

# Tim Luxton

- The challenge:** To allow Tim and his colleagues with and without hearing impairments at Somerset County Council to clearly hear the proceedings of small and large meetings.
- The solution:** A portable and highly customised radio system, made by Swedish Company Comfort Audio.
- The benefits:** Better integration and participation in meetings for all staff.

As a hearing aid user myself, I often attend meetings of all sizes and have difficulty hearing everything that is being said.



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## Tim's story: needing a little more

I am a hearing aid user and manager of the Adult Social Care Learning & Development team within the Community Directorate.

I have known and worked closely with Gordon Morris for thirty years. We are both hearing impaired and driven by a passion and determination to ensure that hearing aid users, like us, are provided with the same opportunities as everyone else. Gordon Morris Ltd. has done extensive work for Somerset County Council buildings in the past. The Touring Conference Radio System, made by the Swedish company Comfort Audio, was an instant success.

## Choosing the right system

After seeing the team at Gordon Morris Ltd. I was provided with the Touring Conference System, customised to my requirements. The portability and sheer simplicity of the system is wonderful. Microphones can simply be handed out with the papers for the meeting without wires tripping people over. Within minutes of a meeting beginning people are sitting with their hands up rather than speaking over one another. It brings a certain rigour and discipline to meetings that I have not experienced before, and from an

equality point of view that is so important. I have already received considerable positive feedback from both hearing aid users and non-hearing aid users. Our minute taker claimed that she'd never found it so easy to take a set of minutes.

## Improving performance

There are many benefits to using the Touring Conference System for everyone – both for hearing and non-hearing impaired people. By using this system in a meeting, people can engage with deafness and help reduce the stigma. Hearing aid users are not isolated and I have even found that some people who thought they didn't have a hearing impairment have gone to an audiologist after hearing the clarity of sound produced by the Touring Conference System! The Adult Social Care department in Somerset County Council have now bought four systems and are encouraging other departments and Councils to do the same.

## Why choose Gordon Morris Ltd.?

Gordon Morris's innovation and personal touch offered me a system that was perfect for both my needs and those of others with hearing impairment. That's the difference with Gordon Morris Ltd. – you get a very personal service.



Gordon Morris Ltd. would like to thank Tim Luxton for his kind cooperation with this article and wishes him all the very best for the future.