



Information for  
patients and  
carers

## AUDIOLOGY CLINIC

Hearing aid user guide

# General Information

## Welcome to Paediatric Audiology

We have devised this booklet to give you some information about your child's hearing aid(s). It is intended to complement the information that you would have been given at the fitting appointment.

This booklet includes our contact details, hearing aid information, trouble shooting, replacement batteries, cleaning, re-tubing; and to signpost you to other appropriate services relevant to hearing aids and childhood hearing loss. If you need help or advice on any of the information in this booklet, please contact the team using the contact details below.

The Paediatric Audiology department which is based within Fulwood Clinic in Preston operates an appointment only system. This means if you have any concerns regarding your child's hearing loss or hearing aid, please contact the department and you will be given an appropriate appointment. However, in an emergency, and whenever possible, we will try to accommodate drop-in enquiries for issues such as:

- Concerns about hearing loss
- Wax management
- Hearing aid repairs
- Needing more supplies

Please try to ring the department first to ensure that a member of the team is available.

You may be seen for regular follow up appointments every 3, 6 or 12 months depending on the hearing loss and/or need. However, if you have any concerns, you can contact us to bring this forward.

## Contact details

Should you require further advice or information please contact:

**Paediatric Audiology  
Fulwood Clinic  
4 Lytham Road  
Fulwood  
Preston  
PR2 8JB**

Telephone: **01772 401310 / 01772 401312**

Email: [paediatric.audiology@lthtr.nhs.uk](mailto:paediatric.audiology@lthtr.nhs.uk)

For other clinics listed below, please still contact the Fulwood clinic for enquiries.

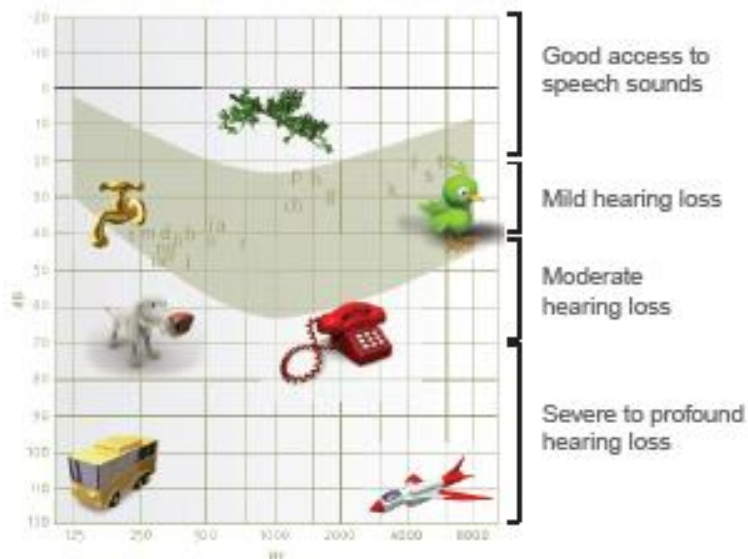
- Whitegate Drive Clinic, Blackpool
- St Annes Clinic, St Annes
- Broadoaks Child Development Centre, Leyland
- Carnforth Clinic, Carnforth

## Fulwood Audiology Clinic

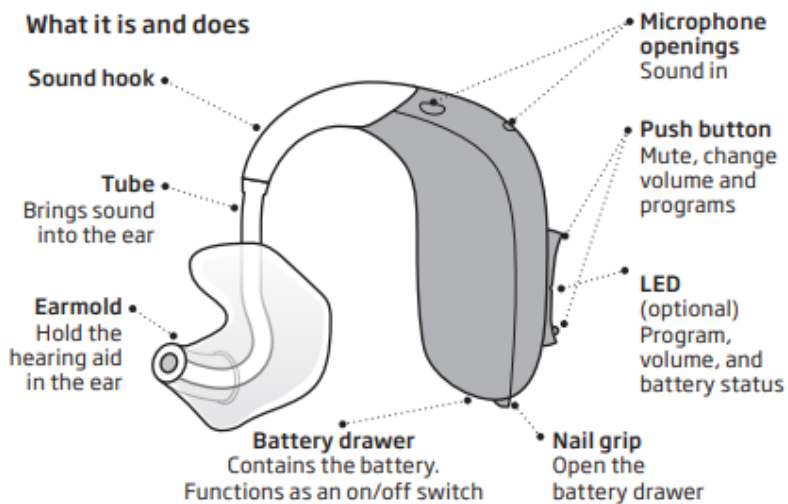
You will be seen by one of our Paediatric Audiologists for your child's hearing aid fitting. Our Paediatric Audiologists are specially trained to monitor your children's hearing and manage their hearing aids to give them the most clarity and speech benefit.

