan (MASP).



MASP EXAMPLE

Individual Multi-Agency Support Plan **Date:**

Parents/Guardians:

Key Worker: Jo Plant

Name: d.o.b

Address: **NHS No:**

Hospital

No:

Tel:

Teacher of the Deaf Jo Plant Hearing Impaired Service	Paediatrician (general)
Audiologist Shelley Morris/Anne Thomas Royal Gwent Hospital	GP
Paediatrician (Audiology) Dr V Hickson Royal Gwent Hospital	Health Visitor,
Portage	ENT Consultant
Teaching Assistant N/A	Speech Therapist Liz Rees
Social Worker	Other

Date of Early Years Hearing Meeting:

Present: Child, parents, grandmothers; Anne Thomas, Audiology; Liz Rees, Speech Therapist; Jo Plant – Teacher of the Deaf, Portage worker, Dr V Hickson Paediatrician

Parent Report: Child is now wearing his aids for up to 2 hours at a time and does not cry when they are inserted. He is progressing well and is copying tones of songs and speech, although not saying the words. He may be saying “hiya” into the phone.
 He goes and gets what he wants eg will bring his bottle if he wants a drink.
 Assessment suggests delayed development but Mum feels he was tired when assessed and can do more than he did that day. It is difficult to sign with him as he does not make eye contact well.
 He is no longer using a dummy.
 His grandmothers feel that his development has vastly improved. He gets very involved in play eg using stacking cups, likes books, and says “oof oof” for dog.



Audiological Information

Date of confirmation of deafness –

Date of first Hearing Aid Fitting –

Date of most recent audiological assessment-

Type of Aids –Phonak Nios H2O in pale blue Progs/Vol – FM/M

Comments on HA use: Parents report that he wears hearing aids for up to 2 hours at a time and does not cry when they are put in as he did previously.

Hearing Levels (unaided) –

Test used: Soundfield VRA through right speaker.

Frequency	250Hz	500Hz	1KHz	2KHz	4KHz
Right air conduction		55	60		45
Left air conduction					
Right bone conduction					
Left bone conduction					

Tympanometry:

Frequency	Right	Left
220Hz	Normal	Normal

Audiology Summary: Child's hearing was last assessed on 23/06/14. He did not tolerate his ear moulds so he was tested using sound field audiometry which indicated a moderate hearing loss in his better hearing ear. Tympanograms were mobile. He has been seen twice since then for reprogramming of his aids and aided tests. Predictive real ear measures were used as he does not tolerate the tube, and aided thresholds were normal after adjustment for high pitches. The maximum power output of the aids has been reduced slightly as Dad felt he was finding loud noises uncomfortable. He is due for reassessment in March 2015.

Medical Summary:

Saw Dr on 27/11/14. Assessment indicated development below average for his age and recommendation for multi therapy input to help maximise his developmental potential.

Saw Dr on 03/10/14 and continues on Sodium Valproate for epilepsy. He is due a further appointment in 4-5 months.

Education Summary: Child receives monthly support sessions from the HI Service, Targets are focussing on encouraging increased use of hearing aids, and encouraging eye control and vocalisation through play. Child will wear his hearing aids when he is distracted.

Speech Therapy Summary: Liz Rees is due to visit the family on 20th January with portage. Liz to give advice and strategies about developing Child's communication. Parents are happy that they can interpret his needs at home. Liz explained that nursery staff will find it more difficult to interpret his needs so we want to help him develop his communication so that he is able to communicate what he wants to others. Liz to discuss with parents about increasing the frequency of visits at the appointment on January 20th.

Portage Summary: Child is making progress now and is much more interactive than he was. He is more interested and involved in play, and he had a spurt in development after his operation. Portage visited yesterday and Child kept his hearing aids in while she was there. He joined in with shared play, lifting the flaps in a book, copying, initiating a social game of "boo", making sounds with cars, matching objects to pictures, and making more eye contact than previously. His self help and gross motor skills have progressed and he is trying to wash and feed himself. His developmental profile is now at a 2 year level, but there are gaps in his cognitive development which can be linked to language.

