

# Information for patients and carers

**Engage with thin tube  
Hearing aid instructions**

A decorative graphic at the bottom of the page consisting of three overlapping, wavy bands of blue color, transitioning from a lighter blue at the top to a darker blue at the bottom.

## How do I switch my hearing aid on/off?

Turn on your hearing aid by closing the battery door completely with the battery in place. When the battery door is closed the hearing aid will start up by playing a jingle.

This indicates that the battery is working and the hearing aid is operating. Turn off your hearing aid by opening the battery door slightly until a “click” is felt.

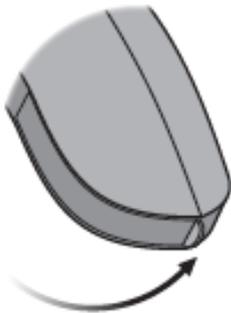
To preserve the battery, make sure your hearing aid is switched off when you are not wearing it.

When hearing aid is switched off it will go back to default program and volume

### Important Notice:

Open the battery compartment fully to allow air to circulate whenever you are not using your hearing aid, especially at night!

**Turn ON**  
Close the  
battery  
drawer with  
the battery  
in place.



**Turn OFF**  
Open the  
battery  
drawer.



## When should I change batteries?

Your hearing aid battery size is P13. Each battery should last 10 to 14 days. A worn-out battery should be removed immediately.

When the battery power is low, you will hear 2 beeps, this pre-warning starts when the battery has only a few hours of operation left. The pre-warning will be repeated in moderate intervals to indicate it is time to change the battery.

If the battery runs out the hearing aid turns off. When that happens, 4 beeps are played to indicate that the hearing aid is no longer operating.

Batteries are available free of charge by contacting the department.

### Remove



Fully open the battery drawer. Remove the battery.

### Insert



Insert the new battery into the battery drawer with the + side facing upwards.

### Close



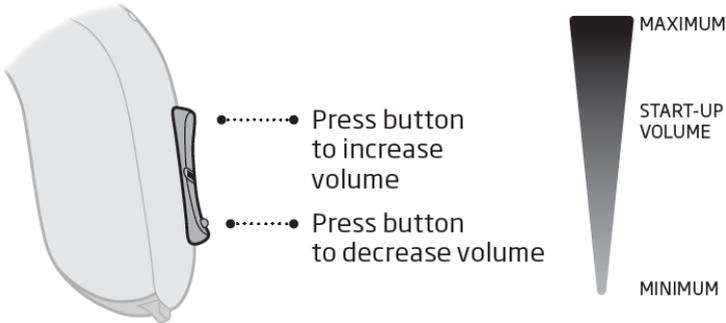
Close the battery drawer. The hearing aid will play a jingle through the earpiece.

Hold the earpiece close to your ear to hear the jingle.

## Volume Control

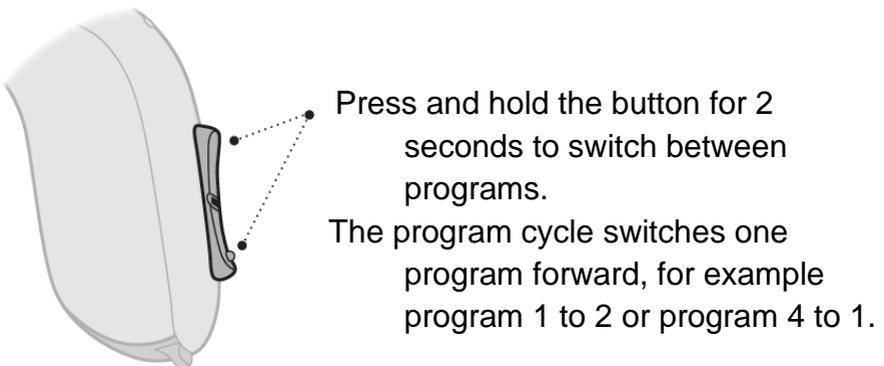
This function can be enabled or disabled by your audiologist.

The push button allows you to adjust the volume. You will hear a click when you increase or decrease the volume.



## Programme Switch

Your hearing aid can have up to four different programs. These are programmed by your Audiologist. You will hear one to four tones when you change program depending on the program.