They will show you and your child (if old enough) how to manage the hearing aid(s) and give you any instructions that you may need. They will take impressions for new earmould(s) and assist you with any enquiries.

# Your Child's Hearing



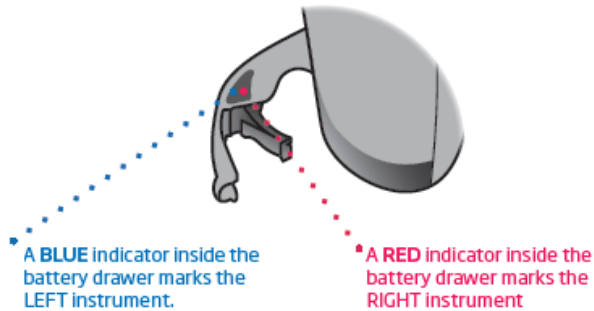
## Diagram of hearing aid



(Thank you to Oticon for allowing us to use the pictures in this booklet).

Some hearing aids have coloured markers to tell you which ear they are for;

It is important to distinguish between the left and the right instrument as they might be programmed differently.



## Turning the aid on and off

The battery drawer is also used to switch the hearing aid on and off. To save battery life, make sure your hearing aid is switched off when not in use.

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



**Turn OFF**  
Open the battery drawer.



(Optional LED - Two long green blinks indicate that the hearing aid is turned on).

## When to replace the battery

When it is time to replace the battery, the aid will make three beeps repeated in moderate intervals until the battery runs out.

- Three beeps\* ♪♪♪ = The battery is running low
- Four descending tones ♪♪♪♪ = The battery has run out

### Battery tip

To make sure the hearing aid is always working, bring spare batteries with you, or replace the battery before you leave home.

(Optional LED - Red blinks, continuously repeated, to indicate battery low).

### How to replace the battery (size 13)

#### 1. Remove



Fully open the battery drawer. Remove the battery.

#### 2. Uncover



Remove the sticky label from the + side of the new battery.

Tip:  
Wait 2 minutes so that the battery can draw air, to ensure optimal functioning.

#### 3. Insert



Insert the new battery into the battery drawer. Insert it from above, NOT from the side.

Make sure the + side is facing up.

#### 4. 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.

**Batteries can be obtained from Fulwood Clinic anytime Monday-Friday from 9.00 am- 4.30 pm from reception.**

**NOTE: Please keep spare / old batteries out of reach of children and animals. If they are swallowed, please attend A&E as soon as possible and take the packaging with you.**

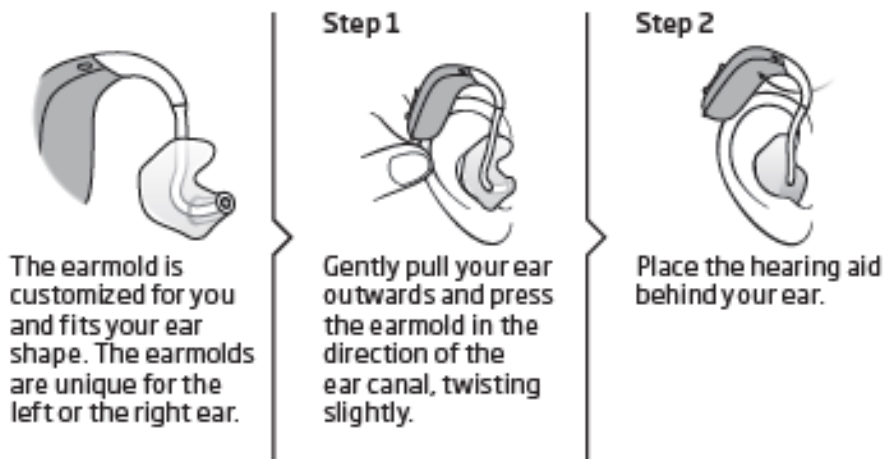
**If your child is under 5 or if you have young children in the home, a lockable battery door may be fitted to prevent accidents. Please speak to an Audiologist if you have any concerns.**

Batteries should be changed regularly – your Audiologist will advise how often.

Please dispose of batteries safely using your local recycling services.

