

Behind-the-ear hearing aids

This booklet gives information about your hearing aid, and what to do if something goes wrong.



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Your hearing aids

Please read this booklet carefully to help you understand your new hearing aids and its features.



Battery compartment: rechargeable or disposable batteries

Your audiologist will consider many aspects of your hearing loss, as well as the shape and size of your ear canals, when recommending a type of hearing aid. Attached to the hearing aids you may have:



Earmoulds



Slim tubes



Receiver in the canal (RIC)

The earmoulds will need to be replaced as you grow.

- For the first 3 months of life, every 2 weeks.
- From about 1 year old, every 3 to 6 months.
- For school-age children they don't need replacing so often. They'll probably only need replacing every 1 to 2 years.



Tubing connecting the earmould to the hearing

Whistling is often a sign that an earmould is not a good fit. It is probably best to contact us to arrange an appointment for new earmoulds to be made.

As you get older, usually when starting secondary school, you might be offered a hearing aid that has a slim tube or a receiver in the canal.



Slim tube

Slim tube



Receiver wire

Dome

Receiver in the canal

All hearing aids will have a colour marker for each ear:

Blue marker
Left ear



Red marker
Right ear

How to insert your hearing aids

Earmould hearing aid



Position the earmould with the tubing into the ear canal



Tuck the mould into the crease at the top of your ear, and push the earmould in firmly. Tuck the hearing aid behind the ear



The hearing aid and earmould should look like this

Slim tube/RIC hearing aid



Place the hearing aid at the top and behind the ear



Hold the slim tube or receiver wire close to the dome



Push the tip into the ear canal firmly



If present, put the retention wire in the concha bowl of the ear

Using your hearing aids

When should the hearing aids be worn?

The hearing aids should be worn all the hours your child is awake. While they are getting used to the hearing aids, you might prefer to build up the time they're used each day. It's important to wear them each day during weekends and school holidays.

What to do if your child frequently removes the hearing aids

Try to encourage your child to wear the hearing aids. You could try to introduce using them during activities they particularly enjoy. Your hearing support teacher can offer more tips and advice to help encourage your child to use them. Please contact them if you would like more support.

How long should batteries last?

If the hearing aids is worn during all waking hours, a battery will usually last 7 to 10 days. They might run out sooner if they're not switched off when they're not in use. If your child cannot tell you when the battery is flat, we recommend changing the battery at least each week. Using the Bluetooth streaming feature will also cause the battery to run out more quickly.

Are hearing aids waterproof?

No. Hearing aids are water resistant, but not fully waterproof. This means that if they get splashed, they should be OK. If they do get wet, dry them, and remove and replace the battery.

Can hearing aids be worn on an aeroplane?

Yes, they can, including during take-off and landing.

What to do if the hearing aids are not working properly

Please look at the 'Fixing simple problems' chapter of this booklet. If you still cannot fix the problem, please contact us on our appointments line or via email. Our administration staff might ask you some short troubleshooting questions to try and find the best solution.

Usually it is helpful to be seen for a hearing aid maintenance appointment at St Thomas' Hospital, Sunshine House or Kaleidoscope, to get a replacement or loan hearing aid.

Using battery-operated hearing aids

Turning on and off

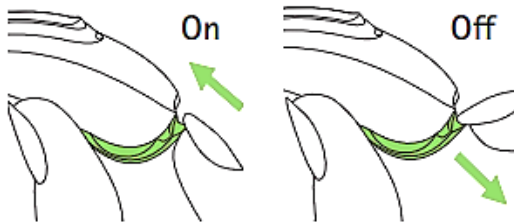
To turn the hearing aids on, make sure you have a working battery, and close the battery compartment.

The hearing aids might make a whistling sound if cupped in your hand. This will stop when they are properly inserted in your ear.

To turn the hearing aids off, open the battery compartment.

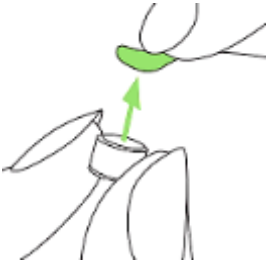


Battery compartment

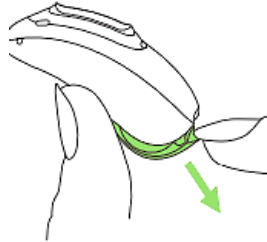


Battery replacement

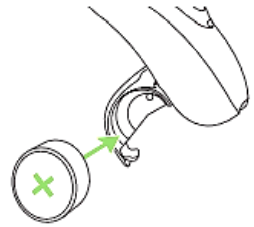
These steps show how to replace the battery.



