

# Rachael MacCleod

**The challenge:** An effective hearing solution for Rachel's work place interviews and transcriptions, as well as during her lectures and conferences.

**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 am a twin and we both started losing our hearing at three years old. I eventually got hearing aids when I was at school.



## Rachel's story: needing a little more

What makes me really sad is that I recently had deaf awareness training in my work and the trainer said that there were no deaf PhD students in Scotland. I want to prove to myself and to all the doctors that said we would not achieve a 'normal' education. In fact I have surpassed that. I graduated with first class honours after going to university as a mature student, I am just about to finish my masters in research methods and I start my PhD in social policy later this year. I plan on finishing it!

*"I cried. I had never been able to hear like this before or experienced sound clarity like this. I knew then I had to have it and that it would improve my life."*

## Choosing the right system

To aid me in finding the best and most appropriate solution for my needs, Gordon Morris Ltd. supplied me with a demonstration kit. We then had a Skype meeting where we went through the units available and selected the best for my needs. I was then allowed to use this for a further 10 days so I could test it out in the variety of situations that it would be required for.

## Improving performance

I've had a lifetime of FM systems that look rubbish, for example they look like they are for

'disabled' people. Basically when I was younger and wore the system I was bullied all through school because of how it looked. I wish I had this at school! You can hear very clearly, the sound isn't crackly, it's very discrete and it looks funky and cool which means a lot to me.

The fact that I could hear my colleagues in the big conference room at work when I wasn't even in the room was amazing. I was about 4 rooms down, they whispered into the microphones and I heard everything, it was very emotional for me. I cried. I had never been able to hear like this before or experience sound clarity like this. I knew then I had to have it and that it would improve my life.

## Why choose Gordon Morris Ltd.?

The service I received here was fabulous. The team could not have done more to help me and consistently went out of their way to make sure I got what I needed from their service and support. They are a brilliant team and I highly recommend them. They were with me every step of the way.



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