

Helpful information about hearing aids



Guide for patients and carers

Paediatric Audiology Service



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Welcome

Our Paediatric Audiology Service provides a high quality, efficient and friendly service for all children with suspected hearing loss and balance disorders. We work to enable all children to achieve their full potential by offering appropriate and effective management.

Audiology provides hearing rehabilitation, along with the fitting and maintenance of hearing aids where appropriate.

Your child will have appointments in the Paediatric Audiology Department in the Queen Mary's block at St Helier Hospital or at Robin Hood Lane Audiology Clinic, Sutton. All appointments are booked through our department at the hospital. This leaflet contains names and addresses for both local and national organisations relating to Audiology. For more information please feel free to ask a member of our team.

Contact us:
Paediatric Audiology
Queen Mary's Hospital
for Children
St Helier Hospital
Wrythe Lane
Carshalton SM5 1AA

Tel: 020 8296 3490
Email: audiology-sth@nhs.net



Meet our team

Our Paediatric Audiology Service consists of audiologists, assistant audiology technicians and audiovestibular physicians (AVP) together with our administration assistants. We work closely with colleagues in Ear, Nose and Throat (ENT) and Speech and Language Therapy (SALT), as well as teachers for the hearing impaired.

You may not see all of these professionals.

Please use the space people to write the names of the people responsible for your child's care:

Audiologist

.....

Audiovestibular Physician

.....

Teacher of the Hearing Impaired

.....

ENT Consultant

.....

Speech and Language Therapist

.....

General Information about hearing aids

The hearing aid fitting process is designed to ensure that hearing aids are fitted in a way to maximise the ability to hear, understand speech comfortably and communicate to the best of the individual's ability.

We issue the most current digital signal processing hearing aids. Hearing aids are expensive and are provided at no charge. They are technically "on loan" to you however we will not ask for them back unless they are of no further use.

Currently the maintenance, repair and replacement of hearing aids are carried out for free to the user but if hearing aids are persistently lost or damaged as a result of neglect we may ask you to contribute to replacement costs.

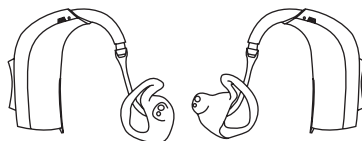
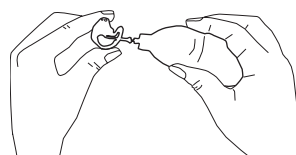
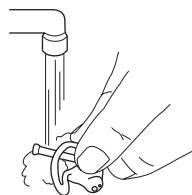
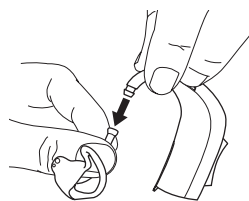


Earmoulds

These are required on a regular basis as a good fitting earmould is essential for effective hearing aid use. Please ensure that the earmould and tubing is clean and not blocked with wax.

It is good practice to wipe the earmould clean after every use with a dry cloth or tissue, but avoid cleaning products that can irritate skin and ears. If the hearing aid is visibly dirty, you could do the following:

1. Remove the earmould from the hearing aid by pulling on the tubing that connects the earmould to the hearing aid. Do not pull the tubing out of the earmould as it will be very difficult for you to refit.
2. Wash the earmould with a solution of warm water and mild soap.
3. Rinse the earmould well. Use the puffer from the care kit to blow out any water that may be in the tubing. Give it a good shake to remove any excess water and leave the earmould to dry overnight.
4. Reconnect the earmould and its tubing to the hearing aid making sure that it is connected the right way round.
5. Batteries are replaced free of charge – please see page 17 for battery clinics.



Appointments

The following is designed to be a guide only. We may ask to see your child more or less frequently depending on their needs.

