



The University of
Nottingham

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HELM Health E-Learning and Media Team **C2HEAR Project**

The award-winning HELM team – based in The University of Nottingham's School of Health Sciences – is a unique group combining academic research and e-learning development and delivery.

www.nottingham.ac.uk/helm



C2HEAR Project

Help is available for new hearing aid users who are struggling to make the most of their device.

C2HEAR was developed by researchers and clinicians at the National Institute for Health Research (NIHR) Nottingham Hearing Biomedical Research Unit (BRU) and experts in the Health E-learning and Media (HELM) team at The University of Nottingham in response to concerns that many hearing aid users discard the device within the first few weeks due to difficulties.

C2HEAR was developed in collaboration with more than 30 users in creative workshops to ensure the needs of new users were met.

Eight short, interactive, multimedia video tutorials (total duration 1 hour) have been created (see illustration below).

A randomised controlled trial of 203 first-time users assessed the effectiveness of the videos

in helping people get the maximum benefit from their aids and improve hearing aid usage. It found that users who got the videos and their hearing aids at the same time had significant benefits compared to those who got only hearing aids. These benefits include better knowledge of hearing aids and communication, better practical handling skills, greater use in difficult situations, and increased confidence and reassurance. The C2HEAR RLOs are now being distributed to UK audiology departments.

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Brandreth M, Leighton P, Wharrad H, Ferguson M. Development of interactive video tutorials to educate firsttime hearing aid users: a participatory approach. *Int J Audiol* 2013;52(4):273.

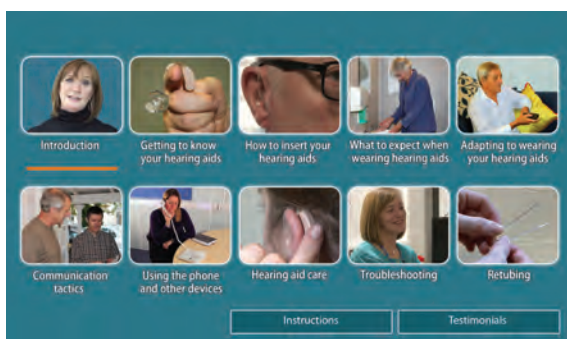
Enquiries

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“Up until now information surrounding hearing aid management has relied on either face-to-face information giving or written text.

Informative, constructive and easily accessible, I cannot wait for the product to be available to all patients issued with an NHS hearing aid.”

Audiologist

“Over Christmas my dad’s hearing aid stopped working and he was unable to hear us or the TV. He was left feeling isolated as he was struggling with communication. We looked at the DVD and found the section on maintenance. This helped us to fix the problem by washing out the tubing and drying it and putting the hearing aid back together...the DVD helped us at a time when getting help at the audiologist would have been very difficult.”

Family member