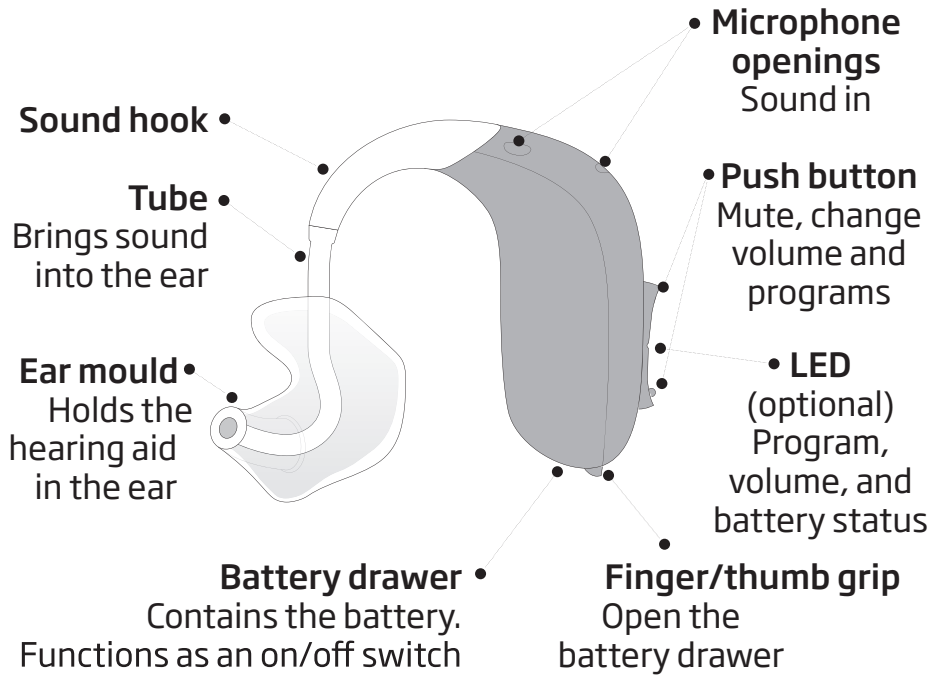


Information about your NHS hearing aids

Hearing Aid Fittings
with an
Ear Mould



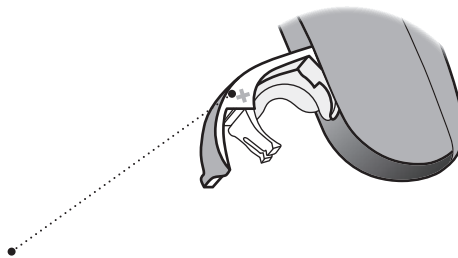
Your hearing aid with an ear mould



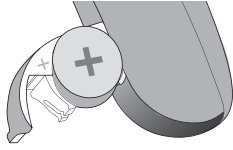
red = right

blue = left

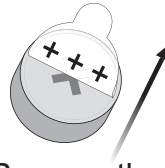
There will be a red or blue marker in the battery drawer



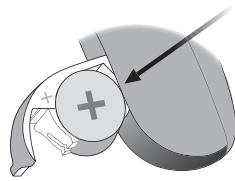
Inserting the battery



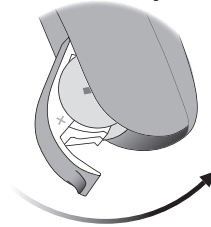
Fully open the battery drawer.
Remove the battery.



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

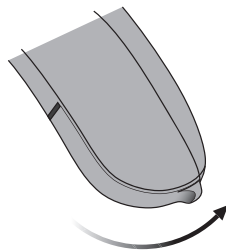


Insert the new battery into the battery drawer.
Insert it from above, NOT from the side.
Make sure the + side is facing up.

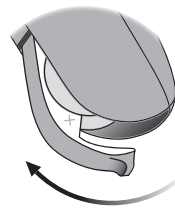


Close the battery drawer until you feel a click.

Turning the instrument ON & OFF



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



Turn OFF
Open the battery drawer.

Inserting your ear mould and hearing aid

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



① Hold back of mould between your LEFT thumb & index finger



② Use your RIGHT index finger to find the jawbone joint



③ Take the mould back to touch the finger on the jawbone joint



④ Slide the mould back until the canal insert fits into your ear canal



⑤ Twist the mould backwards until the top of the mould sits under the top fold of skin



⑥ You may need to use your RIGHT hand to pull down on the ear lobe



⑦ Use your finger to press the ear mould into your ear



⑧ Your ear mould should now be in place. Now lift the hearing aid over the top of your ear and you have now successfully fitted your ear mould and hearing aid



Cleaning your ear mould

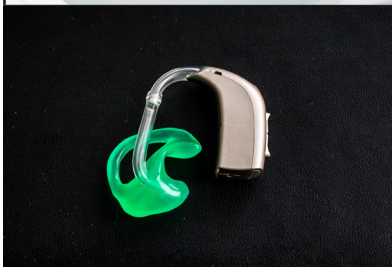
Try to keep your ear mould clean by wiping daily with a mild wet wipe such as a baby wipe. If the tubing is blocked or the ear mould gets very dirty, you can clean it in the following way:



Detach the ear mould from the hearing aid by holding the tubing in one hand and the hook in the other hand and firmly pulling the two apart.