Remove the sticker from the new battery and wait for 2 minutes

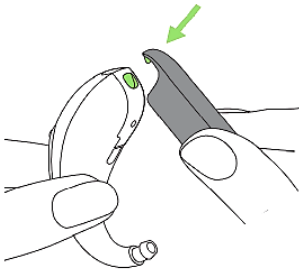


Open the battery door. For tamperproof doors see the section below

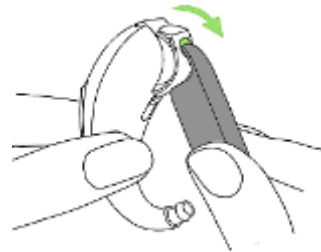


Place the battery in the compartment, with the '+' symbol facing upwards

If the battery compartment is tamperproof (usually for younger children), you need a special tool to open the battery compartment.



Place the tip of the tool in the small hole at the bottom of the hearing aid



Use the tool as a lever to open the battery door, with force in the direction of the green arrow

Low battery

You will hear 2 beeps when the battery is low. You'll have about 30 minutes to change the battery.

We recommend the battery is changed each week. You might need to change the battery more often, depending on how much it's used. Using Bluetooth connectivity or assistive listening devices will drain the battery more quickly.

Avoid leaving the battery compartment fully closed when the hearing aids are not in use. This will drain the battery and might damage the hearing aids.

Keep the batteries in a dry space and away from extreme heat.

Battery safety

Most hearing aids use button cell batteries. Tamperproof battery compartments are provided for young children, and must be securely fastened when the hearing aids are in use.

When not in use, the battery compartment can be opened to switch off the hearing aids, and the hearing aids should be stored out of reach of young children.

Used batteries should also be kept out of reach of young children and disposed of safely.

If you swallow a battery, seek immediate medical attention and do not eat or drink until a doctor can determine if a battery is present. Take the battery packaging with you and tell the doctor that the batteries are 'zinc air' batteries for hearing aids.

More advice is in the 'Hearing aid battery safety' information on our website: <https://www.evelinalondon.nhs.uk/our-services/hospital/audiology/patient-leaflets.aspx>

Getting more batteries

Batteries can be collected at any appointment, or you can contact our admin team to post them to you.

- Phone 020 3049 8592
- Email gst-tr.CYPACenquiries@nhs.net

There are different sizes of batteries, so please check with your audiologist which size batteries you need.

Disposing of batteries

You can return your used or expired batteries to us, and we can dispose of them safely for you.

Please do not dispose of any batteries in your domestic waste or recycling bins as this could lead to fire and harm the environment.

Using rechargeable hearing aids

Turning on and off

The hearing aids will turn on automatically when they are removed from the charger.

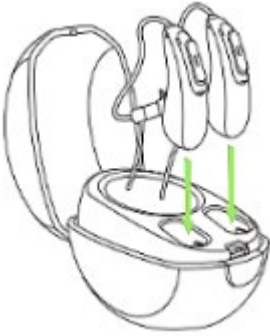
To turn the hearing aids on, hold down the lower part of the button for about **3 seconds** until the indicator light turns **green**.

To turn the hearing aids off, press and hold the lower part of the button for **3 seconds** until the indicator light turns **red**.

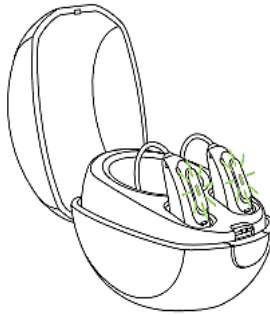


Battery charging

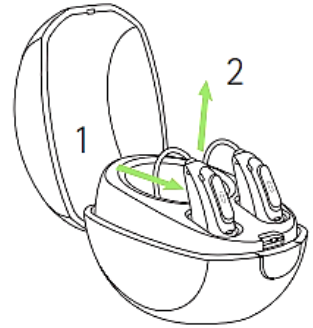
How to charge your hearing aids.







Insert the hearing aids into the charging slots. They will automatically be muted



The indicator light will show the charging status of the battery until the hearing aids are fully charged



Charging will stop when fully charged. Remove the hearing aids from the charger by pulling them gently towards you

Indicator light	Charging status	Guide for charging times
	0 to 10%	
	11 to 80%	30 minutes (30%) 60 minutes (50%) 90 minutes (80%)
	81 to 99%	
	100%	3 hours






Note: Turn off your hearing aids before putting them in the disconnected charger to store them.

Low battery

You will hear 2 beeps when the battery is low. You will have about 1 hour before you have to charge the hearing aids.

The battery life of rechargeable hearing aids can be monitored through the mobile app (see page 14 for details). We recommend that the hearing aids are charged overnight to make sure that the battery does not run out while being used.

