



# Unheard Voices: interviews with deafened people

Jean Macnab  
Interviewed by Roland Hilton

British Library ref. C1345/36

## IMPORTANT

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## Interview Summary Sheet

**Ref no:** C1345/36

**Collection title:** Unheard Voices: interviews with deafened people

**Interviewee's surname:** Macnab

**Title:**

**Interviewee's forename:** Jean

**Sex:** Female

**Occupation:** Retired teacher

**Date and place of birth:** 1927, Glasgow

**Date(s) of recording:** 4<sup>th</sup> April 2009

**Location of interview:** The Brunfield Hotel, Edinburgh

**Name of interviewer:** Roland Hilton

**Speech to Text reporter:** Hilary McLean

**Type of recorder:** Marantz PMD660 on compact flash

**Recording format :** WAV 16 bit 44.1 kHz

**Total no. of tracks:** 5

**Mono or stereo:** stereo

**Total Duration:** 1 hr. 40 min.

**Additional material:**

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**Interviewer's comments:**

**[Track 1]**

*The date is 4<sup>th</sup> April 2009 and this interview is being carried out in Edinburgh to record the oral history of deafened people. Deafened People are those who use spoken language for communication but have acquired a severe profound hearing loss. To avoid the communication problems due to hearing loss the interview is being supported by Palantype that provides a verbatim, real time text display of all that is said. Our palantypist today is Hilary MacLean. My name is Roland Hilton and I am deafened. Today I am interviewing Jean who is also deafened. So Jean can you please introduce yourself by telling us your full name and date of birth?*

I'm Jean Macnab, correctly spelt yes, fussy about that I have no other middle names. And I was born on 28 January 1927.

*To get an overview so that we can see your answers in context better as we go along I'm going to start with a few questions just to set the background. Where were you born?*

I was born in Glasgow.

*And where are you living now?*

I am in Edinburgh in sheltered housing complex where I own a flat.

*Your family: have you got any brothers or sisters?*

No. I'm an only child.

*What had been your career or employment so far?*

I was a teacher. I taught in independent schools or private schools to begin with because I was not accepted for the teacher training after I'd finished my MA degree and the private schools didn't worry about whether I had a qualification or not. The first one I went to for interview the head mistress was more interested in the fact that I had been running a Guide

company and they were needing a Guide captain. So, she was very happy to accept me partly for that and I taught there for 5 years.

*I see. So, you are a deaf teacher. Now, I am deafened and I know how difficult it is for deaf people to manage groups*

I am not a deaf teacher. I was slightly and fairly deaf teacher throughout my career.

*But your deafness affected your work or not?*

Relatively little. It did mean that I found it difficult to establish personal relationships with pupils after - probably after my first 2 jobs. In my last 25 years as Head of English and then Assistant Administrator as well as teacher in Edinburgh in one of the main independent schools, St George's School for girls, I was aware that I wasn't making much of personal contacts with my pupils. I couldn't remember their names. I've always had a bad memory for names and ...

*I always thought teachers had a good memory for names. They've got to remember so many.*

You have to but it was always a struggle. I worked out ways of identifying people particularly the red headed ones, I worked out ways of, yes.

*So, no direct family, but you've got an ever changing group of children for 40 years, so this is rather different and could be interesting.*

[06:28]

**[Track 2]**

*Can we go back to your childhood now, Jean. Can you tell me what your earliest memories are. What are the first things you remember? The very first thing? Any memories of when you were a very, very young child?*

I remember at least one Christmas when my mother's parents or some of my mother's family came to our house just for Christmas for a meal and I remember that I had all my toys in a wooden box, brown wooden box, which stood in the oriel window of our sitting room and my mother was careful that I put my toys away or perhaps she put my toys away, I don't remember.

*Your Mum and Dad, what did they do? What were their employment and so on?*

My mother was of course not employed when I was a child. At that time women stopped working when they were married, but she had been a V A D in the First World War, and my father was a soldier, who won an MC Military Cross, yes, and they married 1925 and my mother later had the occasional secretarial job. She had been, before they married, private secretary to the head Mr. Macbeth of the firm in which my father was a cashier. My father became what we would now say was redundant about 1931 when the depression started. After that, he developed a good deal of skill in the Stock Exchange and managed his investments. He had become deaf, slightly deaf before the end of the war and it was never agreed that the deafness was due to war, although that probably had some effect on him. You can't be in all those explosions without some effect. He went on getting more deaf. I remember him trying to learn to lipread and he was very impatient and was not at all successful at lip-reading because he couldn't bear the tension of it, so he became sometime in my childhood too deaf to hear voices or the radio when we had it. I do remember that he couldn't hear the radio announcements for the beginning of the war, in 1939, right, I remembered listening to the out break of war and my father sitting with us and getting it written down for him.

