



 **Symphony**
Sound

 **Symphony**
Hearing
Hearing Tests | Earwax Removal | Hearing Aids

roger

 **FM**
HEARING
SYSTEMS

Retirement
Acoustic Support

Problems



Communication Barriers



Increased Stress & Anxiety



Safety Concern



Cognitive Decline



Social Isolation



Deterioration of Resident Well-being

Good hearing is undeniably life-changing, especially for those in the retirement community. However, discussions with management, staff, and residents have revealed a significant gap in specialist acoustic support within this sector.



Excessive noise and poor sound quality can make it challenging for residents, particularly those with hearing impairments, to follow conversations. This often leads to feelings of isolation, frustration, and reduced social interaction.

High noise levels can induce stress, anxiety, and agitation among residents, especially those with dementia or other cognitive impairments. It can also disrupt sleep and cause general discomfort.

Individuals with hearing difficulties may withdraw from social events and avoid communal areas. Consequently, environments designed to foster social interaction can become sources of fatigue, frustration, anxiety, and confusion.

Those who still try to engage may gradually become less active, eventually withdrawing completely.

Poor acoustics can also impede communication among staff, leading to errors, reduced efficiency, and increased stress. This can negatively impact staff morale and job satisfaction.

In summary, poor acoustics in a retirement home can significantly undermine the quality of care, safety, and well-being of both residents and staff. Addressing acoustic issues is crucial for creating a healthier, more comfortable environment.

Resident Concerns

Residents in care homes are encountering several challenges during meetings

Resident Meetings

Residents often find it challenging to comprehend important information from staff, managers, or senior managers, especially when it comes to crucial details like annual finance statements. Additionally, the existing PA systems are frequently ineffective, sometimes exacerbating the issue with excessive volume and poor sound quality. These communication challenges are causing significant frustration and confusion among residents, underscoring the urgent need for improved communication strategies.

Coffee Mornings

In retirement living communities, residents sometimes avoid attending coffee mornings due to feelings of embarrassment or frustration caused by hearing difficulties. This issue impacts their social interactions and diminishes their enjoyment of these events. Additionally, speakers often find it challenging to keep residents engaged during talks. The difficulty in hearing the information being shared results in reduced participation and interest, making it hard for speakers to effectively convey their messages.

Social Activities

Games Night/Bingo often takes much longer to complete, resulting in the game not finishing as residents miss what is being said.

Quiz Nights

Quiz nights rarely go as planned, with some residents struggling to process noise and sound from various directions, making them feel like they are holding up the weekly social activities.

Movie Nights

Movie nights often lead to disagreements and unrest. Some residents need the volume to be very loud, which upsets others, while some require subtitles, causing irritation to those who find them disruptive.

Managers have expressed various concerns to Symphony Hearing. Some of the most common comments include:

- ✓ Managers are unaware if any acoustic support systems or any type of acoustic support has been installed, along with any support or guidance information.
- ✓ Having to shout to convey vital information, often without success.
- ✓ Residents not being able to hear and then complaining to managers about missing deadlines for activities.
- ✓ Managers having to go over information on a one-to-one basis, taking up a vast amount of their time unnecessarily.
- ✓ Confidential conversations being overheard more easily, compromising the privacy of residents and making them feel uncomfortable or exposed.
- ✓ Residents taking it upon themselves to find solutions, resulting in various different fixes being attempted and causing conflict and annoyance when unsuccessful



Solution



Improved Communication



Reduced Stress and Anxiety



Increased Safety



Enhanced Cognitive Function



Accreditation, Compliance
and Marketability



Positive impact of Resident
Well-being



Good acoustics are crucial in creating a supportive, safe, and comfortable environment in Retirement Living. Good acoustics ensure private conversations remain confidential, promoting a sense of dignity and respect among residents.

- ✓ Focusing on acoustic clarity involves controlling background noise in spaces to enhance sound quality without increasing volume. This approach creates a more supportive and effective care environment.
- ✓ Clearer sound helps residents, particularly those with hearing impairments, understand conversations better without raising voices, which can be stressful and counterproductive, reducing misunderstandings and errors.
- ✓ Residents and staff are more comfortable and satisfied in an environment where they can communicate effortlessly and without strain. Staff and residents can focus better when background noise is managed, and sounds are clear, leading to improved attention and reduced cognitive load.

A development with good acoustics is likely to be perceived more positively by residents, staff, and visitors, contributing to its reputation and attractiveness.

Transforming Communication In Retirement Living

roger



Enhanced Speech Clarity
and Understanding



Wireless Connectivity



Adaptive Sound
Adjustment



User-Friendly Operation



Improved Social
Interactions



Increased Confidence and
Independence



Phonak's Roger technology is designed to enhance speech clarity and interpersonal communication for individuals, regardless of their hearing abilities, particularly in the challenging acoustic environments within retirement living.



