

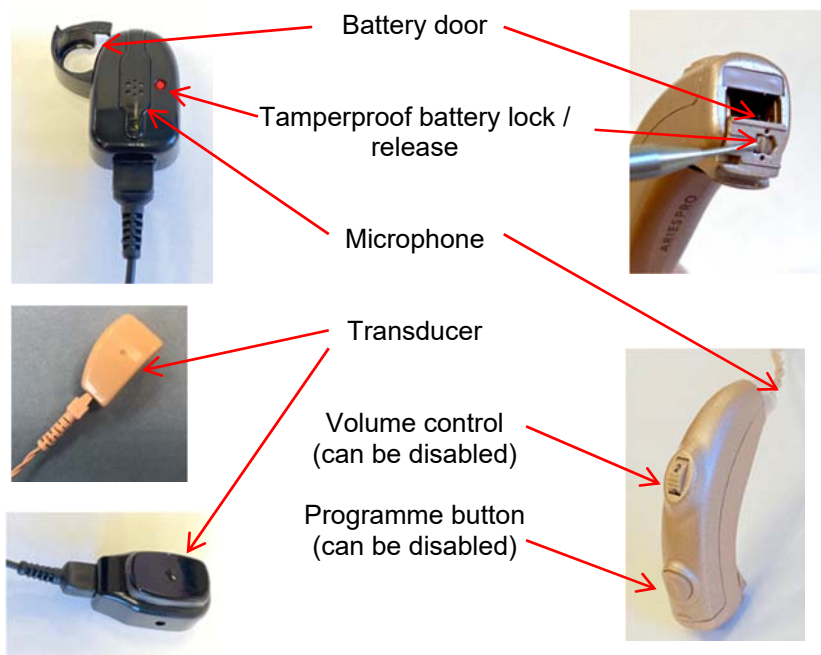
Bone conduction (BC) hearing aids

This leaflet gives more information about BC hearing aids. If you have any further questions or concerns, please speak to the audiologist looking after your child.

BC hearing aids are given to some children who have a conductive hearing loss which is affecting their ability to hear and communicate. Not all children with conductive hearing losses need a hearing aid, and some may wear a different type, depending on their needs. Your child's audiologist has recommended a BC hearing aid for your child.

Parts of the BC aid

All hearing aids have a microphone that picks up sound. The hearing aid then changes this sound into vibration and the transducer sends this sound to your child's inner ear through their skull. Below are the different parts of the BC hearing aids. We will show you how your child's hearing aid works.



A battery is needed for the hearing aid to work. The compartment can be made tamperproof for the safety of small children. It is important that the microphone is not covered by fabric or hair.

The hearing aid might be given on a hard head band or a soft stretchy adjustable soft band. Custom made soft adjustable headbands for BC aids can be purchased in a selection of colours and fabrics online. If you wish to buy a soft band, please talk to an audiologist.

Correct placement

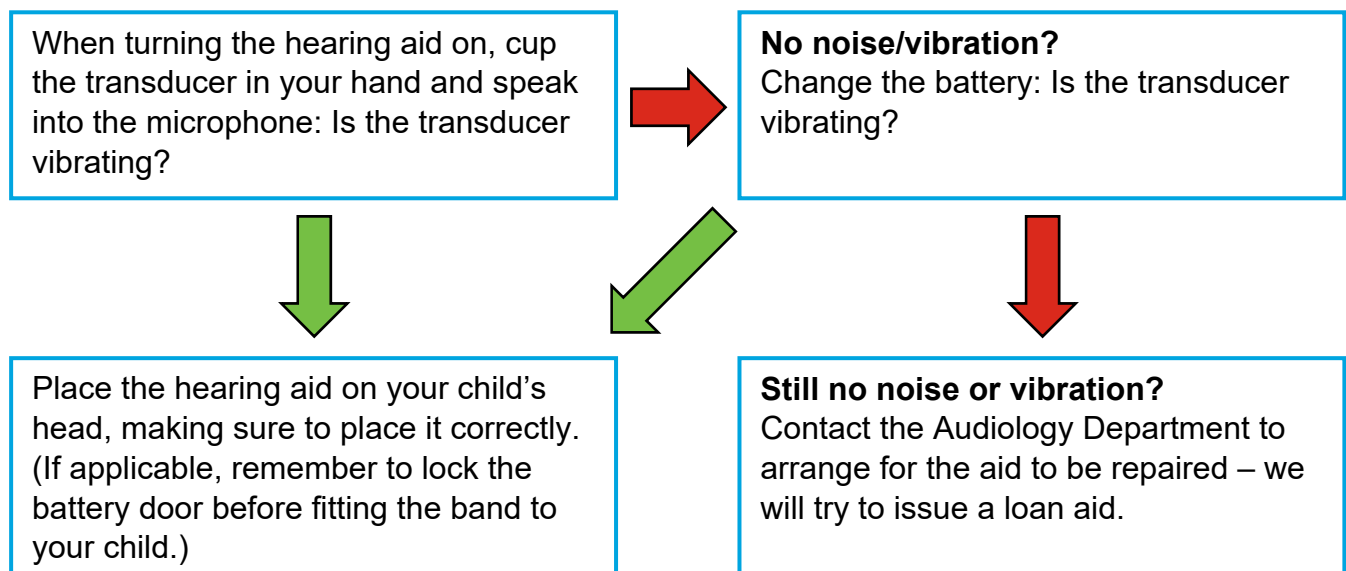
The transducer sits on the hard bone (mastoid) behind the ear. For the hearing aid to work correctly it needs to be flush against the skin behind the ear.