## Fitting the hearing aid

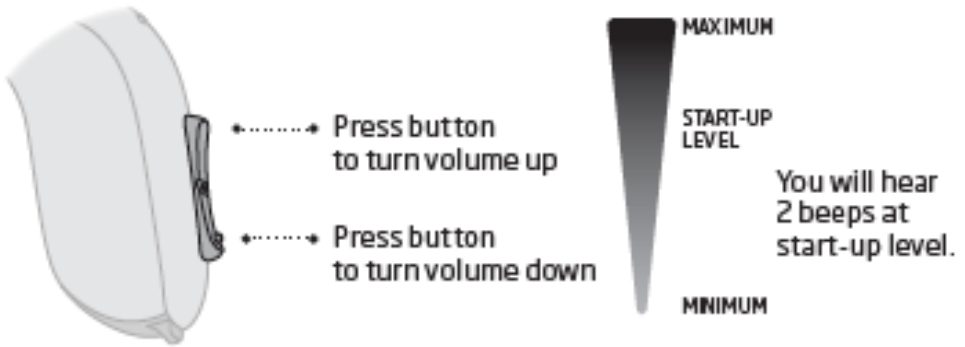
It can take time to become confident with fitting the hearing aid to your child, you will be shown how to do this in the fitting appointment, be patient and practice the following steps:



If you notice or your child comments on discomfort with the mould, please contact us at Fulwood Clinic to discuss this with a member of the audiology team.

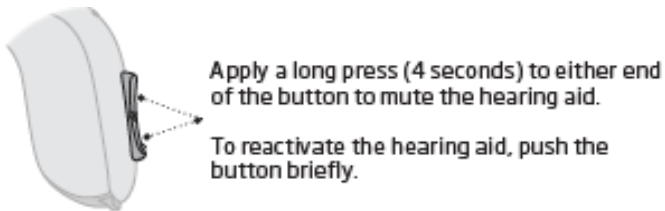
## Changing the volume

The push button may be activated to allow you to adjust the volume. If this is the case your child will hear a click when you turn the volume up or down. **This can alternatively be done on your mobile or tablet via use of the app if available.**



## Mute the aid

Use the mute function if you need to silence the hearing aid. The mute function only mutes the microphone(s) on the hearing aid.

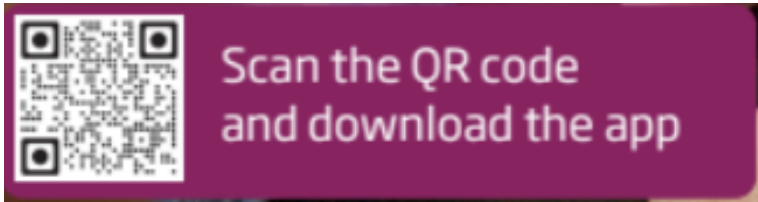


### IMPORTANT NOTICE

Do not use the mute function as an off switch, as the hearing aid still draws current from the battery in this mode.



# Using a hearing aid with a mobile phone or tablet



Your hearing aid is Made for iPhone® and allows for direct communication and control with iPhone, iPad® or iPod touch®. It will allow your child to stream music, videos or phone calls from a paired device.

It will also pair with Android devices, but some functionality may be limited, for full access you may need to purchase an additional device.

For assistance in using these products with your hearing aid, please contact your hearing care professional or visit: [www.oticon.com/support](http://www.oticon.com/support)

## Flight Mode

When flight mode is activated, Bluetooth® is turned off. The hearing aid will still be working. Pressing the push button on one hearing aid will activate flight mode on both hearing aids.



**To activate and deactivate** Press the push button for at least 7 seconds. An audible jingle confirms your action.

Opening and closing the battery drawer will also deactivate flight mode.

# Hearing aid trouble shooting

## Switches and programmes

Refer to your hearing aid instruction booklet for more information or alternatively there are short videos on YouTube and on the Hearing aid manufacturer's website regarding switching your hearing aid on/off, changing programs and changing the volume.

## If your hearing aid is not working properly

- Replace the battery
  - You may have a battery tester in the fitting pack to check a battery is working
  - Replace the battery if in doubt
- Check the ear mould tubing for blockages or water
  - Check the tubing is not blocked. If so, soak the earmould and tube in soapy water and blow out the tubing using the puffer supplied in the fitting pack
  - **Make sure the tubing is completely dry before putting it back together**
- Listen to the aid with a stetoclip for distortion
  - Follow instructions provided in care kit
  - Listen to the hearing aid and see if it works (check for clarity or distortion)
- Use the drying pot if there is any moisture risk
  - Put the hearing aid in the drying container over night or for a full day. If it still does not work, it may have to be sent for repair
- Check the casing for any damage

If the problem cannot be resolved, bring in or send the aid into Fulwood clinic for repair. Please telephone ahead for advice.

