

Susan Sayer

The challenge: An effective hearing solution for Susan's client facing role, during training sessions and group work.

The solution: The **Comfort DigiSystem** uses the latest technology to enhance speech, whilst minimising annoying background noise. It can be used with multiple transmitters simultaneously.

The benefits: It is compact, wireless and discreet, with Bluetooth and audio inputs for enhancing speech without compromising confidentiality.

I have a bi-lateral hearing loss, recognised in my teenage years, and have been a double hearing aid user for about 30 years.



"I am happier at work than I have been in a long time and feel fully able to perform all aspects of my role."

Susan's story: needing a little more

When I was young people wondered why I was singing the wrong song lyrics. It seemed I was replacing the words with what it sounded like due to my hearing loss. I always thought Neil Diamond was singing about "Reverend Blue Jean" until a friend pointed out what the lyric actually is.

I now work as an advocate (IMHA / IMCA and Community). Much of my work involves meetings (tribunals, multi-disciplinary, team meetings etc.), face-to-face with clients, telephone work, training and group sessions. The biggest problem I face is when there is a large group of people in the same room, or working in groups around the table. My hearing aids were not effective in these situations; I found that extraneous sounds were amplified and distorted meaning I missed so much. I stopped attending these events as I was not feeling involved. I would go home exhausted, frustrated and feeling extremely isolated.

Choosing the right system

As part of the Access to Work scheme I tried the DigiSystem. I found the sound quality to be much better than other systems I had tried. The clarity of sound and adjustability of the system

is wonderful. It reduces background noise and helps with clarifying speech. I tried a number of items for different working situations and I found some of them can be finely adjusted to suit your personal needs.

Improving performance

The piece of equipment I use most is the DC-20, which is really versatile for meetings, training and conferences. The added feature of being able to adjust the mic for omni-directional or zoom is great. My workplace is quite noisy at times; this system enables me to tailor the settings to suit the environment, meaning I can adapt to various situations. My work life is now much less stressful. I feel involved as much as any other employee. I no longer feel isolated and excluded. I can now attend training events again, even if there is group work. I am happier at work than I have been in a long time and feel fully able to perform all aspects of my role.

Why choose Gordon Morris Ltd.?

Right from the first enquiry, the service I received was exceptional. Nothing was too much trouble. There were a few things I struggled with during and after the trial period, but they were very patient and extremely helpful.



Gordon Morris Ltd. would like to thank Susan Sayer for her kind cooperation with this article and wishes her all the very best for the future.