Wash the ear mould (with the tubing still in its place) in lukewarm, soapy water. Rinse it well, shake the tubing to ensure no water is present or leave it to dry overnight. Then push the tubing back onto the hearing aid.



This picture shows the ear mould placed incorrectly on the hearing aid, it has been reattached the wrong way around.



This picture shows the ear mould placed correctly on the aid



The Loop System (T setting)

An induction loop system amplifies the sound of audio equipment, e.g. television; radio etc, directly to a hearing aid when it is set to the T position. They can help reduce background noise making it easier to hear conversation, television etc.



To set a loop system up at home a cable is placed around the skirting board in a room, which connects to an induction loop box that is attached to the TV or radio. When the amplifier is switched on, the area within this loop will now amplify sound for hearing aid wearers with the T-setting. The loop system is mains powered and can be plugged into any standard socket.

Loop systems are often found in public buildings such as churches, theatres, cinemas and shops. If a building has a loop system they will display a specific sign (see image above). Desktop loops amplify sound for a hearing aid wearer using the T setting.

A desktop loop is used for one-to-one discussions and runs on a rechargeable battery. Some telephones also have built in loop systems that may help enhance speech. Your Audiologist can advise on how to use the loop system and will set the hearing aid up to use one should you wish to use it.

Hearing aid troubleshooting advice

Batteries should last around 7-10 days. If you feel your batteries are not lasting very long

Check that you are switching the hearing aid off correctly when you remove it from your ear. Try a battery from another pack, if there is still an issue with battery life contact the department.

If your hearing aid is making a strange noise

Replace the battery, it may be the low battery warning signal you are hearing. Check that your hearing aid is not switched to the loop programme. If the aid is on the loop when there is no loop system the hearing aid will pick up electromagnetic interference, causing a humming noise.

If you get your hearing aid wet

Water can damage the hearing aid; hearing aids should not come into contact with water. If your aid gets wet you can try the following:

Remove the battery and throw it away in a battery recycling bin. Put your aid (with the battery drawer open) in the airing cupboard or a warm place overnight to allow it to dry out completely. Put a new battery in the hearing aid the next day. If the aid fails to work please book an appointment so we can replace it for you and inform you if there will be a charge to replace the hearing aid(s).

If you have lost your hearing aid

Carry out a thorough search for the lost aid.

Contact the department remembering to state whether you have lost the earmould, hearing aid or both, to see if an appointment is required, or if a replacement can be sent out to you without an appointment.

There is currently a charge to replace lost hearing aid(s).

Common Problems

If the hearing aid doesn't seem to be working:

- Take your hearing aid out and check that the ear mould or tube is not blocked with wax.
- Check whether there are droplets of condensation in the tubing. If there are, gently remove the ear mould from the aid and give the mould a brisk shake to clear any remaining water.
- Try putting in a new battery.
- Check that the tubing is not twisted, squashed or split.
- If your hearing aid has a programme button/switch it may be on the wrong programme or may be muted. Try switching your hearing aid off and on again.
- Check that the battery is in the right way round. If your hearing aid has a volume control, check that this is not turned right down. If it is, adjust it to the correct level.
- Check that you have not switched the hearing aid to the 'Loop' setting by accident.

Batteries

If you require more batteries, they can be requested from the audiology department via post or e-mail.

The brown battery book may be sent to the Audiology department with a large stamped self-addressed envelope. We will then be able to send replacement batteries back to you in the post.

Make sure that you:

- don't leave the battery in the hearing aid that you are not using regularly as it may damage the aid
- keep the batteries clean and dry and away from extreme heat and cold
- dispose of batteries safely. Some supermarkets and recycling centres have appropriate recycling bins
- never throw old batteries into a fire (they may explode)
- don't leave batteries where small children can reach them. If anyone swallows a battery, it is important to go straight to A&E. Your audiologist can provide a tamper-proof battery drawer if required

Always carry spare batteries with you so you are not caught out if your hearing aid suddenly stops working. If you are attending an important function and are worried about your battery running out halfway through, change the battery beforehand.

Low Battery Warning

The hearing aid will beep to warn you that the battery is running low. You should replace the battery as soon as possible before the hearing aid stops working.



Royal Free London
NHS Foundation Trust

If you have any queries about this leaflet please contact the hospital you were seen at using the details below.

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