



England

# Audiology & Memory clinics pilot checklists

London Dementia Clinical Network & London Healthcare  
Science teams – NHS England

Updated June 2025

# CHECKLIST FOR MEMORY DIFFICULTIES IN AUDIOLOGY SERVICES



Dementia is one of the leading chronic conditions in older people. Early diagnosis allows personalised care planning and access to targeted interventions, care and support. Early identification and treatment of hearing may slow the rate of cognitive decline.

Dementia affects one in fourteen people over the age of 65. Common signs of memory impairment include:

- Short term memory loss that affects day to day abilities
- Confusion and disorientation
- Language and word finding difficulties
- Difficulty understanding and following conversations and instructions
- Misplacing items

Memory Strategies for Audiology Clinics:

- May need to be accompanied and supported to attend appointments
- Create a dementia friendly area by having good lighting, bright and contrasting colour furniture, safe flooring and signage to indicate waiting area, bathroom and consultation rooms [PLACE: Patient-Led Assessments of the Care Environment](#)
- Speak clearly making good eye contact and reduce distractions in the room
- Use aids such as visual clues, written words, pictures or objects
- For additional information: [Dementia Friendly Hospital Charter](#) and [Alzheimer's Society: Memory Aids & Tools](#)

Your local memory service is:..... Their contact number is: .....

# CHECKLIST FOR HEARING DIFFICULTIES IN MEMORY SERVICES



Hearing loss has a well-documented association with cognitive decline and dementia and may be the largest potential modifiable risk factor for dementia. Early identification and treatment of hearing may slow the rate of cognitive decline.

Hearing Loss affects 40% of those over the age of 50, 70% of those over the age of 70. Common signs of hearing loss include:

- Turning the TV up louder than is comfortable for others
- Finding it hard to follow conversation in noisy places such as restaurants
- Struggling to hear on the phone
- Often asking people to repeat what they say
- Feeling that other people mumble

Key communication tactics for memory clinics:

- Speak at a steady pace, do not shout
- Keep your face visible and well lit
- Remove background noise where possible, i.e., turn off fan during consultation
- If your patient has a hearing aid, ensure they are in their ears and turned on- keep spare batteries at your service where possible
- Royal National Institute for the deaf (RNID) offer a free online hearing check- consider asking your patients to complete this prior to attending the clinic: <https://rnid.org.uk/information-and-support/take-online-hearing-check/>

Your Local audiology service is:..... Their contact number is: +44(0)xxxxxxxxxx

# CHECKLIST FOR MEMORY DIFFICULTIES IN AUDIOLOGY SERVICES



This checklist can be used as a decision screening tool where you suspect memory difficulties

Observations	Yes	No	Not sure	Not applicable
Do they ever miss appointments because they have forgotten to attend?				
Do they experience difficulty understanding and responding to questions?				
Do they experiencing difficulty following instructions?				
Do they frequently forget to wear hearing aids prescribed?				
Have they (or the carer) complained of misplacing hearing aids or other items?				
Have they withdrawn from social interactions recently?				

If you have replied “yes” to most questions, consider discussing referral to GP for possible memory difficulties. GP will complete cognitive screening and physical health assessment before referring to a memory service.

# CHECKLIST FOR HEARING DIFFICULTIES IN MEMORY SERVICES



Please consider the following questions when consulting with service users in memory clinics

Questions	Yes	No	sometimes	Unsure
1. Do they report that people mumble when they are talking, or ask for people to repeat themselves?				
2. Do they find it difficult to hear conversations in a noisy environment, such as a restaurant or crowd?				
3. Do they have difficulty hearing the television or radio, or have it so loud that others complain?				
4. Have they had their hearing checked in the last two years?				

*If your service user or their carer answer yes or you observe yes to one or more of questions 1, 2 or 3 or sometimes to two or more of these questions and has not had their hearing tested in the last 2 years, consider referring to audiology.- **please highlight that this referral was made by the memory service***

Developed in collaboration with the London Audiology Network

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