

Induction (hearing) loop systems

What is an induction loop?

“Induction loop systems help people who are deaf or hard of hearing pick up sounds more clearly, by reducing background noise. They work in a particular area when a person’s hearing aid is switched to the ‘T’ setting (or loop programme). This allows them to focus on sounds – such as a person speaking – from the loop system microphone, rather than the internal hearing aid microphone, which will normally amplify all noises in the area. The system helps hearing aid users to communicate efficiently and confidentially, even in noisy environments where deaf and hard of hearing people often struggle.” ([RNIB](#))

What systems are available across the Trust?

Trust sites have been provided with loop systems according to the type of clinical services based at the site:

1. Reception counter induction loop system – where Trust sites have a reception area that is accessed by ELFT service users, they have been provided with a PDA102 fixed induction loop. This has been installed at reception areas to help hearing aid users to converse with reception staff.
2. Meeting room induction loop system – where Trust sites have meeting and clinic rooms accessed by ELFT service users, they have been provided with a Conversor Pro portable induction loop. This portable loop system can be used to help hearing aid users to converse with staff in meeting room scenarios.
3. 1:1 portable induction loop system – where Trust sites have staff who see ELFT service users in the community, they have been provided with a PL1/K1 portable induction loop. This portable loop system can be taken out in the community and used to help service users communicate on a 1:1 basis with staff in a community setting.

How are the systems used?

Staff working in clinical services must ensure that the loop systems are appropriately stored, charged and switched on (as applicable). User manuals are available on the intranet to direct staff in using each of the induction loop systems [visit page](#)

What happens if the loop system is not working?

Clinical services are responsible for ensuring that the induction loop systems at their sites are in good working order and equipment must be repaired or replaced as required. If servicing, repairs and/or replacement systems are required, this should be ordered from:

Expression Media:
Tel: 01457 899100
email: info@expressionmedia.co.uk

All installed (reception induction loop) systems carry a 12 month on-site warranty for parts and labour provided by Expression Media in-house engineering personnel. Portable systems (Radio based and portable induction loop) have a 12 month warranty with a replacement swap-out system in operation. i.e. when a fault is reported a replacement system will be despatched directly to site by courier and the faulty unit collected, repaired and returned to Expression Media. This will then be used as stock should future issues be reported.

Service calls will be carried out on an ad-hoc basis as required. These are charged at a rate of £105+VAT and cover routine adjustments and replacement of any consumable parts.

Damage to or missing main components will be chargeable and quoted separately. Clinical services will be responsible for covering the costs of servicing, repairs and replacement systems. Where multiple clinical teams are sharing hearing loss equipment, the cost should be shared between clinical teams.