



# “Sat Cung 失聰 – Hearing Loss” More Accessible Summary of Wai Yin Equalities Board Research Project

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*Led by:*

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## Glossary / List of new terms

**AFA** = Ambition for Ageing

**BAME** = Black, Asian or Minority Ethnic  
= anyone in the UK who does not identify as White British

**Cantonese** = the Chinese language spoken in the southern part of China

**Commissioning**  
= choosing someone to do a special piece of work

**EB** = Equalities Board

**Equalities Research Co-ordinators**  
= the AFA staff supporting the Equalities Board

**LDL** = Local Delivery Area: the areas around Greater Manchester where the Ambition for Ageing community development projects are working

**Marginalised**  
= not noticed by the majority, or treated as if they are not important by the majority

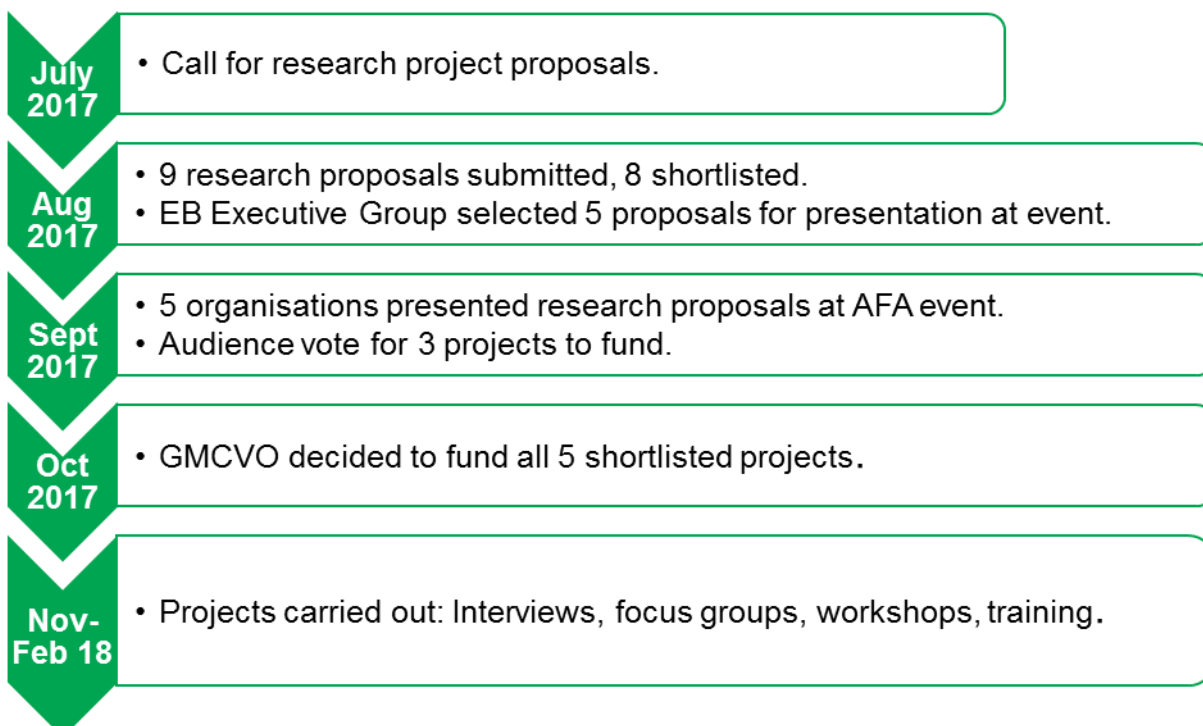
**UCLAN** = University of Central Lancashire

**Wai Yin** = Chinese community centre in Manchester that provides support, and employment, education and community services for Chinese men and women and other ethnic minority groups

## Background to the research projects & timeline

In 2017 the Equalities Research Co-ordinators visited the LDLs and noticed that there were gaps in how well the projects were reaching people from Black and minority ethnic (BAME) and other very marginalised communities.

