



Case Study – Diverse Needs

E is a male support worker who has a hearing impairment, and wears hearing aids in both ears.

E is assigned placements on a 1:1 basis where he is able to sit face to face with the service user as opposed to in an establishment where there is a lot of background noise and the possibility of missed communication.

A person with the knowledge and understanding of hearing impairments to ensure fairness interviewed E.

Training needed to be adapted due to the usage of videotapes; therefore 1:1 induction training was completed.

We encourage him to participate in team meetings and ensure he is well positioned around the table to see people who are speaking.

With the permission of E service users are made aware of his disability prior to booking so that communication is effective between them.