

# Hearing Aid Information Leaflet



This pack is to help you learn about the hearing aid and what to do if something goes wrong.

# Contents

Parts of the hearing aid	3
Inserting your hearing aid	4
Hearing aid care	5
Retubing your earmoulds	7
Adjusting the length of the tube	8
Trouble-shooting guide	9
Community impressions clinic	10
What to do when you lose hearing aids	11
Batteries	12
Voluntary organisations	13

# Parts of the hearing aid



Your hearing aid may look different to this example

## Inserting your hearing aid

It is important to insert the ear mould properly into the ear. If it is not done properly it will be uncomfortable and you may hear a whistling sound. Your audiologist has showed you how to do this, but it will take more practice at home before you are able to do this easily.

1. Hold the ear mould at the back between your finger and thumb. Pull it back past the ear.
2. Put the part that goes down the ear canal into place.
3. Then tuck in the bit that goes into the crease at the top of the ear.
4. Use your other hand to pull down the ear lobe. Push the ear mould in firmly. Place the hearing aid over the top of the ear. Be careful not to twist the tubing.



## Hearing aid care

### Daily checks:

1. **Use the listening tube to:** make sure your hearing aid is working well and sounds clear using the LING sounds ('mm', 'oo', 'aa', 'ee', 'sh', 'ss')
2. Check the ear mould is clean and the tube is clear of any debris.
3. Make sure the battery is working, you can also use the battery tester for this
4. If the battery is dead change it.
5. Please recycle the dead battery safely or bring to your next appointment and we will do this for you.

### Condensation:

Sometimes there may be signs of condensation (water droplets) building up inside the tube. This is quite normal and should be blown out using the puffer.

### **If there is discharge (liquid) from your ear:**

see your GP immediately and cease hearing aid use.

Keep the ear moulds out, to allow the ear to dry. It is important to clean the ear moulds so they do not re-infect the ear. Use disinfectant wipes to clean the ear moulds every day in the evening.





**Cleaning:** The ear mould should be cleaned at least once a week. It is a good idea to wipe it with a tissue, damp cloth or wet wipe every day. if the ear mould needs cleaning this is how you can clean it:

1. Separate the ear mould from the hearing aid. To do this, squeeze the tubing near the hearing aid and pull the aid from the tubing.
2. Wash the ear mould in warm soapy water. You can use normal hand soap. Don't use any strong detergents! Run warm water over the mould and through the mould to clear the soap.
3. Dry the mould with a tissue and blow through the tubing (use the puffer) to make sure no water is left in the tubing.
4. Re-attach the ear mould to the hearing aid by squeezing the tube. Insert the aid into the tubing so that the mould's curve faces the same direction as the hearing aid's curve.

There may be a colour spot on the hearing aids to show you which one goes in which ear.

**Red** = Right Ear  
**Blue** = Left Ear



## Retubing and adjusting the length of the tubing of the earmould

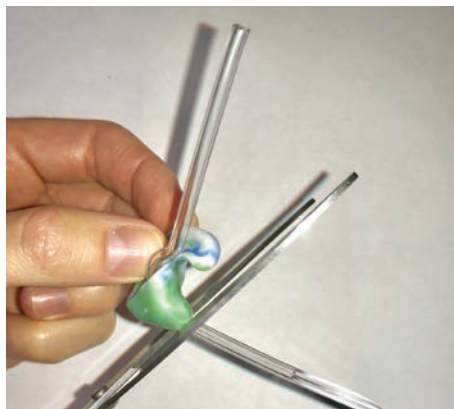
Earmoulds come with a tube in place which connects the earmould to the hearing aid. This tube needs to be changed every 4 to 6 months, when it gets hard or when it changes colour. Sometimes the tubing can get blocked with wax and may need to be changed.



1. Pull the old tubing out of the earmould
2. Thread the tubing through the earmould tapered end first.



3. All of the tapered section should come through the other side. Pull the tube until the bend reached the earmould.



4. Cut the tapered tubing as close as possible to the earmould. Any tubing sticking out could rub on the ear and make it sore.



