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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

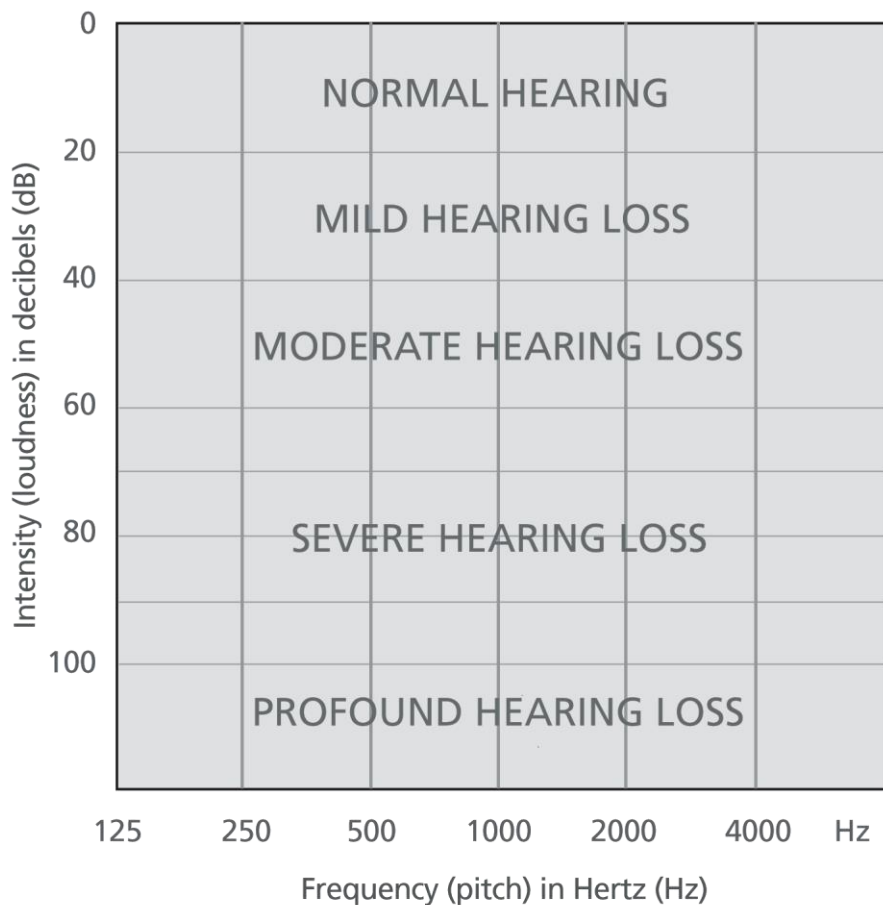


Hearing Aid Information Booklet

Adults with slim tube



Your Audiogram



Hearing Aid Manufacturer:

Programmes:.....

Volume control:.....

Introduction

The hearing aid fitting process is designed to ensure that the hearing aids are fitted in a way that maximises your ability to hear and understand speech comfortably in all different listening conditions.

To ensure that you get the maximum amount of benefit from your hearing aids possible, we have provided this booklet with up to date information that we trust you will find useful.

Q: Can I use any other devices to help with my hearing?

A: Yes, Social Services provide a county-wide service for deaf people. They can help with extra equipment designed to help with things such as doorbells, telephones and televisions. Contact details are at the back of this booklet or your audiologist can give you further information.



General Information about the Hearing Aid Service

Introduction

You have been provided with 'state of the art' digital signal processing hearing aids by the Audiology Team Cardiff and Vale UHB. These aids are technically provided to a user 'on loan' however we will not ask for them back unless they are of no further use to you.

If the hearing aids are lost or neglectfully damaged we will be forced to charge you, (£65 per hearing aid) so please take care of your hearing aid/s.

At the present time the maintenance and general repair of hearing aids is carried out at no cost to a user.

Repair Services

In line with current COVID-19 restrictions we are unable to run a walk-in repair service, at University Hospital of Wales or West Quay Medical Centre.

If your hearing aid requires a repair please contact us using our contact details below to be triaged or post your hearing aid to us for repair.

Batteries / Battery Book

Hearing Aid users will now be issued with an annual supply of batteries per hearing aid from the Audiology department in UHW.

Batteries are provided free of charge and do not need to be returned

New batteries can be posted to you, please contact us to arrange postage you can request by post by telephoning the Audiology Department on 02921 843179

Patient safety Notice: Ingestion of batteries can cause serious harm and death
Button batteries pushed into the ear or nostrils can also cause serious harm.

Keep all batteries away from Children.