## Whistling

Speak to your Audiologist about this. There can be several reasons why your aid may whistle (feedback). These can include:

- Poorly fitting ear mould
- Ear mould not inserted correctly
- Excessive wax
- Split tubing or ear mould
- Incorrect tubing length
- Damaged or faulty hearing aid

## General care & maintenance of Hearing Aids

- Hearing aids in general are water-resistant, but not waterproof
- Check the earpiece for any cracks or fitting defects. If found, contact Fulwood clinic to arrange a replacement
- Do not leave hearing aids in damp environments like bathroom and or shower
- Always store hearing aids in hard cases (with the battery door open) in order to help with loss and damage
- Do not leave hearing aids inside hot places (on a radiator, by an oven, microwave, hot car, etc.)
- Use the dry aid pot any time where you think the hearing aid could have become wet
- Remove hearing aids before putting on liquids and lotions near ears (for example, hair gel, hairspray, ear drops, sunscreen, insect repellent, etc.)
- **In order to prevent damage, keep hearing aids out of reach of pets and young children when not in use**

Contact your audiologist for repair services if you have any concerns.

## Lost or damaged hearing aids and ear moulds

In the event of a lost or damaged ear mould, please contact your nearest clinic to arrange a re-impression for a new one. You may be asked to complete a lost aid form / questionnaire to find out more information as to how the aid went missing. This would be to help us support you and your child and prevent further losses.

Once the new ear mould is ready, and the forms completed a replacement aid will be posted home with the ear mould and any additional lost aid paperwork which we may ask you read, sign and return to us.

Hearing aids are very expensive. Please look everywhere before reporting the aid as lost. We can provide a spare box to keep your hearing aid in which we recommend is labelled with a name and telephone number so you can be contacted, and the device returned to you if found. We can also provide retention devices such as kiddie clips, huggies and tape to help keep your hearing aids safe and secure.

## Cleaning

Oticon's hearing aids are IP68-certified to ensure dust and water resistance but are not waterproof. They can withstand humidity and varying temperatures.

### **Hearing Aid**

You should avoid getting the aids wet if possible. To clean the aid, use a dry tissue to wipe any dirt away.

### **Ear mould**

The ear mould can be cleaned using a damp cloth or wet wipe daily. Once a week separate the ear mould from the aid then wash the ear mould more thoroughly. Rinse water through the ear mould and tubing and then use a towel and your puffer to dry.

### Step 1



Make sure you are able to identify which earmold is for which hearing aid before disconnecting them from the hearing aid.

### Step 2



Disconnect the tube and earmold from the hook. Hold the hook firmly when pulling it off the tube. Otherwise the hearing aid may be damaged.

### Step 3



Wash the earmold and tube using mild soap. Rinse and dry completely before reconnecting to the hearing aid.

## EARMOULD TROUBLESHOOTING

Ear moulds need replacing regularly. Please ask your audiologist how often they would recommend as this is age dependent.

### Blockages

If your ear mould or tubing becomes blocked with wax, separate it from the hearing aid and run water through the tubing. If this fails to remove the wax, use an old toothbrush or pipe cleaner to pick the wax out of the end of the tubing. Dry the tubing thoroughly using your puffer afterwards. If water has collected, again use your puffer to blow it out.

## Replacing tubing



1 Pull the old tube from the mould and keep this for later.



2 Cut the last 5cm of tube at a slant.



3 You should be left with a tapered end.



4 The tapered end needs to be pushed into the mould.



5 Thread the tube through the mould.



6 All the tapered section should come through.



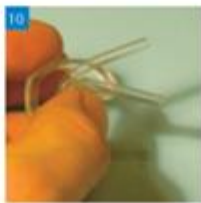
7 Pull half of the bend through the mould.



8 Trim the tube close to the mould. Any edges may rub the ear.



9 Use the old piece of tube to measure against the new.



10 Trim to the same length.

Ear mould tubing needs replacing every few months or sooner if it becomes hard or discoloured. If you would like an Audiologist to change your tubing (or show you how to) please ask when you next attend clinic. You can watch retubing videos on YouTube. If the tubing has come out, simply push it back through the ear mould ensuring it reaches the very end of the mould.