Action	Person Responsible	Date for completion	Done
Impressions as needed	Parents	as required	
Referral to ISCAN		Review at next EYHM	Ongoing
HIS input	Jo Plant	Ongoing	√
HA refitting	Anne	09/07/14	completed
SLT referral	Liz	Review 6/12	completed
Parents to persevere with aiding	Parents	ongoing	
Hearing Reassessment	Anne	March 2015	
HIS support monthly focusing on eye contact, attention and listening skills.		ongoing	
Portage once a fortnight until starts Flying Start playgroup		ongoing	
Joint SLT and portage visit	Liz and	20/01/15	
Speech and Language Therapy	Liz	ongoing	
Community paediatric appointment		March 2015	
EYHM	Anne	July 2015	

Cc:

ORIGIN OF EYHM

- Set up as an action following the Newborn Hearing Screen Wales Quality Assurance Report 2011 (NBHSW QAR 2011)
 - NBHSW pathway
 - Evidence proves MDT working is effective
 - time and resources
 - families don't have to repeat information
 - care plans reflect the current needs of the child or young person and their family
 - increases the family's confidence in the support offered and reduces anxiety.
- (QSPA Wales 2010)
- First EYHM in ABUHB – September 2012



EVALUATING EYHM'S

- Parental survey
- Audit



PARENTAL SURVEY

- Designed by Audiology, SLT, Paediatrician and ToD
- Optional
- To date we have a sample of 15



SURVEY

Early Years Hearing Meeting (EYHM) Survey

You, your child and family will be invited to an Early Years Hearing Meeting (EYHM) every 6 months.

The meetings have been set up to improve the support and coordination of services for pre-school hearing impaired children. At these meetings parents/carers and professionals discuss and develop a Multi-Agency Support Plan (MASP) for your child with actions for the next 6 months.

Your feedback is very important. Please answer (circle) the following questions to help us review and improve this service:

- 1) Have we given enough time to discuss your child's progress and needs? Yes / No

- 2) Has a 6 month plan been agreed for your child? Yes / No

- 3) Have we completed the actions from your child's previous plan? Yes / No/ NA

- 4) Have we given you the opportunity to select which additional professionals you would like to invite to the meeting Yes / No

- 5) Have we made sure you are fully involved in making the plan for your child? Yes / No

- 6) Is it useful to have all the different professionals together at the meeting? Yes / No

- 7) Was it useful to have other professionals e.g. Paediatrician, speech and language therapist present even if they are not involved with your child at the moment? Yes / No

- 8) Can you suggest ways we could improve the Early Years Hearing Meeting?

- 9) Please add below any additional comments....

Thank you for completing this survey

Please give this in to reception as you leave.



SURVEY RESULTS

Question Number	Number of “yes” answers	Number of “no” answers	Number of questions not answered or not applicable	Positive answers as a percentage of total answers given
1	15	0	0	100%
2	15	0	0	100%
3	11	1	3	92.3%
4	15	0	0	100%
5	14	1	0	93.3%
6	15	0	0	100%
7	14	0	1	100%



PARENT RESPONSES – QUESTION 8

*No ways of
improving a
brilliant service*

*Nothing
springs to
mind*

No

*Have a hearing test
before the meeting*

*Explain who you
all are*



PARENTS RESPONSES – QUESTION 9

We get to make our point and everyone is keyed up to support us

We appreciate the support and guidance with information given

It is a very good meeting that really helps us as parents.

It was useful, help with the speech and hearing



PLANNED ACTIONS

- Team to discuss possible addition of N/A answer option for question 7
- Checking the MASP before the next EYHME to ensure that individual actions have been achieved by.
- Ensure that parents are given every opportunity to participate in the formation of the Action Plan for their child, perhaps asking them first what they feel are priority actions after all the reports have been given at the meeting.
- Ensure that each professional explains who they are before the meeting starts.



