



 **Symphony**
Sound

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

roger

 **FM**
HEARING
SYSTEMS

Care Home
Acoustic Support



Challenges



Communication Barriers



Increased Stress & Anxiety



Safety Concern



Cognitive Decline



Social Isolation



Deterioration of Resident Well-being

There is no doubt that good hearing is life-changing, particularly for those within the Care community. However, after speaking with management, staff and residents, it has become apparent that there is a lack of any specialist acoustic sound support within the care home sector.



Excessive noise and poor sound quality can make it difficult for residents, especially those with hearing impairments, to understand conversations. This can lead to feelings of isolation, frustration, and decreased social interaction.

High noise levels can cause stress, anxiety, and agitation among residents, particularly those with dementia or other cognitive impairments. It can also contribute to sleep disturbances and overall discomfort.

Individuals who struggle with hearing will dis-engage in social events and avoid communal areas. Ultimately, situations and environments that are designed to encourage social interaction and bring people together, will become a negative experience resulting in fatigue, frustration, anxiety and confusion.

Those that still attempt to engage slowly become less active, eventually withdrawing completely.

Poor acoustics can hinder communication among staff, leading to errors, reduced efficiency, and increased stress. It can also negatively affect staff morale and job satisfaction.

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

Resident Concerns

Residents in care homes are encountering several challenges during meetings

Resident Meetings

Residents find it difficult to comprehend crucial information from care staff and management, resulting in frustration as they frequently miss out on essential details. Furthermore, the existing PA systems are often ineffective, sometimes exacerbating the issue with excessive volume and poor sound quality. These communication challenges are causing considerable frustration and confusion among residents, underscoring the need for better communication strategies.

Coffee Mornings

Residents often decline attending coffee mornings due to feelings of embarrassment or frustration stemming from their difficulty in hearing. This challenge not only affects their social interactions but also their overall enjoyment of the event. On the other hand, speakers find it increasingly difficult to maintain the residents' engagement during talks. The struggle to hear the information being shared leads to a lack of participation and interest, making it hard for speakers to effectively communicate 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 a loop system 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

Transforming Communication in Care Homes

roger



Enhanced Speech Clarity
and Understanding



Wireless Connectivity



Adaptive Sound
Adjustment



User-Friendly Operation



Improved Social
Interactions



Increased Confidence and
Independence



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



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



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



0333 323 0727



info@symphonyhearing.com



www.symphonyhearing.com