

Welcome to  
the **Southwark  
Hearing Support  
Service (SHSS)**  
2020 Autumn One  
Newsletter.



## WELCOME

Welcome to the Southwark Hearing Support Service (SHSS) 2020 Autumn One Newsletter. In this issue, we introduce you to our team and explain the 'New Normal' way of working due to COVID-19 and the issues that come with it.

## OUR TEAM

**ARTHUR** CEFAL



I qualified as a Teacher of the Deaf seven years ago and have worked for Southwark Hearing Support Service during all that time.

Everyday I feel very lucky to have found my dream job and am really honoured that the families who I have worked with have entrusted me and opened their doors to me. I look forward to continuing working with all my fantastic families and their children for many years to come.

**KAREN** ROWLEY

I have been working in Southwark for many years now. I have had experience working with children with hearing loss and special needs in a variety of settings.

Currently my focus is with young children and their families. I also have links with the Deaf community. I am looking forward to once again meeting with you all.



**LOTTIE** TAYLOR



I've been a QToD in Southwark since 2011. Previously I worked in a deaf resource base in Tower Hamlets.

I studied for the mandatory qualification in SEN HI at Birmingham University having been a secondary mainstream teacher. I began my career in the early 90s in Higher Education. I love being a peri QToD, working closely with children and young people, their families and fellow professionals.

**DANUTA** PIWKO

Originally from Poland, I have worked with Young People with Hearing Loss in London since 2006, in Southwark since 2016.

I love being a peripatetic Qualified Teacher of the Deaf and I see it as great privilege to support families of children with hearing loss and being part of their very special story. It is also a great joy to work with young people on their journey to acceptance and self-confidence. Seeing them overcoming individual challenges and growing into confident, happy young adults is the best reward I could ask for.



**EMMA** FORD



I am the new member of the Southwark Hearing Support Service team. I am a Qualified Teacher of the Deaf and until Easter this year, I have worked in Hearing Resource Bases within primary schools here in London.

My entry to the peri world has not quite been what I was expecting but despite that I am still over the moon to be here. As we say in my house, I now have my dream job and I am so happy to be working with the SHSS team and the families we support. Everyone has been so supportive and made me very welcome.



## THE 'NEW NORMAL' WAY OF WORKING

**Southwark Hearing Support Team, as many other services, have had to adapt ways of working during the Covid 19 pandemic. We are continuing to support our families and young people with hearing loss as well as all educational settings the best we can.**

Some of our ways of working have had to change and we are continuously revising our practice. At the moment we are not carrying out face to face home visits but we are hoping to be able to arrange appointments with families in a designated Covid-safe location. We offer support to our families and young people via phone and/or video appointment. Some of our families and young people benefit and enjoy this opportunity of regular contact and we are happy to continue with our support whenever possible.

Support for schools stays the same with essential school visits being carried out and other appointments moved to a virtual platform. We need to comply with the government guidance of ensuring everyone's safety, therefore visits are kept shorter and focused more on equipment maintenance. Follow up virtual appointments are possible and welcomed by us. We use virtual platforms for staff training (Microsoft Teams and Zoom) and all necessary training is given to school staff as before. In a way we are more flexible in accommodating time for Inset we were not always able to accommodate before, which is very positive.

Some of our assessments cannot be carried out at the moment but Pupil Profiles are being updated and relevant information is passed on to teachers to ensure children's needs are met.

We are also continuing to work closely with the Children and Young People's Audiology Centre at St. Thomas' Hospital and our links with the audiology department and the Hearing Implant Team remain excellent.

We encourage you to contact us (details below) if you have any questions, are unsure of anything or if you simply need someone to talk to in these strangest of times. We are here for you as we always have been.

We understand that some miss face to face contact, maybe struggle a bit with new technology or simply find all of it a bit overwhelming. If that's how you feel, don't hesitate to pick up the phone and call us. We can discuss this with you and hopefully together find a way forward that works.

From now on we will be producing a regular newsletter with updates from the SHSS team, news, relevant information and links you may find useful.

*Best wishes*

**Southwark Hearing Support Service**

### A REMINDER OF HOW TO GET IN CONTACT WITH US

NAME	JOB TITLE	PHONE	EMAIL
<b>ARTHUR</b> CEFAI	Acting Team Lead Qualified Teacher of the Deaf	07540 152 935	Arthur.Cefai@southwark.gov.uk
<b>DANUTA</b> PIWKO	Qualified Teacher of the Deaf	07710 921 741	Danuta.Piwko@southwark.gov.uk
<b>LOTTIE</b> TAYLOR	Qualified Teacher of the Deaf	07725 623 079	Lottie.Taylor@southwark.gov.uk
<b>KAREN</b> ROWLEY	SHSA, Early Years Professional	07725 623 076	Karen.Rowley@southwark.gov.uk
<b>EMMA</b> FORD	Qualified Teacher of the Deaf	07395 372558	Emma.Ford@southwark.gov.uk

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