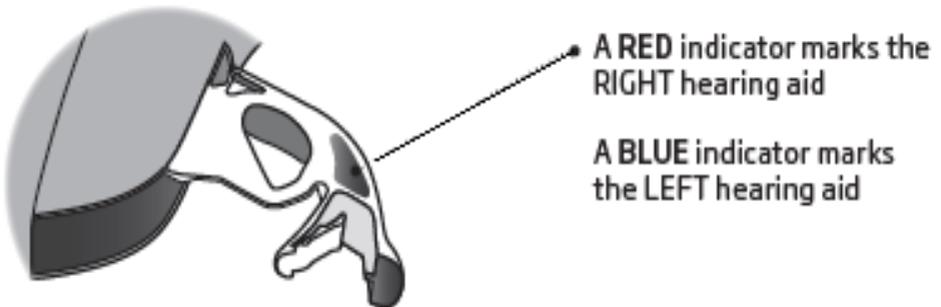


## Programmes:

1. ....
2. ....
3. ....
4. ....

## Left/Right ear marking

Hearing aids are fitted to the uniqueness of each ear, which means if you have two hearing aids then your left hearing aid is programmed differently from your right. In order to easily identify whether it is the left or right hearing aid, colour markings may be applied inside the battery door.



# Putting on your hearing aid

Putting on your hearing aid with a thin tube correctly every time, takes practice:

1. Place the hearing aid behind your ear.
2. Hold the bend of the tube between your thumb and index finger. The dome should point towards the ear canal opening. Gently push the dome into your ear canal until the sound tube sits close against the side of your head.
3. Position the ear grip in concha using your index finger. Look in a mirror. If the sound tube is sticking out from your ear, the dome has not been placed correctly in the ear canal. If the ear grip is visibly sticking out from your ear it has not been positioned correctly. To remove the hearing aid, pull the bend of the tube.

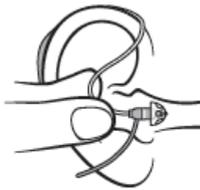
## Step 1



Place the hearing aid behind your ear.

The speaker should always be used with an earpiece attached. Use only parts designed for your hearing aid.

## Step 2



Hold the bend of the speaker wire between your thumb and index finger. The ear-piece should point towards opening of the ear canal.

## Step 3



Gently push the earpiece into your ear canal until the speaker wire sits close to your head.

If the speaker has an ear grip, place it in the ear so it follows the contour of the ear.

## Caring for your hearing aid

Your ear canal produces ear wax which may clog up the sound outlet of your hearing aid. To prevent wax accumulation causing a change in performance, the guidelines in this section should be followed.

To remove wax from the thin tube:

1. Pull tube out of the hearing aid.
2. Insert the cleaning tool in the tube all the way through.
3. Remove the tool and push the tube into the hearing aid.
4. Only use parts designed for your hearing aids.

The cleaning tools should only be used for cleaning the tubing when it is detached from the hearing aid and not on the ear.

The dome must be properly attached to the sound tube before inserting it in your ear.

If the dome is not correctly attached and falls off in the ear, contact us or seek medical consultation. The dome is made of a soft, medically approved rubber material. If the dome comes off in the ear, it will not cause any harm but must be removed as soon as possible. Do not push the tube into the ear again before the dome is removed from the ear.

The tube should never be used without a dome attached.

Proper preventive care and maintenance will go a long way toward ensuring reliability and safe performance. Clean your sound tube on a regular basis.

Do not share your hearing aids or any of the parts with other people.

Ensure your hands are clean when handling the hearing aid and its parts.

You should replace the tubing every 4-6 months.

## Avoiding heat, humidity and chemicals

Your hearing aid must never be exposed to extreme heat e.g. left inside a parked car in the sun. They must never be exposed to a lot of moisture e.g. steam baths, showers or heavy rain. Nor must they be dried in microwave ovens or other ovens.

Wipe the batteries carefully if moisture is present as it may affect their performance.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage your hearing aid. You should always remove your hearing aid before applying such products and allow time for the product to dry before refitting your hearing aid. If you use lotion, be sure to wipe your hands dry before putting on your hearing aid.

## Seven easy steps to better hearing

It takes time to adjust to a new hearing aid. How long this adjustment takes differs from person to person. It will depend on a number of factors, such as whether you have had a hearing aid before and the degree of your hearing loss.

### 1. In the quiet of your home

Try to accustom yourself to all the new sounds. Listen to the many background sounds and try to identify each sound. Bear in mind that some sounds will seem different from what you are used to. You may have to learn to identify them again. Note that in time you will get accustomed to the sounds in your environment.

If using the hearing aid makes you tired, take them off for a little while

and have a rest. Gradually, you will begin to be able to listen for longer periods of time. Soon, you will be able to wear your hearing aids comfortably all day long.

## **2. Conversation with another person**

Sit with someone else in a quiet room. Face each other so you can read facial expressions easily. You may experience new speech sounds, which can seem a little disturbing in the beginning. However, after the brain has adapted to the new speech sounds, you should hear speech clearer.