If the hearing aids are not charging, please contact us for an appointment, and bring the hearing aids **and** the charger to the appointment.

Hearing aid status	Indicator
Hearing aid is on	Repeating single blink 
Hearing aid is on and Roger is accessible	Repeating double-blink 
Low battery	Continuous blink 
Volume level change	Single blink per volume change 
Program change	Single blink per program change 

Other settings

Volume control

Your audiologist might have activated the volume control button so that you can adjust the volume yourself.

A short press of the top button makes the sound louder, and a short press of the bottom button makes the sound quieter.

Short press



Program switching

The hearing aids are programmed based on your hearing test results. However, an extra setting can be added to help you hear clearly in a particular situation, such as in background noise. If you think this would be helpful, please talk to your audiologist.

Short or long press



Switching between programs is done differently depending on if you also have the volume control enabled.






- If you **do not** have the volume control enabled, give a short press to the top button to change the program.
- If you **have** the volume control enabled, give a long press (about 3 seconds) to the top button. The number of beeps will indicate which program you are using.

Indicator light

The hearing aids have the option of having an indicator light active. This can often be helpful for parents of infants and young children so that they can easily see the status of the hearing aids.



The indicator light can be activated to show the following:

Hearing aid status	Indicator
Hearing aid is on	Repeating single blink 
Hearing aid is on and Roger is accessible	Repeating double blink 
Low battery	Continuous blink 
Volume level change	Single blink per volume change 
Program change	Single blink per program change 

Pairing to Bluetooth®

Most of the hearing aids provided have Bluetooth functionality. This allows the hearing aids to connect directly to your iOS or Android smartphone, or other Bluetooth-enabled devices to stream audio. The hearing aids can also be paired to a mobile phone app. MyPhonakJunior app is available for free from your app store.

The app has helpful features like a volume control, adjustable programs, troubleshooting guides and can be used to monitor the battery life of rechargeable hearing aids.

It's only necessary to complete the pairing to a new device once. After this, your hearing aids will connect automatically to the device.

Here is a flow chart to help you pair your device.

On your device, make sure the Bluetooth option is enabled, and search for Bluetooth-enabled devices in the connectivity setting menu.



Switch on both hearing aids. You now have 3 minutes to pair your hearing aids with your device.



Select the hearing aids in the list of Bluetooth-enabled devices. This will pair both hearing aids at the same time. A beep confirms successful pairing.



After your hearing aids have been paired to your device, they will automatically connect again when switched on.

Hearing aid care and maintenance

Taking good care of your hearing aids helps them to give great performance.

- When you're not using your hearing aids, leave the battery door open so that any moisture gathered during the day can evaporate.
- Make sure you always completely dry the hearing aids after use.
- Store the hearing aids in a safe, dry and clean place.
- Inspect the earmoulds and tubing for earwax and moisture. Clean the surfaces with a soft, damp cloth or wet wipe.
- Use the drying pot and tablets if the hearing aids have been around water or moisture.

Cleaning the earmoulds



Separate the earmoulds from the hearing aids by pulling on the tubing



Wash them with warm, soapy water. Avoid using strong detergents



Dry the earmoulds thoroughly. You can use a puffer to clear the tubing



When dry, re-attach the earmoulds to the hearing aids

Alternatively, you can use a baby wipe to wipe the earmoulds.

Retubing your earmoulds

The earmoulds come with a tube in place that connects them to the hearing aids. This tube needs to be changed every 4 to 6 months, or when it gets hard or changes in colour.

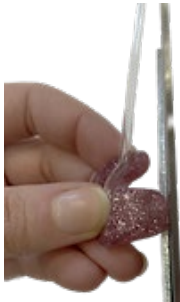
Sometimes the tubing can get blocked with wax and may need to be changed.



Pull the old tubing out of the earmould. Thread the new tubing through the earmould, tapered end first



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



Cut the tapered tubing as close as possible to the earmould. Any tubing sticking out might be uncomfortable

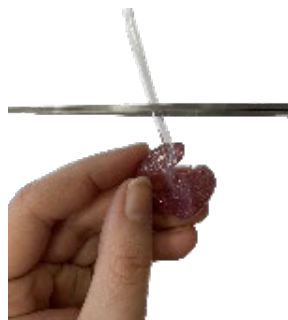


Position the earmould correctly in the ear, and then place the hearing aid over the ear in its normal position

Adjusting the length of the tubing of your earmoulds



Mark where the end of the tone hook overlaps the tubing



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



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

- If the tube is **too long**, the hearing aids will sit too high and fall off easily.
- If the tube is **too short**, the hearing aids will sit too tightly.