Age	First appointment	Subsequent appointments
< One year	Four to six weeks following the initial fitting of the hearing aid(s)	At least every three months up to the age of six to nine months
One to five years	Approximately six to eight weeks following the initial fitting of the hearing aid(s)	At least every six months up to the age of five years
Five years +		Six to 12 month intervals



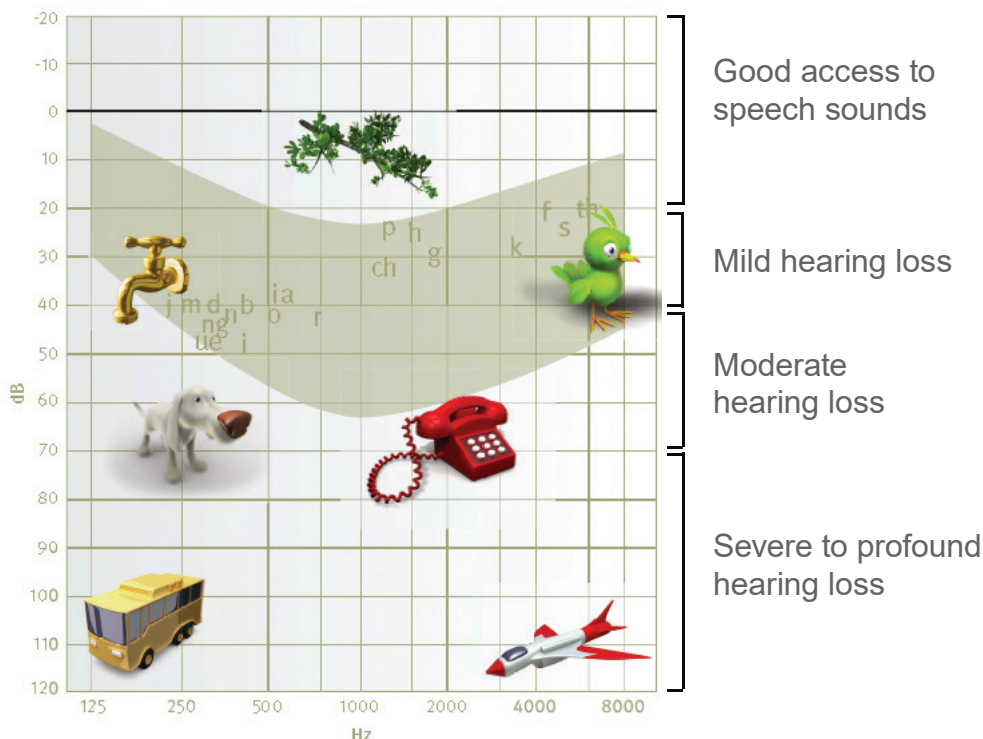
Range of hearing loss

You and your child have attended for a hearing assessment and the results of this have been explained, along with the problems this may cause.

The chart opposite will help you get a general view where specific speech and environmental sounds lie. From top to bottom, you can see that sounds are getting louder, and from left to right, the frequency of each sound is getting higher in pitch.

Your notes

[illegible]



You will get a copy of your report which will include your child's latest hearing test.