*So, you've got a father to be proud of. There is not many that get an MC - and you've also got a father who's given you some guidance because you can see from experience the problems he's had from deafness.*

Yes, I know what his problems were. I am interested in the loss to my generation as opposed to his generation that people now expect you to be able to hear through hearing-aids and to lipread, and people don't automatically write down things they want to say if they know somebody is deaf.

[07:20]

*Can I just ask a question about your grandfather, grandmother. Could you give me a bit of detail there?*

Yes. My - now: my maternal grandfather worked in the Glasgow fish market, until he was well past retiring age and he had been deaf for, I think, quite a long time. He had his own particular chair in the kitchen and people just came in and wrote things down for him. He was a very loving and efficient man. He died at 92 when I was, I think, - I can't remember what age I was. His wife, my grandmother, was a lovely woman who died about 1930s, before the war, and I loved visiting them, and she had a dressing up box which I enjoyed playing with. They were a happy family. And there had been 8 children of whom my mother was the second youngest. My paternal grandfather I never knew. His wife my grandmother lived for quite a few years down the road from us and had a cat, and was always willing to let me have a kitten but my mother and father wouldn't let me have, and she had 2 daughters, neither of whom married, and 2 other sons. Amazingly, all 3 of those boys came through the Western front in the First World War.

*A history in your family of war deafness, that repeats through the generations a little bit.*

Yes.

[11:18]

*Where did you live as a child? What sort of house were you in?*

We had a corporation house, 4 rooms, in Kelvindale, which is all one word, in Glasgow in the West End. It was absolutely new when my parents married and rented it and my mother told me that the houses were given a 25 year expectation of life, but they are all still standing.

*So, at that time you were living in the city basically. Have you lived in the city all the time in Scotland or have you sort of had other experiences through life?*

My second post was to teach English and other things in an independent girls school, mainly boarding, which had evacuated to Scone Palace, which is S-C-O-N-E, is Scone Palace, and then the year before I went on the staff it moved down to Minto House, near Hawick, H-A-W-I-C-K, in the Borders. I had 5 years there. Then, I moved to a girls' school of the same kind and size in Yorkshire in the country. None of those schools survived my departure for very long. They were too small and they all closed, but I fortunately moved to St George's in Edinburgh and I stayed there for 25 years. During which time I got qualification as a teacher through Moray House, which is M O R A Y.

[14:46]

*Thank you. Can we move on to your time in school as a child, now. Can you tell me about the first school that you went to?*

Yes. I was educated at Hillhead High School both primary and secondary. I did very well in school. The year that I had my first mastoid, M-A-S-T-O-I-D I had a year off school, but I won a prize for my extremely high marks in the qualifying examination, although as I hadn't been at school during one of the terms of my qualy, I wasn't entitled to a school prize, but I got this national prize which was a handbag with my initials on it, it was rather fun. In the secondary school I always went on getting prizes and I sat the bursary examination for Glasgow University at the end of my fifth year. Normally I would have stayed in school for a sixth year, but the end of the war was obviously approaching and it was expected that there would be a heavy demand for university places and I had better try to get my place after fifth year and I was 49th in the bursary list so I got £20 a year.

[End of Track 2]

**[Track 3]**

My parent's marriage was not a very happy one. My mother died of cancer in 1942. I had a few years living with my father, and was fortunately able to move into my residential job in that first Edinburgh school Rothesay House.

*You mentioned prizes that you won. Do you still have any of them?*

Yes.

*You've got them.*

Books. Books.

*You also mentioned your mastoid. Can you just give me some details on that? How old were you when you had the first operation?*

I was 7 nearly 8 when I had a malignant scarlet fever and therefore a mastoid on my left ear, so I was 17 weeks in the fever hospital with my parents unable to come to visit me until perhaps a few weeks before I was released. I have quite strong memories of that time in hospital. I think I had jelly at lunch every day because I didn't think I liked rice pudding which was the alternative. The surgeon made a bit of a mess of the first operation and my mother was informed that he had been a bit drunk. He re-operated, but I did have little bits of bone working their way out of the mastoid area for several years afterwards. I had had this year off school and my mother was wonderful about it. She developed friendships with my previous teacher and the one into whose class I moved when I got back to school.