5. Position the earmould correctly in the ear and then place the hearing aid over the ear in its normal position.



6. Mark the position where the end of the hearing aid (the hook) overlaps the tubing, leaving enough tubing for the two to fit together.



7. Remove the earmould from the ear and cut the tubing where it has been marked.



8. Finally connect the earmould and tubing together. Make sure that the 'C' shape of the mould faces the same direction as the 'C' shape of the hearing aid. It is now ready for use.



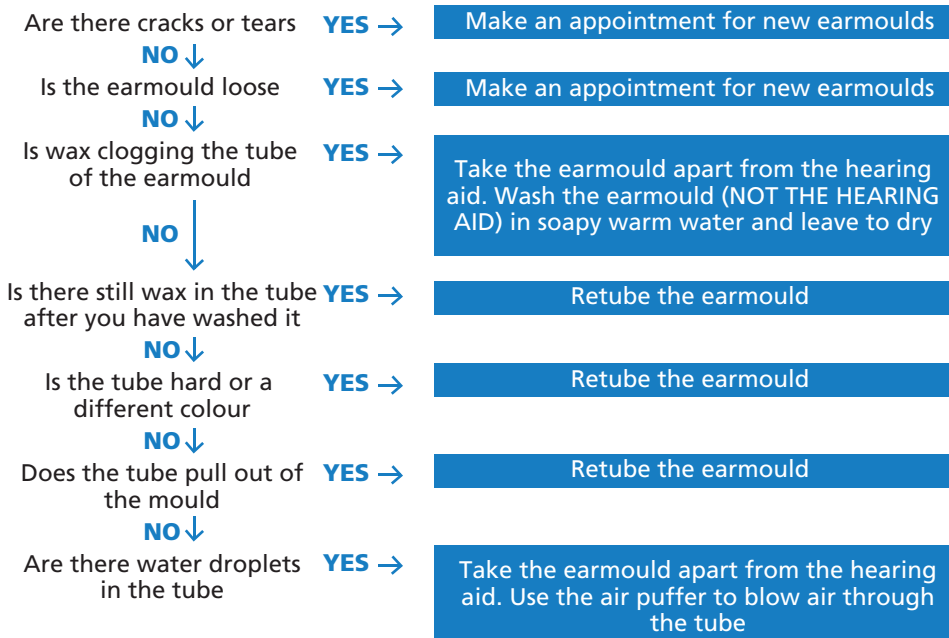
**Note: if the tube is too long the hearing aid will sit too high and fall off easily.  
If the tube is too short the aid will sit too tightly.**

You can also use the old tubing as a guide to cutting the new tubing to the correct length instead of measuring the length in the ear.

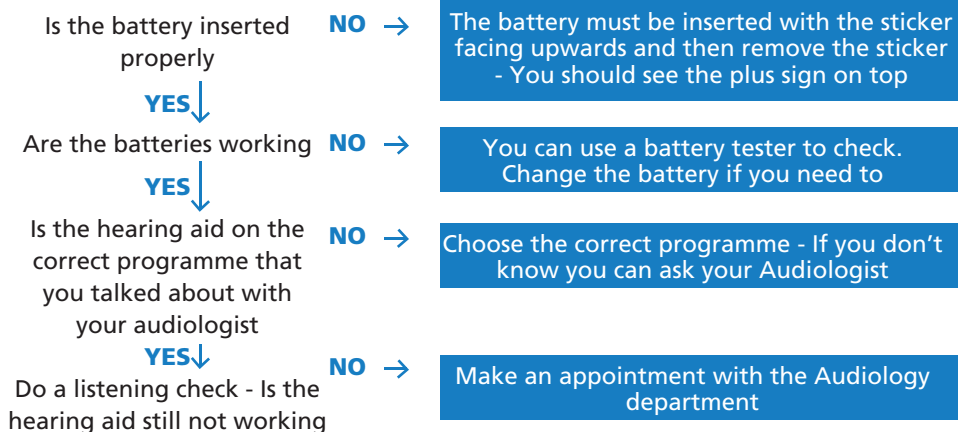
# Trouble-shooting guide

**Is your hearing aid whistling or is there a problem with the sound?  
Go through this flow chart to see if you can fix the problem.**