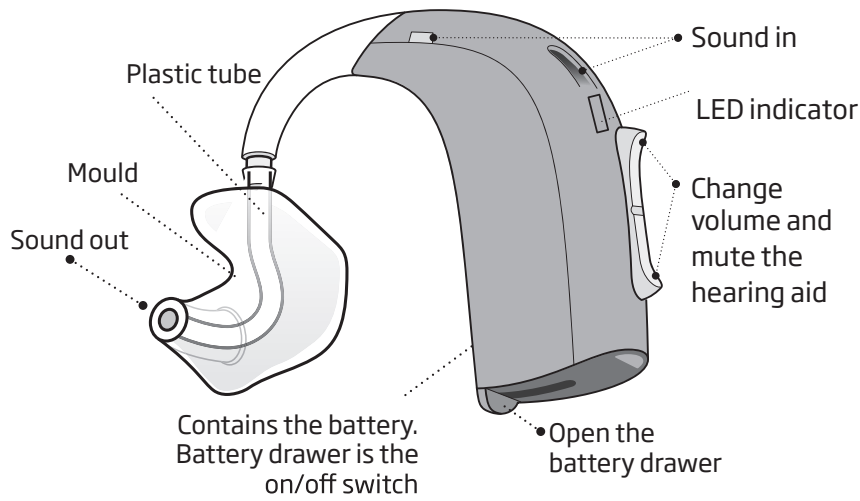
Child friendly com



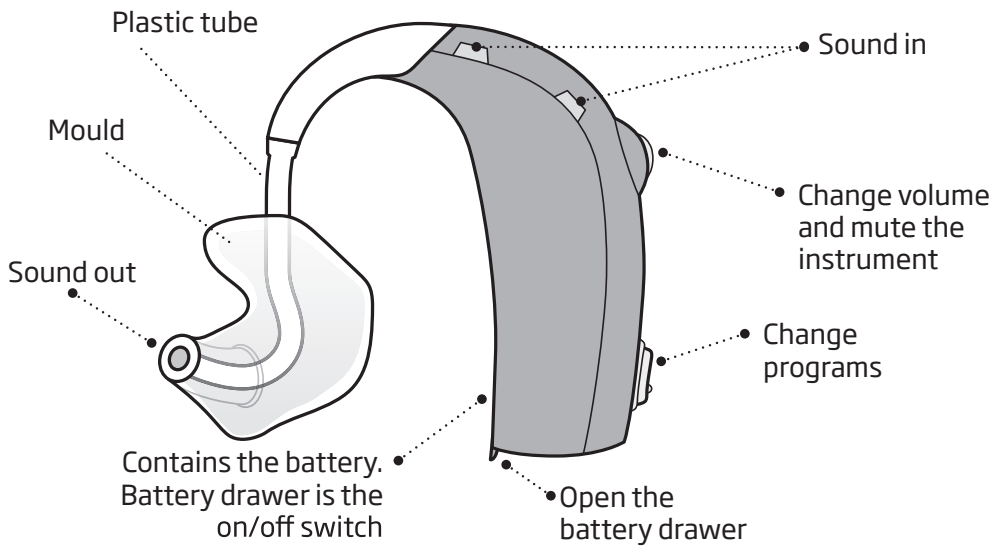
munication tactics



Sensei Pro with ear mould

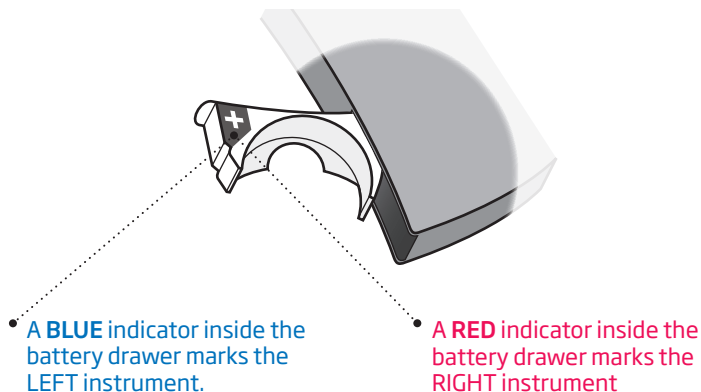


Sensei Pro SP with ear mould



Identifying left and right hearing instruments

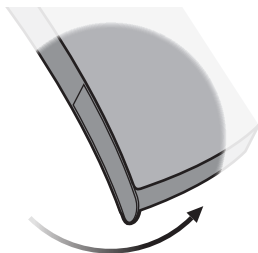
It is important to distinguish between the left and the right instrument as they might be programmed differently.



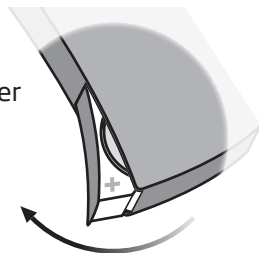
Turning the hearing instrument on and off

The battery drawer is also used to switch the hearing instrument on and off. To preserve the battery, make sure your instrument is switched off when you are not wearing it.

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








Turn OFF
Open the battery drawer



Inserting the hearing aid with ear mould

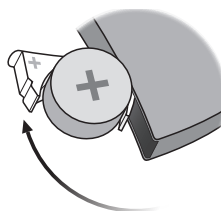
The following pictures show the fitting of a RIGHT hearing aid. Please use the opposite hand to that instructed if fitting a LEFT hearing aid.

	Hold the earmould between your finger and thumb as shown. Pull it back in line with your ear.
	Put the part that goes down the ear canal (earmould) into position.
	Then tuck in the part that goes into the crease at the top of the ear.
	Use your other hand to pull down your ear lobe. Push the earmould firmly into place.
	Correctly fitted hearing aid.

Changing the battery

1.Remove

Fully open the battery drawer.
Remove the battery.



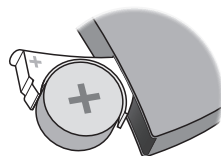
2.Uncover

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



3.Insert

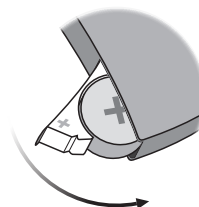
Insert the new battery into the battery drawer.
Make sure the
+ side faces up.



