



 **Symphony**
Sound

roger

 **FM**
HEARING
SYSTEMS

 **Symphony**
Hearing
Hearing Tests | Earwax Removal | Hearing Aids

Retirement
Acoustic Support



Challenges



Communication Barriers



Increased Stress & Anxiety



Safety Concern



Cognitive Decline



Social Isolation



Deterioration of Resident Well-being

Good hearing is undeniably life-changing, especially for those in the retirement community. However, discussions with management, staff, and residents have revealed a significant gap in specialist acoustic support within this sector.



Excessive noise and poor sound quality can make it challenging for residents, particularly those with hearing impairments, to follow conversations. This often leads to feelings of isolation, frustration, and reduced social interaction.

High noise levels can induce stress, anxiety, and agitation among residents, especially those with dementia or other cognitive impairments. It can also disrupt sleep and cause general discomfort.

Individuals with hearing difficulties may withdraw from social events and avoid communal areas. Consequently, environments designed to foster social interaction can become sources of fatigue, frustration, anxiety, and confusion.

Those who still try to engage may gradually become less active, eventually withdrawing completely.

Poor acoustics can also impede communication among staff, leading to errors, reduced efficiency, and increased stress. This can negatively impact staff morale and job satisfaction.

In summary, poor acoustics in a retirement home can significantly undermine the quality of care, safety, and well-being of both residents and staff. Addressing acoustic issues is crucial for creating a healthier, more comfortable environment.

Resident Concerns

Residents in care homes are encountering several challenges during meetings

Resident Meetings

Residents often find it challenging to comprehend important information from staff, managers, or senior managers, especially when it comes to crucial details like annual finance statements. Additionally, the existing PA systems are frequently ineffective, sometimes exacerbating the issue with excessive volume and poor sound quality. These communication challenges are causing significant frustration and confusion among residents, underscoring the urgent need for improved communication strategies.

Coffee Mornings

In retirement living communities, residents sometimes avoid attending coffee mornings due to feelings of embarrassment or frustration caused by hearing difficulties. This issue impacts their social interactions and diminishes their enjoyment of these events. Additionally, speakers often find it challenging to keep residents engaged during talks. The difficulty in hearing the information being shared results in reduced participation and interest, making it hard for speakers to effectively convey their messages.

Social Activities

Games Night/Bingo often takes much longer to complete, resulting in the game not finishing as residents miss what is being said.

Quiz Nights

Quiz nights rarely go as planned, with some residents struggling to process noise and sound from various directions, making them feel like they are holding up the weekly social activities.

Movie Nights

Movie nights often lead to disagreements and unrest. Some residents need the volume to be very loud, which upsets others, while some require subtitles, causing irritation to those who find them disruptive.

Managers have expressed various concerns to Symphony Hearing. Some of the most common comments include:

Managers are unaware if a loop system or any type of acoustic support has been installed, along with any support or guidance information.

Having to shout to convey vital information, often without success.

Residents not being able to hear and then complaining to managers about missing deadlines for activities.

Managers having to go over information on a one-to-one basis, taking up a vast amount of their time unnecessarily.

Confidential conversations being overheard more easily, compromising the privacy of residents and making them feel uncomfortable or exposed.

Residents taking it upon themselves to find solutions, resulting in various different fixes being attempted and causing conflict and annoyance when unsuccessful



Solution



Improved Communication



Reduced Stress and Anxiety



Increased Safety



Enhanced Cognitive Function



Accreditation, Compliance and Marketability



Positive impact of Resident Well-being

Transforming Communication In Retirement Living



Enhanced Speech Clarity
and Understanding



Wireless Connectivity



Adaptive Sound
Adjustment



User-Friendly Operation



Improved Social
Interactions



Increased Confidence and
Independence



Roger Room Kit

Carry Case



Pass Around Microphone



Charging Rack

Host Microphone



Neckloop Receiver



DigiMaster Smart Speaker System



Package Includes



Carry Case



DigiMaster Smart Speaker System with Tripod



Host Microphone



Pass Around Microphones



Charging Racks



Neckloop Receivers



Headphones

Upgrades Available



Extra DigiMaster Speaker(s)



Additional Pass Around Microphone(s)



Additional Neckloop Receiver(s)



MultiMedia Hub

Who Can Benefit

The Roger Room Kit guarantees clear and intelligible audio for everyone, no matter where they are seated. This is especially advantageous in large rooms or spaces where sound can often become muddled. All participants in social activities will benefit from this system. By continuously measuring the sound waves in the room, the Roger Room Kit can adapt and adjust the audio output to match the room's acoustics. This allows the system to compensate for echoes, background noise, and other acoustic challenges that might otherwise affect sound clarity.



