



## Case Study

### Karen Carpenter – Gradual hearing loss

#### Live referencing

Karen works as an Advocate in the community working with people who have mental health issues, learning difficulties and physical and sensory impairments. Although Karen is able to undertake her day to day role working in the community with adults she finds it difficult to participate in large groups and the more formal aspects of her job. In recent years Karen has used electronic note-taking to enable her to access and participate in training and obtaining qualifications.

In training courses with up to 25 delegates Karen has used an electronic note-taker as a communication aid to provide a live record of what is being said and by whom. This has enabled her to see who is speaking and understand the flow of conversation when comments are added and delegates 'chip in' with new information. In addition, Karen can use the notes gained during the course as a complete set of reference notes to support her in producing assignments and building her advocacy portfolio.

*"I have used an electronic note-taker (Anna) for the last 3 years; this has been very successful for me. For the line of work I am in, this involves going on many training courses, some of which are qualification courses. Previously going on courses and joining in with groups was my worst nightmare, this is still not my favourite hobby, however with Anna's support I am now able to join in much more. I feel more confident in the groups and can relax more. I get very tired watching everyone in groups, trying to work out who is saying what, now I am able to look at the screen, and also have the advantage of taking the notes home with me to go over in my own time.*

*Anna is always in plenty of time for the course. She is respectful, friendly and composed, and always checks I am getting the information needed.*

*I would certainly recommend this service to anyone who is hearing impaired, or anyone who has a head injury, had a stroke or an impairment that has affected their ability to concentrate for long periods of time. I will most certainly continue to use this service, to enable me to participate in otherwise frustrating situations of learning".*