4. 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.

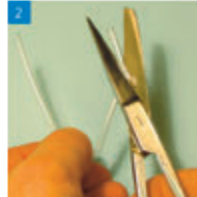


Re-tubing your ear mould

When the tubing in your Ear mould becomes hard and discoloured it needs replacing. Please read this leaflet to help you do so:



1 Pull the old tubing out of the earmould. Do not throw away the old tubing as you will need this later on.



2 Cut the last 5cm (2-inch) of a pre-bent piece of tubing. Make sure you cut it at a slant.



3 You should be left with a tapered end to the tubing.



4 This tapered end needs to be pushed into the ear mould.



5 Thread the tubing through the ear mould.



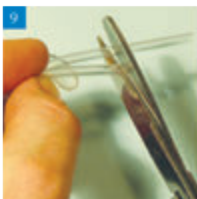
6 All of the tapered section should come through the other side.



7 Pull the tube until the bend reaches the ear mould.



8 Cut the tapered tubing as close as possible to the ear mould. Any tube sticking out could rub on your ear and make it sore.



9 Take the old piece of tubing you saved and line it up with the newly threaded tube.



10 Cut the end to the same length.

Tamper-resistant battery door

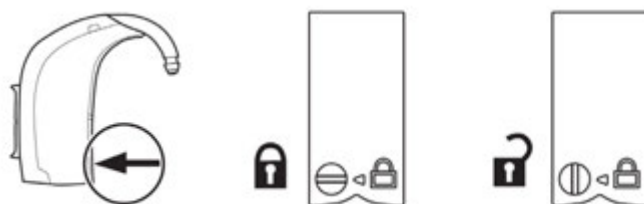
To keep the battery out of reach of small children, specifically those 0-36 months and people with learning difficulties, a tamper-resistant battery door should be used.

To lock the battery door:

Make sure the door is completely closed. Use a small screwdriver to turn the tamper-resistant screw to the locked position.

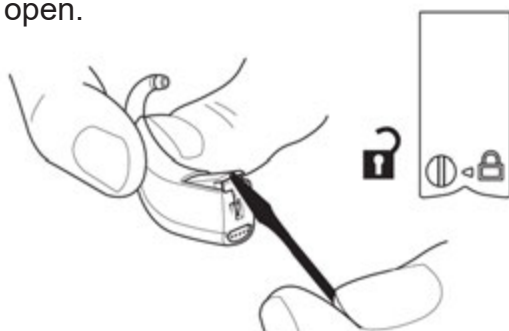
To unlock the battery door:

Use a small screwdriver to turn the tamper-resistant screw to the unlocked position



Opening the battery door

The battery door is designed only to be opened by using a tool. Use a small screwdriver to open the door by inserting it into the slit in the bottom of the hearing aid and pushing on the door to open.





There are many local and national services available for hard of hearing children and their families.

Specialist Teacher (for the Hearing Impaired) also known as Teacher of the Deaf

A teacher of the deaf is a qualified teacher who has undertaken further training and is qualified to teach children with a hearing impairment. They provide support to hearing impaired children, their family, and to other professionals who are involved with a child's education. Some teachers of the deaf are based in one school, others are known as visiting or peripatetic teachers of the deaf. Peripatetic teachers travel to family homes, playgroups, nurseries, schools and some colleges. They offer support advice and information to families and other people working with hearing impaired children.

Children's Hearing Aid Working Group (CHSWG)

CHSWG is a group of professionals and parents who meet three times a year to try and improve services for hearing impaired children and their families. It includes representatives from speech and language therapists, newborn hearing screeners, teachers of the deaf, audiologists, voluntary organisations (National Deaf Children's Society (NDCS) and Ewing Foundation), and parents. CHSWG meets three times a year and welcome any comments or suggestions.

You can contact CHSWG at [**suttonmerton.chswg@gmail.com**](mailto:suttonmerton.chswg@gmail.com)

Surrey Deaf Children's Society

Surrey Deaf Children's Society (SDCS) is a support group set up by parents to help families with Deaf children in Surrey. It is run by volunteers: parents and Deaf adults to provide advice and support.