AUDIT – FIRST ATTEMPT

- April 2013 – March 2014



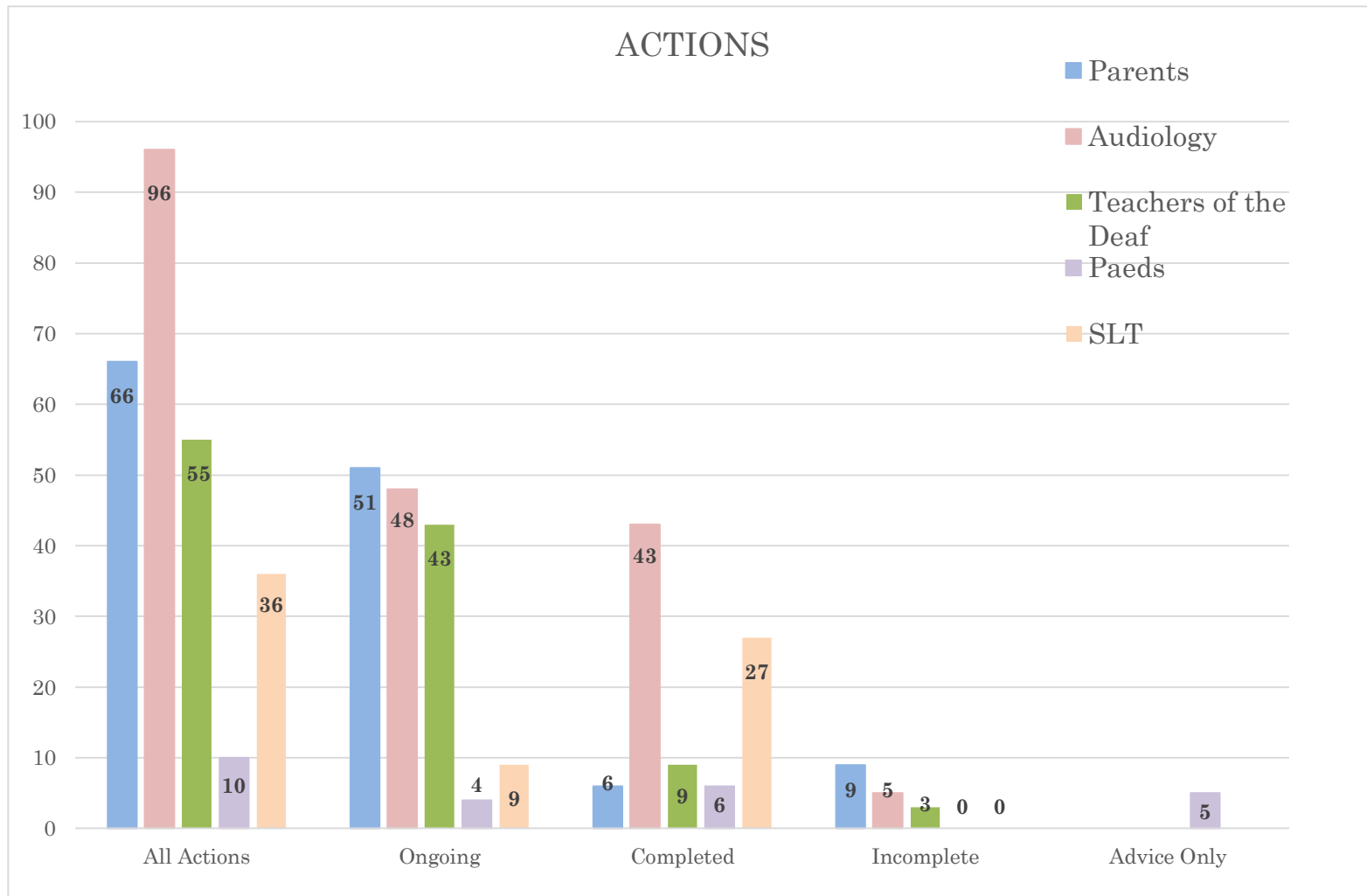
AUDIT – SECOND ATTEMPT

- April 2014 – March 2015

	All Actions	Ongoing	Completed	Incomplete	Advice Only
Parents	66	51	6	9	
Audiology	96	48	43	5	
Teachers of the Deaf	55	43	9	3	
Paediatrician	10	4	6	0	5
SLT	36	9	27	0	
	All Actions	Ongoing	Completed	Incomplete	Advice Only
	263	155	91	17	5



AUDIT RESULTS



PLANNED ACTIONS

- Repeat audit
- Support parents to complete actions that were not complete
- Compare results with other EYHM's across Wales.



SUMMARY

- Questionnaire:
 - parents are happy with the service they receive
 - team actions highlighted on how we can further improve our service based on parental responses
- Audit:
 - positive results!!
 - ongoing actions proves need for individual roles
 - completed 91/108 actions that required completion (84%)
 - team actions highlighted



WHAT NEXT FOR SLT?

- TOMS
- Pathway



QUESTIONS?