Enhancing Communication in Care Homes with Phonak's Roger Technology

In the bustling and often noisy environments of care homes, clear communication is essential for the well-being and engagement of residents. Phonak's Roger technology is specifically designed to enhance speech clarity and interpersonal communication, making it a game-changer for retirement living.



Enhancing Quality of Life and Social Participation

Enhanced auditory experiences in noisy situations allow residents to fully participate in social events, greatly improving their quality of life. Better hearing capabilities increase confidence and independence, reducing the feelings of isolation often associated with hearing impairment.



Automatic Noise Adjustment for Seamless Interaction

Roger microphones are equipped with advanced technology that automatically adjusts to varying noise levels. This ensures consistent, high-quality performance without the need for manual intervention. In communal areas, the Roger Dynamic Soundfield system plays a crucial role in facilitating clear interactions between staff and residents, promoting greater engagement and connection.



Intelligent Algorithms for Superior Performance

Roger's intelligent algorithms continuously monitor ambient noise levels and adjust the volume accordingly, providing up to 54% better speech understanding in noise compared to other FM systems. The system is compatible with most hearing instruments, cochlear implants, and soundfield systems, making it a versatile solution for various hearing needs.



Improving Speech Understanding and Reducing Listening Fatigue

One of the standout features of Roger technology is its ability to significantly improve speech understanding in noisy environments and over distances. This makes conversations easier and more enjoyable in various settings within the care home. Users report reduced fatigue, as the technology minimizes the effort needed to listen, even amidst distracting background noise.



Portable and Easy to Use

The lightweight carry case makes it easy to transport the system to various locations within the care home. With no wires to worry about, it offers versatile use in multiple settings, ensuring seamless operation wherever it's needed.

Roger Room Kit

Carry Case



Pass Around Microphone



Charging Rack

Host Microphone



Neckloop Receiver



DigiMaster Smart Speaker System



Package Includes



Carry Case



DigiMaster Smart Speaker System with Tripod



Host Microphone



Pass Around Microphones



Charging Racks



Neckloop Receivers



Headphones

Upgrades Available



Extra DigiMaster Speaker(s)



Additional Pass Around Microphone(s)



Additional Neckloop Receiver(s)



MultiMedia Hub

Who Can Benefit

The Roger Room Kit guarantees clear and intelligible audio for everyone, no matter where they are seated. This is especially advantageous in large rooms or spaces where sound can often become muddled. All participants in social activities will benefit from this system. By continuously measuring the sound waves in the room, the Roger Room Kit can adapt and adjust the audio output to match the room's acoustics. This allows the system to compensate for echoes, background noise, and other acoustic challenges that might otherwise affect sound clarity.



Hearing Aid Wearers

Enhancing clarity for hearing aid users, the room kit allows those with a T-Function on their aids to stream audio directly into their devices*. This feature is particularly beneficial as it enables users to individually adjust the volume to their preferred level.

*A Neckloop would be required



Non-Hearing Aid Wearers

For individuals without hearing loss or those who do not use hearing aids, the tower speaker offers optimal sound quality. The provided neckloops can also be used in conjunction with a headset or earphones to aid audibility - regardless of hearing aids being present.



Staff / Management

In a retirement community, staff and management can effectively communicate vital information and updates to all residents in the room without needing to raise their voices. This approach ensures that the wellbeing of the staff is taken into account, as they won't have to strain their voices or waste time repeating themselves. Additionally, it prevents any delays in communication, ensuring that all residents can hear and understand the information being shared promptly and clearly.



Visitors

Visitors hosting a talk or presentation, as well as family members accompanying their loved ones, will also benefit from the room kit. They will be able to clearly provide information to everyone without the challenges of residents being unable to participate or hear. This inclusive communication setup enhances the overall experience for both residents and visitors, fostering a more engaging and supportive environment.

Service & Support

FM Hearing Systems proudly partners with Symphony Hearing/Sound. They are deeply passionate about radio aid systems, a technology that enhances the quality of your hearing experience.

Their team is diverse, with members based at our head office and across the UK. Their experienced, accredited trainers are strategically located throughout the country, ready to provide on-site setup and training as needed.

They possess extensive expertise in integrating our equipment with on-site technology, including telephony, computer systems, and audio equipment.



**Setup &
Installation**



**2 year warranty
on Soundfield
speaker system**

The soundfield system comes with a 2-year warranty, Our dedicated team will manage the complete setup of all equipment and ensure the system is up and running



In-House Training

We offer comprehensive in-house training for management, staff, and residents within the care home. A bespoke training session is organized to facilitate easy use of the system, promoting its optimal utilization and fostering increased social interaction on a daily basis.

