

# NORTH WALES AUDIOLOGY



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

## PATIENT NEWSLETTER

## AUTUMN 2025




### Falls Prevention

As we get older, we are more likely to feel unsteady on our feet and to lose our balance whilst getting from A to B. Falls are a worry for lots of elderly people, but there are plenty of things we can do to help reduce the chance of them occurring:

- Stay Active to maintain strength, improve mobility and coordination and keep your bones strong
- Eat well and stay hydrated and don't forget to drink extra water if the weather is hot
- Maintain good eyesight and hearing by having regular eye tests and routinely getting your hearing aids serviced
- Look after your feet including wearing appropriate footwear
- Consider making your home more 'fall-proof' by being aware of potential trip hazards (including pets), using extra lighting at nighttime and fitting handrails.

#### What to do if you're worried?

- Speak to your GP if you have had a fall or start to feel unsteady – even if you are otherwise feeling well.
- Get a home safety check and consider telecare devices e.g. sensors that alert a carer or contact centre if they suspect you have had a fall.

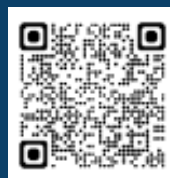
More advice can be found on the  **ageUK** website or by contacting their free advice line on 0800 678 1602

### Help to Manage Better at home

Care & Repair is a Wales-wide charitable movement, working to ensure all older people can live independently in safe, warm, and accessible homes. Their 'managing better' scheme offers free advice and practical help for people over the age of 50 with sight or hearing loss, dementia or a history of stroke. Help can include:

- A free healthy home check to help reduce risk of falls at home
- A check to see what benefits you are entitled for and help to apply for them
- Advice on technology to increase independence

More information about Care & Repair Cymru's 'managing better' scheme and the other services they provide can be found on their website ([www.careandrepair.org.uk](http://www.careandrepair.org.uk)) or by contacting **0300 111 3333**



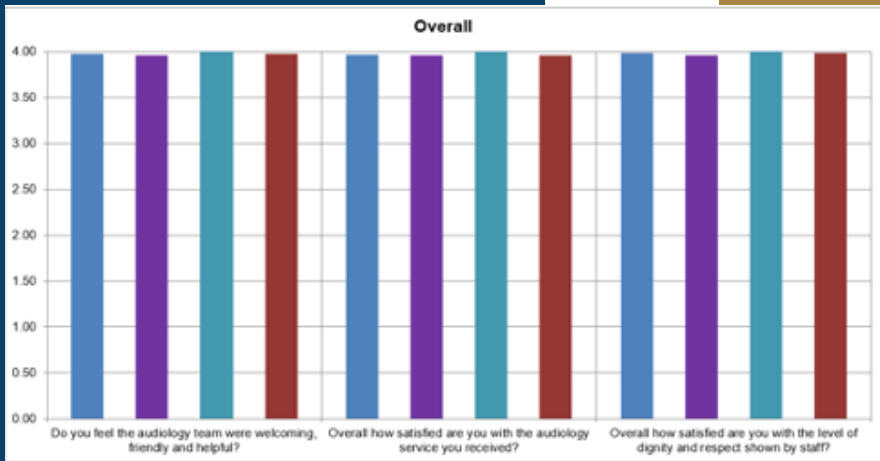
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BCU average score for 'Overall how satisfied are you with the audiology service you received?' = 3.97/4

# Patients are rating our service highly



'I have benefitted from the audiology service for over a decade and have always found staff and treatment to be welcoming, friendly, competent, well informed and conscientious, well trained and capable. They are patient too! And always met with a smile. I look forward to my appointments and feel luck and privileged to have such care on the NHS'

If you would like to give us any feedback about your experience in audiology, there is a form on our audiology website



## Audiology Cymru

Audiology Cymru is a conference for professionals working in Audiology across Wales. The last conference was held in South Wales in June 2025. Betsi Cadwaladr University Health Board presented posters on the North Wales NHS Audiology Van, Hear to Help, and Hearing Health in Care Home Settings.

Research has shown that diagnosing and managing hearing loss in care homes is challenging, but crucial. The prevalence and progression of conditions such as dementia in this patient population can make performing a hearing test difficult. BCUHB advocates early hearing assessment for individuals with diagnosed cognitive impairment. If you have concerns about a significant other's hearing ability and they are not currently under the care of audiology, consider helping them to contact their GP to discuss a referral.



This custom-adapted van has equipment to provide audiological care such as hearing assessments and fitting of hearing aids closer to home for patients, including in rural areas and places with limited public transport options to hospital sites. The Audiology van has been in use since August 2024 and was funded by local audiology charitable funds and national charitable funds. Based on data collected so far, 100% of patients reported that they were satisfied or very satisfied following their appointment in the Audiology Van.

To access our website please scan the QR code