*So, quite a difficult time really. Not a straight forward operation at all.*

Yes.

[04:57]

*Before your teenage years, how did you spend your evenings and weekends? typically what sort of things did you do? Did you have lots of friends?*

I can't remember. I had friends of about my own age in the street, and a cousin. My father's - on my father's side, who lived quite near. I saw her and the children of my father's other brother quite frequently and I think I led a perfectly normal child's life. The war began - oh yes at the beginning of the war my school was evacuated and I was - my mother was not prepared to let me be evacuated because of my - now, this was my second mastoid.

*What age was that?*

Oh dear. I had in 1938, gone on holiday with my mother to Troon down the coast, and the story of this one is that I went swimming, which of course I should not have done because it meant that I got water in my ear, inevitably, and I developed a lump behind my right ear which I thought might be a bruise because I had got trapped under the raft in the swimming pool. My mother took me to the chemist to ask his advice and perhaps for something to rub on this bruise and the chemist said he thought it might be more than that, it might be a mastoid, this lump. My mother phoned, I suppose, yes, she must have phoned our doctor who was a Dr. Knox, and believe it or not he in a chauffeur driven car came immediately down to Troon and picked me and my mother up and brought us home. I was sick in the car and my mother emptied her handbag in order to let me be sick into it. I've never forgotten that. I have been so grateful to that wonderful doctor. My parents agreed that I should be taken into a nursing home and I had a few weeks there. With this second mastoid they couldn't decide whether it was a delayed mastoid connected with the first one or whether it just was an independent second one. It was complicated because I had an abscess on the brain and meningitis, so I have been quite frequently informed by medical people that I was very lucky to live. I was also very well cared for. And then I went back to school, but I was not evacuated because I had had all this illness and was still pretty delicate, so my mother got a neighbour who was a school teacher with - now, I suspect it was cancer, and had stopped working and was willing to coach me, so he taught me French and Maths and some Latin, that I would have been learning at school for the September term of 1939. After that, the school gradually came back into Glasgow. There were classes organised for the children who had not accepted evacuation, and then there were classes in the school itself, in I think second year things went back to normal. And the very few people remained in evacuation. I had some

friends who stayed in Cally Palace which became a boarding school for Glasgow children, Glasgow secondary pupils. But most of my contemporaries came back to Hillhead in Glasgow.

*A difficult time in your life. You mentioned –*

Yes after all it was the war it was a complicated –

[14:19]

*You mentioned the support of your mother. What other people were giving you sort of help and support at that time? A few?*

My teachers. I wasn't aware of expecting help.

*What sort of a personality did you have at that time? Were you a rather independent and so on?*

Yes, I think I was quite an independent child and then my mother became ill with this cancer, bowel cancer. When she and I were on holiday in the summer of 1941, and she was in hospital for quite a long time until she died in the middle of 1942.

[15:58]

*Can we move on now to your early working years? You've been a teacher for most of your life. Was that something that you chose? Was it your chosen profession or did you just get into it by opportunity?*

In 1939 you were liable to be called up quite soon. At 18 somehow or other. And teaching was something for which you could get into university. I was a natural teacher. At least I think so. It was - I just can't remember the details of this but as I had thought of being a secretary, like my mother, but realised that my deafness would make this difficult. I didn't think it would be difficult to be a teacher from that point of view. I knew that I was going to be able to hear pupils, although I was not going to be good at locating sound any way,

teaching was a natural thing and I was also an enthusiastic Girl Guide, partly because this was an aspect of my teenage life that my father had nothing to do with. He didn't know about it except that I went to meetings and I got a lot of support from the leaders of my Brownie pack and my Guide company and I was encouraged to take on the company and qualify to run camps and so on.

*Why was your father not involved in this? I'm not hearing a lot about your father.*

Because I didn't get on with him. I do appreciate his difficulties now, but life with my father was not easy.

*Was that largely because of his deafness?*

I suppose it was.

*So, you are seeing a role reversal now. You could hear and had a deafened father and now you are deafened you are perhaps struggling with hearing people.*

Yes, yes. I do think that I have suffered from the difficulty in hearing conversations with a number of people for quite a lot of my adult life, and that means that I have become a bit isolated.

