Module 7 summary

Assistive Listening Technology

When and how to use personal amplifiers, remote microphones, TV listeners, hearing loops, group listening equipment, speech-to-text and captions – for residents with and without hearing aids.

Key points

- Assistive listening devices bring the sound source closer to the listener, cutting out distance, noise and echo.
- Personal amplifiers work without hearing aids. Remote microphones usually work with them.
- TV listeners let a resident set their own volume without disturbing others.
- Hearing loops only help hearing aid users if the aid has a loop (T) programme switched on. Check loops regularly.
- Turn on subtitles and captions as standard on TVs and video calls.
- Speech-to-text apps can help in conversation; check accuracy and do not use them for confidential conversations unless approved.
- Clean shared headphones and ear pieces between users, and keep equipment charged.
- Record each resident's equipment in their care plan, and ask audiology or the council's sensory services team about assessments.

Get help when

- A resident's hearing aid needs a loop (T) programme or TV streamer – contact the NHS audiology service or private provider.
- A resident may benefit from equipment such as alerting devices or amplified phones – ask the local council's sensory services team.
- Equipment is faulty or unsafe – stop using it and contact the supplier.

In an emergency call 999. For urgent advice contact the GP or NHS 111. Always follow your care home's policies and the resident's care plan.

Clinical review: pending — drafted November 2026 from the references listed. Awaiting review by a qualified audiologist.

Full module, quizzes and certificate: https://carehomehearing.org/training/assistive-listening/