Hearing Loss Champion handbook

Your role

A Hearing Loss Champion is a member of staff who leads hearing care day to day. You do not need to be an expert. You need to care about residents' hearing, know the basics well, and help others do the same.

Your responsibilities:

1. **Encourage daily hearing aid checks** on every shift.
2. **Support colleagues** with hearing aid care and communication.
3. **Identify residents who need professional support**, such as a hearing assessment or ear examination.
4. **Maintain hearing care equipment**: amplifiers, TV listeners, loops, batteries and spares.
5. **Coordinate appropriate referrals** with the nurse, GP, audiology and suppliers.
6. **Monitor hearing accessibility** in the building.
7. **Help embed hearing care into daily routines**, care plans and induction.

You are **not** expected to examine ears, remove wax, diagnose or repair hearing aids. Urgent problems always go to the nurse in charge, GP, NHS 111 or 999.

Getting started

- [ ] Complete all eight training modules
- [ ] Meet your manager to agree time for the role
- [ ] Complete the Hearing-Friendly Care Home self-assessment with your manager
- [ ] List every resident with hearing needs, their equipment and supplier
- [ ] Introduce yourself to residents, families and colleagues

Every week

- [ ] Complete the weekly hearing care checklist
- [ ] Follow up any hearing aid problems or referrals
- [ ] Check equipment, batteries and chargers
- [ ] Spend time on the floor helping colleagues

Every month

- [ ] Review lost hearing aid incidents and agree actions
- [ ] Run a 10-minute team huddle on one hearing care topic
- [ ] Check new residents have a hearing passport
- [ ] Update the manager on progress and problems

Every year

- [ ] Repeat the self-assessment and environment audit
- [ ] Check staff training records and arrange refreshers
- [ ] Review your local contacts: GP practice, NHS audiology, suppliers, interpreters

Useful contacts

NHS audiology service

GP practice(s)

Private hearing aid providers used by residents

Cochlear implant centre(s)

BSL interpreter booking

Council sensory services

Care Home Hearing – free hearing care resources for care homes. Online version, training and more: https://carehomehearing.org/toolkit/hearing-loss-champion-handbook/

General information only. Always follow your care home's policies, the manufacturer's instructions and the resident's care plan. In an emergency call 999. Version: November 2026.