[21:26]

*In your early working years, what was your hearing ability? It's been progressive through your life, what was it at that stage?*

I think it was something that other people wouldn't have noticed, but I was aware of some limitations to what I heard. I did and this is coming on to hearing-aids - in my first job, when I was running the Guide company and teaching both primary and some secondary girls, and I was away from home and my father except during holidays, I did go to an ENT specialist, and I did learn about the possibilities of having a National Health hearing-aid. People didn't have hearing-aids except rather conspicuous ones and I wasn't, I didn't want to be conspicuous with an ear trumpet thing.

*What were hearing-aids like at that time? Different from now?*

The ones that I - oh yes, very different. The ones that I was aware of were ones that you could see. There was a librarian in Glasgow University whom I saw frequently in the reading room who had a very large external trumpet thing, and the Church of Scotland minister, Willie Barclay, who was a very much loved teacher of ministers, he wore external hearing-aids and he was on television and photographed wearing these, but the doctor - my own doctor I think, I went to any way in Edinburgh and the ENT specialist I went to see, they probably put me on to the NHS one and I got one hearing-aid in my ear which was powered by batteries, very heavy, which I wore round my shoulder, I think, and hanging at my waist. They were very obvious. And it was a great relief when the battery within the aid finally became available.

*What were your feelings to that? Was it equipment that you didn't really want to have because it was so conspicuous or did you feel that this was something that you really needed to help your hearing? Were you fighting against it?*

I disliked the battery carrying, but I did find that the aid helped me in conversations. One very valuable friend who had been - she'd been the leader of the Ranger company in Kelvindale and had been interested in me and helpful. She did say to me when I was visiting her that she was very glad I had got the aid because she had realised that I was quite often mishearing a word and the aid was now making that much easier.

*Did you get one aid or two?*

Oh one in those days.

*Beyond that, you moved on and got further aids. What motivated that change?*

The available equipment was improving and improving and I could afford to go to an independent supplier. I don't remember when but I know I stuck to one aid for quite a long time and then I was advised by an independent supplier that I would find two better. Certainly, I quite often found that people had not noticed that I was wearing hearing-aids and

were very surprised when I said that I was deaf and I needed by that time to have the aids in. Then, when I was teaching in Edinburgh again, I think this is probably about the - sometime in the seventies. The independent ENT man I went to was Head of the ENT clinic in Edinburgh in the Royal Infirmary, and he advised me not to buy privately again but to go to the hospital the National Health supply he felt I would actually get better care and better equipment. So, I've had NHS aids, always two, since, well, the late seventies, I think.

[End of Track 3]

**[Track 4]**

*Jean, you've mentioned the health professionals, were there any time that you were left feeling confused or misunderstood that people perhaps didn't understand your needs well enough?*

No. Not in connection with my hearing.

*At that time, did you feel any sort of role disruption, people having to ask people to do things for you, make telephone calls, make appointments?*

I certainly didn't find that until quite recently. I now find that I can't manage the telephone always and this only within the last 3 or 4 years, at the most. I could say that I was always independent. I didn't expect people to notice my deafness or make allowances. I have been realising that my circumstances as an only child, losing my mother at 15, and with an extremely deaf father who had not been a very good husband and father meant that I missed a lot of simple information and help that other children or other young people were getting and that I just didn't know about. There are matters of health in other ways that I know now I should have been told about and I didn't learn, I didn't go and ask people for information or advice. I now know that my ears, which went on discharging, sometimes discharging a lot, and which I cleaned out, were actually being damaged by this, and I should have been getting advice about - what do you call it? I always forget words nowadays. Things that kill most infections. I didn't ask for help. I didn't go to see doctors or ENT specialist often enough.

*You've mentioned your independence.*

Yes I was being very independent.

*Do you feel that was something that perhaps stopped you asking, that you felt you had to cope regardless?*

Yes, I didn't have any adult keeping an affectionate eye on me and helping within the family. Or near enough. The people I knew best were usually friends in connection with Guiding, in which I became a trainer.

*Did you try to hide your deafness? Were you bluffing?*

No, I admitted it usually I would in my adult life - I would say to people, or I'd say to a group like a training group in a Guide training course that I was deaf and I might not hear, would they please repeat things if I was confused or correct me. But I tended to be put into leadership positions, and I just managed. I do now wish that I had had an uncle or preferably an aunt or a sister, someone in the family close enough.

*Did you find people were helping you, they were modifying their behaviour to help you?*

Very little.