You can use the old tubing as a guide to cut the new tubing to the correct length.

How to use a cleaning floss



Separate the earmould from the hearing aid



Insert the cleaning floss into one end of the tube. Pull it through the other end of the earmould



Re-attach the earmoulds to the hearing aid

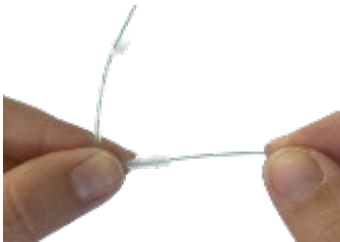
How to clean a slim tube



You can either pull or twist the tube until it is detached from the hearing aid



Remove the dome from the end of the tube and set them to one side



Thread the cleaning wire through the top of the tube, and pull it through the tip end. Wipe it clean for re-use



Re-attach the dome to the end of the tube, and then push or twist the tube back onto the hearing aid

How to changing the wax guard

Your wax guards might look slightly different from below, but the way you change the wax guard is similar.



Remove the dome from the receiver, to reveal the white wax guard



By turning the wax guard disc to the right, find an empty slot under number 1



Press down the receiver until you hear a 'click'. This removes the used wax guard



Number 2 slots have new wax guards. Press down the receiver until you hear a 'click'



This will insert a new wax guard on your receiver. Re-insert the dome

Using your drying kit

Hearing aids function best when they are kept dry. You can store them in a case, but they also need to be dehumidified regularly in a drying beaker.



Remove the drying capsule from the packet



Place the capsule in the bottom of the drying beaker



Make sure the hearing aids are switched off



Place the hearing aids in the drying beaker and close it tightly. Leave it overnight

Re-use the capsule until it goes pale, and then it will need to be replaced. Contact us when you need more capsules and we will post them to you.

Fixing simple problems

Follow the below steps to fix any simple problems with your hearing aids. If they're still not working, please contact us for more advice or to book an appointment. We'll ask for some patient details and the type of hearing aid being used, so please have this information ready.

Problem – No sound or weak sound from the hearing aid

Possible cause	Action
Low battery	Replace the battery or make sure it's charged
Battery not inserted correctly	Re-insert battery with the '+' sign upwards
Hearing aid switched off	Turn on the hearing aid by closing the battery door
Sticker still on the battery	Remove sticker and re-insert battery
Blocked earmould	Detach earmould and clean with the cleaning floss
Debris in earmold	Clean microphone and earmould
Earmould has cracks or tears	Book a repair appointment
Earmould is loose	Book a repair appointment
Unable to remove wax from the earmold tube	Retube earmould
Earmould tube is hard or discoloured	Retube earmould
Earmould tube pulls out of the earmould	Retube earmould
Earmould tube is twisted	Retube earmould

Water droplets in the earmold tube	Detach earmould and use the cleaning floss or the air puffer
Slim tube blocked or kinked	Clean or replace slim tube
Wax guard blocked (RIC only)	Replace wax guard
Lots of ear wax in ear canal	Have your ears checked for wax by a GP before contacting us
Hearing aid has changed	Book a hearing review appointment
Volume control (if available) set too low	Increase volume until comfortable level
Hearing aid is faulty	Book a repair appointment

Problem – Short battery life

Possible cause	Action
Bluetooth streaming	The use of Bluetooth will drain the battery faster
Battery out of date	Request new batteries
Hearing aid is ON all the time	Switch the hearing aid OFF when not in use

Problem – Inconsistent performance

Possible cause	Action
Low battery	Replace battery
Dirty battery contacts	Clean battery contacts with a dry cloth/tissue
Blocked earmould	Detach earmould and clean with cleaning floss

Problem – Rushing noise, distorted performance

Possible cause	Action
Hearing aid might be on the 'Telecoil/Loop' programme	Check programme and change if necessary
Defective hearing aid	Book a repair appointment

Problem – Feedback (whistling)

Possible cause	Action
Lots of ear wax in ear canal	Get your ears checked for wax by a GP before contacting us
Earmold or dome have cracks or tears	Book a repair appointment
Earmold or dome are loose or small	Book a repair appointment
Earmold or dome are not inserted into the ear correctly	Remove and re-insert it correctly
Tubing or slim tube is hard, discoloured or kinked	Retube earmould. Clean or replace slim tube
Volume set too high	Turn the volume down

Problem – Hearing aid buzzes but your child can't hear anything else

Possible cause	Action
Microphone is blocked with debris	Clean microphone with a dry cloth
Microphone is not working properly	Book a repair appointment

Lost hearing aids

Any NHS hearing aids are provided to you on long-term loan at no cost, and remain the property of the NHS. They must be returned to the hospital if they are no longer needed. We understand that sometimes you might lose the hearing aids, but please look after your devices as carefully as possible.