## Checking the mould



## Checking the hearing aid



## Trouble-shooting guide

### **The hearing aid is still not working or is damaged. What can I do?**

- You can call us on 020 3049 8560 for advice or to book an appointment
- We cannot see you unless you have booked an appointment
- You can post it to us - you must include:
  - the child's name
  - date of birth
  - telephone number and a brief description of the problem
- We will give you a hearing aid to borrow while your aid is sent off to be fixed
- Please keep the ear moulds safe, as we cannot look after them for you.  
please do not post us the moulds

## Community impressions clinic

Our Audiologists attend the community preschool groups on a monthly, bi-monthly or quarterly basis. These groups are run by the Hearing Support Services and take place within the London Boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark. Your audiologist can provide you with current dates, times, locations and contact information for these groups.

Children can attend any of the community impression clinics regardless where they live. Please note that the CYPAC appointments team do not book these appointments, so will unfortunately not be able to assist you.

You must contact the service to advise them that you plan on attending. Bexley, Bromley and Greenwich operate an appointment system and will need to allocate you a timed appointment. Lambeth, Lewisham and Southwark have an open session but locations alternate within the borough so you will need to call to confirm times and locations for the session you wish to attend.

## What to do when you lose hearing aids

NHS hearing aids are provided to you on long term loan at no cost and remain the property of the government. They must be returned to the hospital if they are no longer required. We understand that sometimes the hearing aid might be broken or lost but we would like you to look after the hearing aids as best as possible.

If you lose your hearing aids:

- Call the Audiology Centre on 020 3049 8560 to make an appointment - please tell us that your hearing aid has been lost.
- We will make new earmoulds for you if these were lost too.
- We will send these to you as soon as possible. This should be within a week.
- We will try to give you a hearing aid to borrow while we order you a new hearing aid.
- When we receive the new hearing aids we will call you to arrange an appointment to give you the new hearing aids.
- Please remember to give back the hearing aids you borrowed as soon as possible. You can bring them to us or post them to us.



## Batteries

These can be collected at any appointments with us or you can call us to request we post some to you.

Please dispose of dead batteries safely or bring to your next appointment and we will do this for you. Batteries are also available from:

Guys Hospital Audiology Department	By post or collection Monday-Thursday 09:00-17:00	Tel: 0207 188 2211
Lewisham Hospital	By post or collection from Audiology Department Monday-Thursday 08:30-16:30 Fridays 08:30-15:00	Tel: 0208 333 3000 Ext 8092
Queen Elizabeth Hospital	Pharmacy Department Monday-Friday (09:00-17:00)	Tel: 0203 049 8560 Ext 4924
St. Thomas' Hospital	Audiology Department Monday-Friday (09:00-17:00)	Tel: 0203 049 8560
Kaleidoscope Centre	Main Reception Monday-Friday (09:00 - 17:00)	Tel: 0207 138 1100
Sunshine House	Main Reception Monday-Friday (09:00 - 17:00)	Tel: 0203 049 8100

## Voluntary organisations

### **Deafplus**

First Floor, Trinity Centre  
Key Close  
Whitechapel  
London E1 4HG  
Tel: 020 7790 6147  
[www.deafplus.org](http://www.deafplus.org)

### **SENSE**

101 Pentonville Road  
London N1 9LG  
Tel: 0300 330 9250  
Textphone: 0300 330 9252  
E-mail: [info@sense.org.uk](mailto:info@sense.org.uk)  
[www.sense.org.uk](http://www.sense.org.uk)

### **British Deaf Association (BDA)**

The Resource Centre  
356 Holloway Rd  
London N7 6PA  
Tel: 020 7697 4140  
Textphone (SMS): 07795 410 724  
E-mail: [bda@bda.org.uk](mailto:bda@bda.org.uk)  
[www.bda.org.uk](http://www.bda.org.uk)