AFA gave £1,500 each for research by community-based organisations into issues that they wanted to understand better. The Equalities Board held a commissioning process to decide which research project ideas should get funding.



# “Sat Cung 失聰 – Hearing Loss”

## Wai Yin community research project

### What did Wai Yin want to find out?

Wai Yin wanted to do a community research project to find out more about awareness of hearing loss among elderly Cantonese-speaking people in Manchester.

They also wanted to find out how available and accessible support services are for this community, and to raise greater awareness of hearing loss and support services.

**“The language barrier is the major difficulty faced by older Chinese people in daily life.”**

### What was the context for this research?

The population of older Cantonese-speaking Chinese people in Manchester is quite small and their needs are not well understood. Most of the members of this community arrived in Manchester between 1960 and 1980 and worked long hours in jobs in Chinese restaurants and takeaways where they did not learn English. According to research undertaken by Wai Yin with UCLAN in 2007, the language barrier is the major difficulty faced by the community in daily life and accessing health and social care services. Low census participation has also contributed to low recognition of the community. The Chinese tradition of the younger generation supporting the older generation can help with the language barrier, but those without family can be more isolated.

### How they did the research and what they found out

A Cantonese-speaking researcher with hearing loss conducted two focus groups:

- i. With 10 Chinese elders to find out about levels of awareness of hearing loss in older Chinese people.
- ii. With 5 Chinese elders with hearing loss to find out what difficulties they face.

Reporters from community radio station Radio Sheung Lok recorded the focus group interviews for an awareness-raising programme.

The focus group interviews revealed:

- There is very low awareness of hearing loss causes and problems among older Chinese people and there is a wide variety of ideas about the meaning of the term ‘Sat Cung’ – which is Cantonese for ‘hearing loss’
- Some people believed that ‘Sat Cung’ also meant learning difficulty
- Most people understood that their GP can support them with hearing loss
- However, there was no knowledge of other support organisations
- There was a very high dependence on family for help to access medical services for hearing loss support
- Many people had difficulties using hearing aids
- There was no awareness of other equipment to help with hearing loss
- There was some understanding of psychological problems caused by isolation

## Main conclusion:

Older Chinese people with hearing loss face great barriers to accessing services and support; they need services that understand their needs, and support to become more aware of the help available to them.

**“Like the Radio Sheung Lok slogan says, ‘Together we send our kindness through the air to connect with our community members’, Wai Yin hopes the research results will spread far and wide and change people’s lives.”**

## Recommendations of the research

The report makes a number of recommendations focusing on:

- increasing social support,
- improving access to hearing tests, and hearing loss support
- a counselling service,
- training service providers in cultural awareness.

In their report the researchers write that they recognise there needs to be more work to raise awareness within the Chinese community. They write that, just as the Radio Sheung Lok slogan says: ‘Together we send our kindness through the air to connect with our community members’, Wai Yin hopes that sharing the results of this research can help to change the difficulties that Chinese older people with hearing loss problems have traditionally had with accessing services, and help them to have a better quality of life.

You can listen online to the awareness-raising programme made for this research, broadcast by Radio Sheung Lok, at: [https://www.mixcloud.com/radio\\_sheunglok/](https://www.mixcloud.com/radio_sheunglok/).

You can find out more about Wai Yin at: [www.waiyin.org.uk](http://www.waiyin.org.uk)

## Equalities Board next steps

### Sharing the research results

We aim to make the research results accessible to people who can use them to improve life for older people in their communities, and people who can use them to improve the work of Ambition for Ageing. All the full reports and accessible reports will be available to read on the Equalities Board website: <https://lgbt.foundation/ambition-for-ageing/publications>

### More community-based research

These projects showed that community-based research is an important way to find out about the needs of the most marginalised people. AFA will be funding more research like this later in 2018.