If you lose your hearing aids, contact us to let us know what has been lost. Let us know if it is the hearing aid (right, left or both), the earmould/dome or both. An appointment might be needed depending on the issue.

We try to replace hearing aids with the exact same model but, if we do not have it in stock, it might have to be ordered. If this happens, we'll lend you a hearing aid if one is available. When the new replacement hearing aid has arrived, we'll call you to arrange collection, or post it to you using recorded delivery.

Please remember to return the loaned hearing aids as soon as possible. You must return them to the children's audiology department reception at St Thomas' Hospital. You can bring them in in-person, or post them to us (address at the end of this booklet).

Extra support

Our audiology team is here to answer any questions you have. You would have been referred to your local hearing support service, and they might also be able to help you. We also have a 'buddy parent' system. If you would find it helpful to talk to families of children with hearing loss, please ask your audiologist for more information.

There are also organisations that offer support listed at the end of this booklet.

Community impressions clinic

We sometimes attend the community pre-school groups to take earmould impressions. These groups are run by the Hearing Support Services and take place within the London Boroughs of Bexley and Bromley.

To find out when the next session is, and to express interest in attending, please contact the services below. You're welcome to enquire about any of the locations no matter where you live. Sessions are allocated based on demand, and each sensory service will organise timed appointments for impressions on dates we will be attending.

Unfortunately, the audiology team at St Thomas' Hospital **cannot** book these appointments, so they have to direct you to the contact details below:

Bexley

Yvette Wilson, **phone:** 07807 079 877

Email: yvette.wilson@bexley.gov.uk

Caroline Huff, **phone:** 07971 808617

Email: caroline.huff@bexley.gov.uk

Bromley

Sensory Support Service

'Griffins' between Darrick Wood Infant and Junior schools,
Lovibonds Avenue, Orpington, BR6 8ER

Phone: 01689 889 851

Email: Sue.diiorio@bromley.gov.uk

Support and more information

Action on Hearing Loss

Phone 080 8808 0123 (freephone)

Textphone 080 8808 9000 (freephone)

Textphone (SMS) 078 0000 0360

Email informationline@hearingloss.org.uk

Website www.actiononhearingloss.org.uk

British Deaf Association (BDA)

Phone 020 7697 4140, **Textphone (SMS)** 077 9541 0724

Email bda@bda.org.uk **Website** www.bda.org.uk

Deafblind (UK)

Phone 017 3335 8100, **Textphone** 017 3335 8100

Email info@deafblind.org.uk **Website** www.deafblind.org.uk

Deafplus

Phone 020 7790 6147, **Website** www.deafplus.org

National Deaf Children's Society (NDCS)

Phone 020 7490 8656, **Email** ndcs@ndcs.org.uk

Website www.ndcs.org.uk

Helpline 080 8800 8880, **email** helpline@ndcs.org.uk

www.ndcsbuzz.org.uk, deaf young people's forum

Royal Association for Deaf People (RAD)

Phone 084 5688 2525

Textphone 084 5688 2527, **Textphone (SMS)** 078 5142 3866

Email info@royaldeaf.org.uk **Website** www.royaldeaf.org.uk

The Royal National Institute for Deaf People (RNID)

Phone 080 8808 0123 (freephone)

Textphone 080 8808 9000 (free-phone)

Textphone (SMS) 07800 000 360

Email informationline@hearingloss.org.uk

Website www.rnid.org.uk

SENSE

Phone 030 0330 9250, **Textphone** 030 0330 9252

Email info@sense.org.uk **Website** www.sense.org.uk

Signature - Excellence in Communication with Deaf People

Phone 019 1038 3011 55, **Textphone** 079 7412 1594

Website www.signature.org.uk

UK Council on Deafness

Phone 012 0627 4075, **Textphone** 012 0627 4076

Website www.deafcouncil.org.uk

Contact us

If you have any questions about your bone conduction hearing aid, please contact the Children and young people's Audiology centre, 2nd floor, South wing, staircase C, St Thomas' Hospital, Westminster Bridge Road, London SE1 7EH

Phone 020 3049 8592, Monday to Friday, 9am to 5pm

Email gst-tr.CYPACenquiries@nhs.net

For more information on conditions, procedures, treatments and services offered at our hospitals, please visit

website www.evelinalondon.nhs.uk/leaflets

Language and accessible support services

If you need an interpreter or information about your child's care in a different language or format, please contact the department where they have the appointment.



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