## **3. Listen to radio or TV**

When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other programs. If you find it difficult to listen to TV or radio, you may want to contact Action on Hearing Loss for more information on loop systems. Action on Hearing Loss (formally RNID Solutions):

Website: [www.actiononhearingloss.org.uk/shop](http://www.actiononhearingloss.org.uk/shop)

Telephone: 01733 361199

## **4. In group conversations**

Group situations are usually accompanied by a greater degree of background noise, and are, therefore, naturally more difficult to cope with. In such situations, therefore, focus your attention on the person you want to hear. If you miss a word, ask the speaker to repeat.

## 5. Telecoil use in church, theatre or cinema

An increasing number of churches, theatres and public buildings often have loop systems installed. These systems send out wireless sound to be received by the telecoil in your hearing aid. Typically, a sign will let you know whether the place has a telecoil.

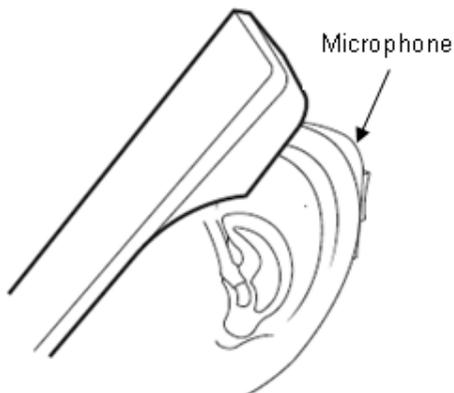


## 6. Using the telephone

When using the telephone, tilt the receiver edge lightly on your cheek-bone and position the phone slightly over the ear close to the hearing aids microphone. The sound then flows directly into the hearing aids microphone opening.

This way, the hearing aids will not whistle, and you

ensure the best conditions to understand the conversation. When you have the receiver in this position, remember to speak directly into the mouthpiece on the telephone in order to ensure good understanding on the other “end of the line”.



## Common Problems and their Solutions

Symptom	Possible cause	Solution
No Sound	Worn-out battery	Change Battery
	Blocked tube (wax/condensation)	Clean tube
Intermittent or reduced sound	Blocked tube (wax/condensation)	Clean tube
	Worn-out battery	Change Battery
	Build-up of wax in ear canal	Have ear checked by GP
Whistling/ Squealing noise whilst in ear	Ear piece not inserted correctly	Reinsert hearing aid
	Build-up of wax in ear canal	Have ear checked by GP
	Tubing split	Make appointment for replacement tubing

If none of the above solutions solves the problem, contact the department for assistance.

## What should I do if I lose my hearing aid?

Take care of your hearing aid/s, if they are lost or damaged you may be charged. If this does happen, you will need to arrange a repair appointment to start the process of having it replaced.

## Suppliers of equipment

### **Connevans**

Web: [www.connevans.co.uk](http://www.connevans.co.uk)

Email: [info@connevans.com](mailto:info@connevans.com)

Telephone: 01737 247571

### **Sarabec**

15 High Force Rd, Middlesbrough, TS2 1RH

Web: [www.sarabec.com](http://www.sarabec.com)

Telephone: 01642 247789

Fax: 01642 230827

Mincom/textphone: 01642 251310

E-mail: [mail@sarabec.co.uk](mailto:mail@sarabec.co.uk)

### **Hearing Products Ltd (HPI)**

Echo House, 26/27 Haigh Park, Stockport, SK4 1QR

Web: [www.hear4you.com](http://www.hear4you.com)

Telephone: 0161 480 8003

Fax: 0161 480 8006

E-mail: [info@hear4you.com](mailto:info@hear4you.com)

### **Medequip Assistive Technology Limited**

Unit G4

Leyland Business Park

Leyland, Preston

PR25 3GR

Web: [www.medequip-uk.com](http://www.medequip-uk.com)

Telephone: 01772 286573

E-mail: [leyland@medequip-uk.com](mailto:leyland@medequip-uk.com)

## Useful Contacts

### **Social Services – LCC Adult Social Care:**

Hearing Impairment Team, assessment for assistive listening devices

Telephone: 0300 123 6720

Mobile SMS: 07860 031294

Minicom/textphone: 01254 220666

Fax: 01772 533661

Email: [csc.acscustomerservices@lancashire.gov.uk](mailto:csc.acscustomerservices@lancashire.gov.uk)

### **Access to Work:**

Self-referral for an assessment at WORK to support with hearing and communication:

Web: [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

Telephone: 0800 121 7479

Textphone: 0800 121 7579

### **RNID**

For information on hearing loss and tinnitus

Web: [www.rnid.org.uk](http://www.rnid.org.uk)