Hearing Aid Wearers

Enhancing clarity for hearing aid users, the room kit allows those with a T-Function on their aids to stream audio directly into their devices*. This feature is particularly beneficial as it enables users to individually adjust the volume to their preferred level.



Non-Hearing Aid Wearers

For individuals without hearing loss or those who do not use hearing aids, the tower speaker offers optimal sound quality. The provided neckloops can also be used in conjunction with a headset or earphones to aid audibility - regardless of hearing aids being present.

*A Neckloop would be required



Staff / Management

In a retirement community, staff and management can effectively communicate vital information and updates to all residents in the room without needing to raise their voices. This approach ensures that the wellbeing of the staff is taken into account, as they won't have to strain their voices or waste time repeating themselves. Additionally, it prevents any delays in communication, ensuring that all residents can hear and understand the information being shared promptly and clearly.



Visitors

Visitors hosting a talk or presentation, as well as family members accompanying their loved ones, will also benefit from the room kit. They will be able to clearly provide information to everyone without the challenges of residents being unable to participate or hear. This inclusive communication setup enhances the overall experience for both residents and visitors, fostering a more engaging and supportive environment.

Service & Support

FM Hearing Systems proudly partners with Symphony Hearing/ Sound. They are deeply passionate about radio aid systems, a technology that enhances the quality of your hearing experience.

Their team is diverse, with members based at our head office and across the UK. Their experienced, accredited trainers are strategically located throughout the country, ready to provide on-site setup and training as needed.

They possess extensive expertise in integrating our equipment with on-site technology, including telephony, computer systems, and audio equipment.



Setup & Installation



2 year warranty on Soundfield speaker system

The soundfield system comes with a 2-year warranty, Our dedicated team will manage the complete setup of all equipment and ensure the system is up and running



In-House Training

We offer comprehensive in-house training for management, staff, and residents within the care home. A bespoke training session is organized to facilitate easy use of the system, promoting its optimal utilization and fostering increased social interaction on a daily basis.

A dedicated trainer from our team will make an on-site visit to the care home to conduct a comprehensive training session. This session will encompass a range of topics to ensure everyone is well-versed in the system's use.



Phone & Remote Support

Our commitment extends beyond installation with a dedicated support team ready to ensure the soundfield system are utilized correctly and to their fullest potential. Should there be any performance issues, we are prepared to offer the following solutions to address your concerns promptly and efficiently.

We provide phone support to the staff, complemented by a detailed reference to the instruction booklet, PDF documents and videos ensuring any issues can be resolved swiftly and effectively.

If the preliminary measures do not successfully address the issue, we proceed to involve our second-line support. A senior team member will then assess the situation and tackle the challenges encountered to ensure the system is functioning optimally.

On the off chance that our team encounters a challenge beyond our immediate expertise, we will send a highly trained engineer to your location, this would be a chargeable visit. This ensures that any persisting issues are resolved and the system is returned to its optimal functioning state.

Training Guide



Ensuring the best sound quality in a care home environment begins with having the right acoustic equipment. Equally important is making sure that both management and care home staff are well-trained and confident in using this equipment. Our on-site trainers will provide your team with comprehensive training sessions, ensuring everyone is comfortable using the equipment in various scenarios. Familiarity with the equipment can significantly enhance performance and efficiency, leading to better overall outcomes for both staff and residents.

Our training sessions are specifically tailored to your care home and can cover various topics including:



Introduction to
Phonak Roger
Equipment



Connection,
Pairing, and
Settings



Hearing Aid Loop
Programs, Earphones with
Neckloop, Hearing Loss,
and Cognitive Issues



Connecting to
Media (TV, PC,
Laptop, Tablet, etc.)



Different
functions



Troubleshooting
Help

These sessions are designed to ensure your team is well-equipped to handle any situation, ultimately improving the quality of care for your residents.