A dedicated trainer from our team will make an on-site visit to the care home to conduct a comprehensive training session. This session will encompass a range of topics to ensure everyone is well-versed in the system's use.



Phone & Remote Support

Our commitment extends beyond installation with a dedicated support team ready to ensure the soundfield system are utilized correctly and to their fullest potential. Should there be any performance issues, we are prepared to offer the following solutions to address your concerns promptly and efficiently.

We provide phone support to the staff, complemented by a detailed reference to the instruction booklet, PDF documents and videos ensuring any issues can be resolved swiftly and effectively.

If the preliminary measures do not successfully address the issue, we proceed to involve our second-line support. A senior team member will then assess the situation and tackle the challenges encountered to ensure the system is functioning optimally.

On the off chance that our team encounters a challenge beyond our immediate expertise, we will send a highly trained engineer to your location, this would be a chargeable visit. This ensures that any persisting issues are resolved and the system is returned to its optimal functioning state.

Training Guide



Ensuring the best sound quality in a care home environment begins with having the right acoustic equipment. Equally important is making sure that both management and care home staff are well-trained and confident in using this equipment. Our on-site trainers will provide your team with comprehensive training sessions, ensuring everyone is comfortable using the equipment in various scenarios. Familiarity with the equipment can significantly enhance performance and efficiency, leading to better overall outcomes for both staff and residents.

Our training sessions are specifically tailored to your care home and can cover various topics including:



Introduction to
Phonak Roger
Equipment



Connection,
Pairing, and
Settings



Hearing Aid Loop
Programs, Earphones with
Neckloop, Hearing Loss,
and Cognitive Issues



Connecting to
Media (TV, PC,
Laptop, Tablet, etc.)



Different
functions



Troubleshooting
Help

These sessions are designed to ensure your team is well-equipped to handle any situation, ultimately improving the quality of care for your residents.

Testimonial

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I just wanted to say a huge thank you for all your assistance with the soundfield equipment at Saxon Gardens.

From the day we first met at Saxon Gardens a few months back now you was a pleasure to work with and I know you visited site countless times to work out which package would work best for the homeowners and I (And of course the homeowners I'm sure) really appreciate all of the time and effort you put in to that and for working with me to get you guys set up with our purchase ledger system. As you know, the homeowners voted for this equipment and a large number of them voted in favour of it so I think it's something they really value. I was over at Saxon Gardens yesterday and finally got to experience the new kit in a homeowner meeting scenario and it worked well and homeowners seemed really happy with the product too. It was clear and easy to use.

I'd highly recommend your services, it was a pleasure working with you.

Jake Griffiths

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When it was suggested by my homeowners that they wanted and needed a system in the lounge to help them with hearing social interactions I did not know where to start.

I googled and searched and came up with lots of misleading things. Then I was lucky enough to hear from a fellow House Manager who recommended your company. Oh I am so grateful to her! From the very first email to telephone conversations and visits you have been so amazing. The way that you described the system to me, the ordering and fitting of the equipment, your personal attendance and the work of your fitters and colleagues is exemplary. The notes and diagrams that you supplied to share user instruction with homeowners was extremely helpful, really user friendly. When I had a problem, a new television, your response was to drive for 4 hours with a colleague to help.

No extra charge, no moans, just a great willingness to help.

I would recommend you and your company to any House Manager and sincerely believe that all McCarthy Stone developments would benefit from not only your product, your engineers but also from your commitment to delivering a wonderful service.

It was a real pleasure doing business with you and I hope that you have huge success in the future. So many thanks

Bev Rhodes

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Testimonial

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Just wanted to say Thank you for all the time and effort you have put in with my staff and the homeowners here at Barnhill Court in connection with the hearing loop.

You and your team gave us all the time to understand the loop system and how it should be used and how we now can use it going forward at events here. Lots of homeowners had a lot of questions and I found myself listening to you telling and explaining to them over and over, what they have to do to get their hearing aids connected or able to connect to the system.

Your patience is to be admired, as you never once made them feel like you were in a rush or they were being difficult. We now have the full system and we were able to use it at the Jubilee Celebrations and continue to do so for various activities here at Barnhill Court. This has made a significant difference to the development as a whole, homeowner meetings are easier as we do not have to repeat ourselves and we don't have homeowners walking out as they cannot hear or complaining that someone is shouting.

Film nights are more open to everyone, talks too.

You and your team have been a pleasure to work with and I know going forward, that you are there if we need you to pop in or a chat to sort out a query. Thank you again.

Angela Stacy

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I would like to express my gratitude to Pritesh for a service provided that is invaluable to my homeowners.

Pritesh's knowledge is second to none and he put all the staff and homeowners 'in the loop' – they are already using the system and loving it!

Massive thanks to Pritesh, my homeowners now feel much able to enjoy all the activities on offer at their development.'

Emma Naylor

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