Telephone: 0808 8080123

Text: 07360 268 988

Email: [contact@rnid.org.uk](mailto:contact@rnid.org.uk)

## **Hearing Link** (previously Hearing Concern)

The Grange, Wycombe Road, Saunderton, Princes Risborough,  
Buckinghamshire, HP27 9NS

Telephone /SMS: 07526 123255

Email: [Enquiries@hearinglink.org](mailto:Enquiries@hearinglink.org)

## **C2 Hear Online**

Interactive multimedia videos on hearing aid use

Web: <http://www.c2hearonline.com/>

## **Relay UK** (formally **Next Generation Text Service**)

Helping anyone with a hearing/speech impairment with communication  
over the phone

Relay UK Team

Internal Box 14

Telephone House

170-175 Moor Lane

Preston

Lancashire

PR1 1BA

Telephone: 0800 7311 888

Textphone/Relay UK app: 0800 500 888

Email: [relay.uk.helpdesk@bt.com](mailto:relay.uk.helpdesk@bt.com)

## **Emergency Texting Services**

66247 (used in Lancashire only) – [www.lancashire.police.uk](http://www.lancashire.police.uk) or  
[www.lancsfireescue.org.uk](http://www.lancsfireescue.org.uk)

999 used in UK (mobile must be registered) –  
[www.emergencysms.org.uk](http://www.emergencysms.org.uk)

# Warnings

You should familiarise yourself fully with the following general warnings and the entire contents of this booklet before using your hearing instrument.

## Batteries

Hearing instruments and batteries can be dangerous if swallowed or used improperly. Such actions can result in severe injury, permanent hearing loss, or can even be fatal.

- Hearing instruments, their parts, and batteries are not toys and should be kept out of reach of anyone who might swallow these items or otherwise cause injury to themselves
- Never change the battery of the hearing instruments in front of infants, small children or people with learning difficulties
- Discard batteries carefully in a place where infants, small children or people with learning difficulties cannot reach them
- Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills
- Never put your hearing instrument or batteries in your mouth for any reason, as they are slippery and could be swallowed by accident
- Most hearing instruments can be supplied with a tamper-resistant battery compartment upon request. This is strongly recommended for infants, small children, and people with learning difficulties.
- Always use batteries recommended by your Hearing Care Professional. Batteries of low quality may leak and cause bodily harm
- Never attempt to recharge your batteries. They may explode and cause serious injury

- Never dispose of batteries by burning them. There is a risk that they will explode and cause serious injury.

**If a battery or hearing instrument is swallowed, see a doctor immediately.**

## **Usage of hearing instruments**

- Hearing instruments should be used only as directed and adjusted by your Hearing Care Professional. Misuse can result in sudden and permanent hearing loss
- Never allow others to wear your hearing instrument as incorrect/wrongful usage could cause permanent damage to their hearing

## **Dysfunction in hearing instruments**

- Hearing instruments may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or earwax. You should be aware of this possibility, in particular when you are in traffic or otherwise dependent on warning sounds

## **Interference**

- Your hearing instrument has been thoroughly tested for interference, according to the most stringent international standards. But new technical developments constantly bring new products into society, and some may emit electromagnetic radiation, leading to unforeseen interference in hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile telephones, fax machines, personal

computer devices, X-rays, Computer tomography etc.

- Your hearing instruments are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, your hearing instrument may cause interference with other medical devices. Such interference can also be caused by radio signals, power line disturbances, airport metal detectors, electromagnetic fields from other medical devices and electrostatic discharges

## Contact details

Should you require further advice or information please contact:

Audiology Department (Hearing and Balance Service)  
Royal Preston Hospital  
Sharoe Green Lane  
Fulwood  
Preston  
PR2 9HT

Telephone: **01772 522751**

Email: [hearing.balance@lthtr.nhs.uk](mailto:hearing.balance@lthtr.nhs.uk)

## Sources of further information

[www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

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

[www.patient.co.uk](http://www.patient.co.uk)

[www.accessable.co.uk](http://www.accessable.co.uk)

<https://c2hearonline.com/>

**Follow us on social media @lancshospitals**

**Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.**

All our patient information leaflets are available on our website for patients to access and download:

[www.lancsteachinghospitals.nhs.uk/patient-information-leaflets](http://www.lancsteachinghospitals.nhs.uk/patient-information-leaflets)



Oticon Companion  
app



Phone Compatibility  
Webpage



Patient Marketing  
Pack

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

**Please ask a member of staff if you would like help in understanding this information.  
This information can be made available in large print, audio, Braille and in other languages.**

**Department:** Audiology  
**Division:** Hearing & Balance Service  
**Production date:** November 2023  
**Review date:** November 2026  
**JR 1062 v1**