*Was that because they didn't need to or just that they wouldn't co-operate?*

I think they didn't need to.

[09:04]

*Your hearing has continued to deteriorate. How do you feel now? Do you still feel as though you've got lots of opportunities or is it restricting what you can do?*

It is very much restricting what I can do and also, I mean, I am 82, and have back trouble, and I have lost touch with colleagues, ex-colleagues, and a good many friends because of now my deafness, that I don't try to keep in touch with people. I have a now limited circle. I'm not prepared to adventure into other places. I have enough to do and enough interests, but I have certainly in the last year or so cut down what I am doing and this is not entirely a matter of the deafness. It is my general health and partly a matter of where I'm living because I am not keeping in touch with as many people as I did and I am not making much contact with people in Carlyle Court, my housing complex.

*If you had to make new friends because of a move, relocation, how would you feel? Would you be able to do that?*

Yes.

*So, you are still confident, got good self-esteem? Your deafness is not restricting you in that respect?*

I have got quite good self-esteem, yes, and I am not very interested in extending my range of friends. There are a few people I really want to keep in touch with and I do and I can manage for myself, but I no longer want to go to places or tackle new things. One thing that is due to the hearing is that I have lost interest in music. I did have a wonderful few years when the church choir that I had gone on singing in with a bit of difficulty, acquired Christopher Bell as our church organist and choir master, and he was and is so expert that I enjoyed very greatly singing when he was teaching and leading and I met a lot of musical friends through this. He retired - well, not retired. He moved on from church music to a tremendous career in the teaching of singing throughout Scotland and his move came when I was becoming too deaf to go on singing with him. I knew that - that was when I was beginning to find that the sound of my own voice was not right and I couldn't always sing what I was trying to sing.

[16:26]

*Do you still go to church?*

Yes, not very often. I'm an elder in the Church of Scotland and my church was one of the first to get a good loop-system. I now can hear the spoken word in church on the loop-system. I haven't found any other church which is good enough in that way, but I do not enjoy the music in church or concerts and I certainly can't sing at all. I haven't been able to sing at all since about 1994.

*So the loop gives you the support you need.*

The loop gives me a lot of support, yes, at least in church and that kind of circumstance and I sometimes found loops very useful in meetings that I went to, but now I won't go to anything, any kind of talk or meeting unless there is a loop-system, and it is very often not good enough for me.

*Do you find a lot of loop-systems that are not working at all?*

I don't know sometimes, yes I do know that they are normally working. Sometimes I find they're not working. And there is this real that the people who are responsible for looking after the loop-system in church, or in a meeting hall, do not know whether it is working or not and how it works.

*How do you feel about that?*

I feel that is something that is going to change. More and more people are gradually realising that for deaf people the loop-system is very valuable, although they don't understand why. But with so much happening in the development of sound systems, people listening to music, what they call music, on tapes, on systems, people are more aware of the wireless –

*Do you feel that's something that will change that people will look after loops or do you feel that you should be demanding more, getting a bit more aggressive because this is your basic right to hear what is being said?.*

Yes I have tried getting aggressive about loops, occasionally in shops. I have told church authorities that I haven't found their loop powerful enough. I have reported to organisations which were providing systems in meetings, the like of the Royal Society of Physicians, where I have been to a lecture and found that the loop-system for people asking questions was good, but the person who was giving the lecture didn't appreciate that he had to use the loop he was wearing or the loop that he was speaking to and when I have complained to the organisation which I did to the Physicians, they have always been glad to hear from me, but I have now actually partly because my back is giving trouble I have just given up on this I haven't got the energy nowadays to write the letters that I once did or phone up, or complain. I think that my time for doing this is passed I am just living quietly.

[23:45]

*Have you ever felt in despair at any time about your deafness? I'm thinking of thing such as anger, anxiety, frustration, has that ever come into your feelings at all? Or have you sort of approached things in a very milder way?*

I'm aware of the frustration. I now sympathise with and understand the frustration that my father felt. When he was in a nursing home at his late eighties, he got violent with the staff because he was so frustrated and I did then sympathise and I now understand what he felt, but nowadays I just don't let it worry me. I can manage quietly.

*Have you met any other people who are deafened to the same extent as yourself in recent years?*

No.

*You've met a few here today. Do you feel that's something that is perhaps missing from your life that you will get peer help from other people in a similar condition?*

I don't really.