### **Cutting the tubing length to size**

When you receive new ear moulds through the post, you will notice the tubing will be too long. Take the tubing out of the old ear mould and lean it against the new ear mould. Cut to the same length.

## **Newborn babies**

Please be aware of the following considerations for your baby:

1. Due to rapid growth, ear moulds need replacing every 2 weeks initially. Ear mould impression appointments will be booked in advance and may take up to  $\frac{3}{4}$  hour
2. The time between taking ear mould impressions will lengthen as growth slows down. Parents/Guardians and Audiologists will review this regularly
3. Ear moulds that are too small may cause whistling. Application of Otoferm cream may help until new ear moulds are obtained. Please ask for a supply
4. Excessive wax in ears may also cause whistling. Management options can be discussed with a Consultant Audiological Vestibular Physician, Audiologist or Audiology Specialist Health Visitor
5. Hearing aid fine-tuning will take place every 3-6 months until 2-3 years of age using a measurement of ear canal size (RECD) and/or hearing test results
6. Hearing aid review appointments consist of discussion of baby's reaction to sounds, speech and language development, reporting

results of aetiological investigations and reprogramming hearing aids if necessary. Hearing tests will be performed both with and without hearing aids. Impressions will be taken if required. These appointments can take up to 1 ½ hours; please bring baby's food and changing bag

7. If you have any concerns between appointments please speak to your Audiologist, Audiology Specialist Health Visitor or Teacher of the Deaf /Advisory Teacher for Hearing Impaired Children

## Sources of further information

Below is a list of sources of both support and information and details of the local groups in the surrounding area. Each group encourages the sharing of ideas and information between parents and gives opportunities for children to meet other children with hearing impairment, helping form friendships and confidence.

### **Teachers of the Deaf/Advisory Teacher for Hearing Impaired Children**

A teacher of the Deaf from the non-traded SEND teams (for children without an EHCP) may visit your child at home, nursery or school when they get hearing aids. They can provide advice and support for you and your child, and the education providers involved in their care. For children with an EHCP, please contact your child's school SENCO for further information about this support.

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

[www.ndcs.org.uk](http://www.ndcs.org.uk)

#### **The Buzz:**

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

Email [youngmember@ndcs.org.uk](mailto:youngmember@ndcs.org.uk)



## Local Deaf Children's Society (DSC) groups

### **BLACKPOOL, FYLDE AND WYRE DCS: Sign Hi Say Hi!**

[www.signhisayhi.org.uk](http://www.signhisayhi.org.uk)

[signhisayhi@ndcsgroup.org.uk](mailto:signhisayhi@ndcsgroup.org.uk)

07437 335655 (Registered charity number 1037445).

### **CENTRAL LANCASHIRE DEAF CHILDRENS SOCIETY**

Email: [central.lancs.dcs@outlook.com](mailto:central.lancs.dcs@outlook.com)

Facebook: <https://www.facebook.com/groups/405627293299271/>

### **LANCASTER AND MORECAMBE DEAF CHILDREN'S SOCIETY (LaMDCS)**

Registered charity No 1147415

Email: [lancasterandmorecambe.dcs@gmail.com](mailto:lancasterandmorecambe.dcs@gmail.com)

### **Additional groups for pre-school aged children**

The Lancashire Early Years Sensory Support service run the Rainbows play group.

[enquiries@rainbowcentre.org](mailto:enquiries@rainbowcentre.org) or call 01329 289 50

## Other Resources

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

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

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

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

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

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

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

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)

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If you want to stop smoking, you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

**Gujarati:**

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપાકરીને પૂછો. આ માહિતી મોટા છપાણામાં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

**Romanian:**

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi.”

**Polish:**

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

**Punjabi:**

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲੋਂ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

**Urdu:**

دوسری زبانوں اور بڑی اگر آپ کو ہی معلومات سمجھنے کے لیے مدد کی ضرورت ہے تو  
پوچھنا جس کی یہ ایسی دست بو ہو سکت ہے براے مہر بیان ہو گی چھ ہی۔ معلومات

**Arabic:**

مطبوعه با حرف كبيره و بلغات اذا كنت تريد مساعده في فهم هذه المعلومات يرجى ان تطلب  
اخرى يمكن تو فسير هذه المعلومات

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**Division:** Women and Children

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