Eyes open, technology on

Wearing hearing technology creates the brain's foundation for listening and spoken language, which goes on to support literacy. To give your child the best chance of learning to listen and develop spoken language, your child should wear their hearing aids as much as possible, ideally for 10-12 hours each day.

Daily checks



Troubleshooting

I've changed the battery and the hearing aid is still not working or is damaged. What can I do?

Call us, **t:** 020 3049 8592, for advice or to book a hearing aid maintenance appointment so that we can check the device. If it cannot be fixed during the appointment, we will try and issue a loan hearing aid while it is being repaired.

Or

You can post the broken hearing aid to us at the address at the end of this leaflet, or drop it off at the Children's Audiology Reception desk at St Thomas' Hospital.

If you post the hearing aid to us or drop it off at reception, please include a note with it, with the following details:

- your child's name and date of birth
- a brief description of the problem
- a contact telephone number for yourself, in case we need to contact you.

If we cannot fix the hearing aid, we will send it to the manufacturer to be repaired.

While it is being repaired, we will try and offer a loan hearing aid. This might look or work a little differently to your child's permanent hearing aid. If this is the case, we may need to show you how it works at the clinic.

Once your child's hearing aid has been fixed, we will contact you to arrange getting it back to you, and the return of the loan hearing aid.

Please note that we do not have a walk-in repair service. You can leave the hearing aid with our reception staff, but an audiologist will not be able to see you unless you have booked an appointment.

Due to the value of the hearing aid, it will only be sent via recorded delivery, so someone will need to sign for the package.

Frequently asked questions

Does the hearing aid have an 'on and off' switch?

No. The hearing aid switches on when the battery door is shut. To turn the hearing aid off, open the battery door (and keep it out of reach of children). Remember to make sure the battery door is locked when your child is wearing their device.

Is the hearing aid waterproof?

No. The hearing aid needs to be removed before your child has a bath or shower, before they go swimming, and in heavy rain. It should also be removed if your child is playing in a sandpit or at the beach.

Is the hearing aid safe for small children?

All of the bone conduction hearing aids have a lockable battery door so that while your child is wearing it they cannot access the battery. It is important that the hearing aid is kept out of reach of small children when not in use, as the battery compartment must be left open to switch it off.

When should the hearing aid be used?

We would recommend use of the hearing aid all the time while the child is awake. While your child is still becoming used to the hearing aid, it can be helpful to distract your child with a toy or activity when putting it on.

What can I do if my child frequently removes the hearing aid?

Try to encourage your child to wear the hearing aid while they are distracted with a toy or activity. Your hearing support teacher can offer more tips and advice to help encourage use of the hearing aid. Please contact them if you would like further support.

How long should a battery last?

If the hearing aid is worn during all waking hours, a battery will usually last for 7-10 days. It may run out sooner if it is not switched off at night. For babies, young children and those who cannot tell an adult when the battery is flat, we recommend changing the battery once a week.

What to do if you lose the hearing aid

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 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 much as possible.

If you lose your hearing aid, call the Audiology Centre, **t:** 020 3049 8592 to make an appointment. Please tell us that your hearing aid has been lost.

At the appointment you will need to complete a lost hearing aid form detailing how the hearing was lost and what steps were taken to try and find it.

If we have a new hearing aid available it will be issued immediately, however a replacement may need to be ordered. If this happens, we will try to let you borrow another hearing aid while you wait. When the new one has arrived we will call you to arrange collection. This may be during a hearing aid maintenance appointment, collection from Children's Audiology reception at St Thomas' Hospital, or posted to you via recorded delivery.

Please remember to give back the borrowed hearing aid as soon as possible. You can return it to Children's Audiology reception at St Thomas' Hospital, or post it to the address at the end of this leaflet.

Batteries

These can be collected at any appointments with us, or you can call or email us to request we post some to you. Please dispose of dead batteries safely at your local battery recycling facility, or bring them to your next appointment and we will do this for you.

Batteries are also available from:

St Thomas' Hospital Audiology, Monday to Friday, 8.30am-5.30pm, **t:** 020 3049 8560

Kaleidoscope Centre Reception, Monday to Friday, 9am-5pm, **t:** 020 7138 1100

Sunshine House Reception, Monday to Friday, 9am-5pm, **t:** 020 3049 8100

Useful sources of information

National Deaf Children's Society (NDCS)

t: 020 7490 8656, **e:** ndcs@ndcs.org.uk, **w:** www.ndcs.org.uk, **Helpline** (information and support for deaf children and families), **t:** 0808 800 8880, **e:** helpline@ndcs.org.uk

Contact us

If you have any questions or concerns, please contact the Children & Young People's Audiology Centre, St Thomas' Hospital, South Wing, Staircase C, 2nd Floor, Westminster Bridge Road, London SE1 7EH.

Enquiries, t: 020 3049 8560, Monday to Friday, 9am-5pm,
e: gst-tr.CYPACenquiries@nhs.net

Appointments, t: 020 3049 8592

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** www.evelinalondon.nhs.uk/leaflets

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline.

t: 020 7188 3003, Monday to Friday, 10am-5pm **e:** letstalkmedicines@gstt.nhs.uk

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
t: 020 7188 3514 (complaints) **e:** 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

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 **w:** 111.nhs.uk

NHS website

This website gives information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

w: www.nhs.uk

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A list of sources is available on request