*There are very few clubs and societies where you can meet up with others in the same condition. I am just wondering if you are missing that and would like access to it or not?*

No I don't want access to it. I have never felt that I would enjoy going to a club or group for deaf people. I'm entirely selfish about this. I'm not particularly sociable. I'm quite happy to watch things going on.

*What single thing would you say has been most unhelpful to you in your deafness?*

Can't think of anything.

[28:42]

*Do you think your lifestyle has changed in any way due to your deafness? Has it steered you in a direction because of that? You say you are sort of fairly content with your own company. Is that because of deafness? Or just the way you are?*

Both. It's certainly my deafness does direct the way that I live, particularly over the last few years. Can I say that for my eightieth birthday a friend in Cardiff who had actually come up

and stayed with me, she was an ex-colleague from my Yorkshire days that I'd continued to be friendly with, she came up and stayed with me for a week to help me remove and she invited me down to her home for my birthday, but now I have lost the interest in going to stay with her or almost going anywhere. I don't want to make the effort any longer.

*At any time have you ever met any sort of discrimination due to your deafness? People being rude or intolerant?*

No, I don't think I have. I can't have noticed it any way. I do know that in my present circumstances, there are a great many people in Carlyle Court who also are a bit deaf, but there is no one as deaf as I am, and I have not got to know many people there because I do find it impossible to enjoy the tea parties, coffee parties, some outings, because I can't hear the general chat that is going on. I am now not - I don't think that my present loneliness is something created by my deafness. It is much more that I haven't got the energy or the perseverance now to make my presence felt.

*Do you miss that ability though to sort of have spontaneous conversation? Do you perhaps feel that conversation now is somewhat more formal that you have to get the right circumstances and so on rather than being able to throw the odd word at each other and hear it?*

Yes, yes. Yes, that's fine, quite right.

[34:28]

*We often learn from bad experiences providing we survive them. Has deafness given you any extra strength of character? We often think of it as something bad. Have you had any good things from it?*

That's difficult to answer. I do find that some of my friends are warmly protective, but - I don't on the whole get frustrated nowadays by the difficulty of hearing and I have lost interest in quite a lot of things.

*Do you find people sometimes can be over protective? Does it sometimes get a bit irritating?*

Very occasionally.

*For a history project you can look back a long way. What were your views of deafness back in the twenties? Do you think people were –*

Well, in the twenties –

*As early as you can remember, sort of when you were a child and into the thirties.*

I think my father's deafness was the only one that I experienced and I accepted the way that he coped with it.

*He was left very badly served by society. Admittedly the technology wasn't there at the day, but did he get any other help at all or was he just largely ignored?*

I don't think he was largely ignored because he did produce his pad of paper and a pencil or pen and people did sit down and write things for him. I think that is something that has changed. I'm aware of this change of attitude that people do now expect the deaf person to lipread or more, and people who are deaf don't expect things to be written down for them in the same way, or not as regularly.

*He was obviously well supported and helped by the family, but I was wondering what sort of help he got from society. Did he get any help at all from other people outside the family?*

Not that I'm aware of.

*Thank you very much for talking to us. It's been an interesting story. I'm very pleased that you've been able to take part.*

**[End of Track 4]**

**[Track 5]**

I'm interested in the way that life has changed for all of us. I'm impressed by the way that you are involved volunteering and trying to do something for other people. The things that I've tried to do in life have not been for other people with deafness at all except complaining about the loop systems not being kept in good order.

*Deafness is something that is invisible. Most of the people with disabilities of any sort it's fairly obvious what the problem is. But with deafness it's very difficult.*

Although with deafness it becomes visible very quickly when you are trying to deal with people who actually can't hear what you are saying, can't understand, like simply people who speak a foreign language and don't understand English.

*Have you met this system before, Palantype?*

This one? No. No. I've read about it. But –

*It's something which deafened people should have a right to by law and I think it's a shame that many people are not aware of it. It's part of being - it's part of equality in society, really.*

Yes. I'm not entirely happy about this business of what people are entitled to by law. In this present age there are so many people who want their rights - people who know that certain things are possible, and it would be lovely to be provided with all these things, but the world is limited. Questions of finance, consideration for other people, I do get quite cross about the attitude that I am entitled to the help.

*I understand that. You are very independent.*

Right. Do you want me to stop there?

*Thank you*

Computers are wonderful! Computers are terrific. I have got a lot of my friends trained to email me rather than to phone me, and that's great!

[End of Track 4]

[End of recording]