Email: [**info@surreydeaf.co.uk**](mailto:info@surreydeaf.co.uk)

National Deaf Children's Society (NDCS)

Tel: 0808 800 8880 (free phone)

Fax: 020 7251 5020

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

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

Battery clinics

Batteries are provided free of charge and you can obtain them from us or at the following local clinics on presentation of your battery booklet.

Location	Venue	Times
Banstead	Banstead Clinic, The Horse Shoe, Bolters Lane, Banstead SM7 2AU	9.30am-12.30pm and 1.30pm-4.30pm Monday to Friday
Carshalton	St Helier Hospital – Audiology Department	8.30am–4.30pm Monday to Thursday, 8.30am-4.30pm Friday
Epsom	Epsom Clinic, Church Street, Epsom KT17 4PH	9am-5pm (closed Friday PM)
	Epsom Hospital – Bradbury Wing reception	
Ewell	Bourne Hall Health Centre, Chessington Road, Ewell KT17 1TG	8am-12noon and 1pm-3.30pm Monday to Friday (from first floor reception)
Leatherhead	Leatherhead Clinic, Poplar Road, Leatherhead KT22 8SD	8.30am-4.30pm Monday to Friday
Mitcham	Wide Way Medical Centre, 15 Wide Way, Mitcham CR4 1BP	Wednesday and Friday 11am-1pm
Raynes Park	Nelson Health Centre Pharmacy, Kingston Rd, Raynes Park, London SW20 8DA	8.30am-8pm Monday to Friday
Redhill	East Surrey Hospital, Canada Avenue, Redhill RH1 5RH	Thursday 10am – 12noon
Tadworth	Heathcote Medical Centre, Heathcote , Tadworth KT20 5RA	8.30am-6.30pm Monday to Friday
Tattenham Corner	Tattenham Health Centre, Tattenham Crescent, Epsom KT18 5NU	
Wallington	Jubilee Health Centre, Shotfield, Wallington SM6 0HY	8am-6.30pm Monday to Friday

Troubleshooting

PROBLEM	WHAT COULD IT BE?	HOW TO FIX IT
No sound	Aid not switched on	Check that the hearing battery drawer is closed and hearing aid is switched on
	Battery inserted incorrectly	Make sure the battery is inserted correctly; make sure the + on the battery matches the + on the aid
	Dead battery	Replace Battery
	Cracked/ split/ stiff tubing	Contact Audiology for replacement tubing.
	Ear mould or thin tube blocked with wax	Clean ear mould or thin tube, pay special attention to the end of the tube
	Water droplets or condensation in tubing	Detach aid from tubing, blow through tube, tap or shake to remove water
	Using incorrect program	Make sure the hearing aid is not on the telecoil program
Sound is intermittent	Tubing is twisted	Untwist tubing
	Water droplets in tubing	Tap, shake or use air blower to clear tubing
	Internal intermittent problem with hearing aid	Contact Audiology for your hearing aid to be checked
Tubing	Is discoloured, brittle or keeps falling out	Contact Audiology for replacement tubing.

Troubleshooting

PROBLEM	WHAT COULD IT BE?	HOW TO FIX IT
Sore ears	Ear mould is too tight or there are sharp edges on the ear mould	Contact Audiology, they may need to modify or arrange to replace the mould.
	Allergic reaction to earmould	Contact Audiology, they will need to arrange for a new ear mould in a different material.
Hearing aid is whistling	Ear mould is not in correctly	Remove the ear mould and put into the ear again, use a mirror to check it is in the ear correctly.
	Ear mould is too small	Contact Audiology for a new mould.
	Cracked / split ear mould	Contact Audiology for a new mould.
	Cracked / split/ stiff tubing	Contact Audiology for replacement tubing.
	Tubing is blocked with water or wax	Clean tubing to remove wax or blow through tubing to get rid of any water or condensation.
	Wax in ear canal	Arrange for the GP/ practice nurse to check and treat if necessary.

IF THE ABOVE SUGGESTIONS DO NOT MATCH THE PROBLEM THAT YOU ARE EXPERIENCING, OR THEY DO NOT PROVIDE SUFFICIENT IMPROVEMENT, PLEASE CONTACT THE AUDIOLOGY DEPARTMENT WHO WILL BE HAPPY TO HELP.



There are many government funded organisations that provide information and advice for everyday situations including:

www.citizensadvice.co.uk
www.direct.gov.uk/disabledpeople