### **Signature – Excellence in Communication with Deaf People**

Mersey House  
Mandale Business Park  
Belmont  
Durham DH1 1TH  
Tel: 0191038301155  
Textphone: 07974 121 594  
Fax: 0191 383 7914  
[www.signature.org.uk](http://www.signature.org.uk)

### **The Royal National Institute for Deaf People (RNID)**

19-23 Featherstone Street  
London EC1Y 8SL  
Tel: 0808 808 0123 (freephone)  
Textphone: 0808 808 9000 (freephone)  
Textphone (SMS): 07800 000 360  
E-mail: [informationline@hearing-gloss.org.uk](mailto:informationline@hearing-gloss.org.uk)  
[www.rnid.org.uk](http://www.rnid.org.uk)

### **National Deaf Children's Society (NDCS)**

Ground Floor South  
Castle House  
37- 45 Paul Street  
London EC2A 4LS  
Tel: 020 7490 8656  
Fax: 020 7251 5020  
E-mail: [ndcs@ndcs.org.uk](mailto:ndcs@ndcs.org.uk)  
[www.ndcs.org.uk](http://www.ndcs.org.uk)

### **NDCS Helpline (Information and support for deaf children and families)**

Tel: 0808 800 8880  
E-mail: [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)

### **[www.ndcsbuzz.org.uk](http://www.ndcsbuzz.org.uk)**

This website gives deaf young people the opportunity to make new friends and chat with each other, to discuss the issues that matter and to get useful information on all sorts of subjects

### **Royal Association for Deaf People (RAD)**

RAD Head Office  
Century House South  
Riverside Office Centre  
North Station Road  
Colchester  
Essex CO1 1RE  
Tel: 0845 688 2525  
Fax: 0845 688 2526  
Textphone: 0845 688 2527  
Textphone (SMS): 07851 423 866  
E-mail: [info@royaldeaf.org.uk](mailto:info@royaldeaf.org.uk)  
[www.royaldeaf.org.uk](http://www.royaldeaf.org.uk)

## Voluntary organisations

### **UK Council on Deafness**

c/o Griffin Chapman  
4&5 The Cedars  
Apex 12  
Old Ipswich Road  
Colchester  
Essex CO7 7QR  
Tel: 01206 274 075  
Fax: 01206 274 077  
Textphone: 01206 274 076  
[www.deafcouncil.org.uk](http://www.deafcouncil.org.uk)

### **Deafblind (UK)**

John and Lucille van Geest Place  
Cygnet Road  
Hampton  
Peterborough PE7 8FD  
Tel: 01733 358 100  
Textphone: 01733 358 100  
Fax: 01733 358 356  
E-mail: [info@deafblind.org.uk](mailto:info@deafblind.org.uk)  
[www.deafblind.org.uk](http://www.deafblind.org.uk)

## Notes

This image shows a full page of a document template designed for handwriting practice. It consists of approximately 20 evenly spaced, horizontal blue dashed lines extending across the entire width of the page. The background is plain white, providing a clear contrast for the lines. There are no margins, text, or other markings present.

## Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

**T:** 020 7188 8801 (PALS)

**E:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**T:** 020 7188 3514 (complaints)

**E:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

---

## Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch:

**T:** 020 7188 8815

**E:** [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

---

## NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

**T:** 111

---

## NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

**W:** [www.nhs.uk](http://www.nhs.uk)

---

## Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, and to become a member:

**T:** 0800 731 0319 **e:** [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk)

**W:** [www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)

Leaflet number: HAL/Ver1

© 2017 Guy's and St Thomas' NHS Foundation Trust

Review date: 06/20

Date published: 06/17

Children & Young People's Audiology Centre  
St Thomas' Hospital  
South Wing, Staircase C, 2nd Floor  
Westminster Bridge Road  
London SE1 7EH

Tel: 0203 049 8560  
Fax: 0203 049 8561

Enquiries email:  
[gst-tr.CYPACequiries@nhs.net](mailto:gst-tr.CYPACequiries@nhs.net)