Address: Audiology Clinic, Clinic 9, Outpatients Department, University Hospital of Wales, Heath Park Way, Cardiff, CF14 4XW

Telephone contact details:

02921 843179

email: **audiology.helpline.cav@wales.nhs.uk** or text 0780 567 0359

It is advisable that you contact the department for a hearing test after 3 years

Hearing Aid Instruction Booklet

This will have been issued to you along with your new hearing aid. Refer to this booklet for information on the operation of your hearing aid (eg, volume control, program controls, etc).



How to care for your Hearing Aids

The more you know how to care for and maintain your hearing aid/s, the more benefit you will gain.

It can be difficult to tell if your hearing aids are not working correctly so we recommend that you follow this simple daily routine:

- **Check there is a good working battery in the instrument.**
- **Check that the earmould and tubing is clean and unclogged.**
- **Keep hearing aids dry and away from excessive heat.**
- **When not being worn, keep hearing aids in their protective cases.**

Your hearing aid needs to be serviced every 6 months.



Using the Telephone



When using the telephone, first try to reduce the amount of background noise. If your telephone has a volume control, turn it to a comfortable level. Otherwise turn your hearing aid to a comfortable volume.

Tilt the telephone receiver edge slightly over the ear so that the sound can flow directly into the hearing aid's microphone.

If your telephone has an induction loop built into it, you can switch your hearing aid onto the 'T' Position/program to further the sound perception.

Your hearing aid may have a 'phone now' setting which is compatible with new smart phones, this works similarly to a loop system to help hearing over the phone, ask your audiologist for further advice.



Using your hearing aid with Loop Systems

A loop system sends out wireless sound to a hearing aid when it is switched on to the 'T' position/programme.

Banks, theatres, post offices, cinemas and some public buildings often have loop systems installed. Signs will indicate if a loop is in place in a building. Please consult a member of staff before you book tickets for the theatre or the cinema. They will give you advice on the best seats to get the optimum reception. Also remember to ask if the loop system has been switched on.

You can also have a small induction loop fitted in your home for the television or radio. The advantage of the loop is that it reduces background noise and helps you to hear better.



Telephone contact details:

02921 843179

email: audiology.helpline.cav@wales.nhs.uk or text 0780 567 0359

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Insertion of your Slim Tube

With your right hand, place the right hearing system (red mark on the hearing system) behind your right ear (Fig. A). Place the hearing tube between your thumb and forefinger.

Insert the dome deep enough into the ear canal so that the hearing tube lies flat on your ear (Fig. B).

If your hearing system has a retention cord, press it into the bowl of the ear to retain the dome in the ear canal (Fig. C).

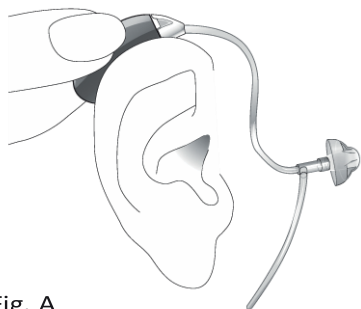


Fig. A

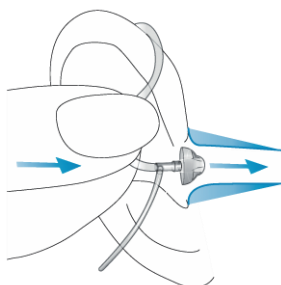


Fig. B

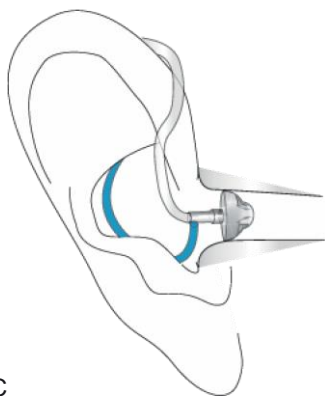
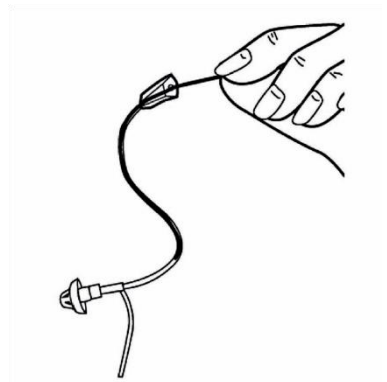


Fig. C

Cleaning the Slim Tube and domes

- 1 Hold the slim tube in one hand and the hearing instrument in the other hand.
- 2 Twist the top of the slim tube and detach it from the hearing instrument. Do not detach the 'elbow/hook'
- 3 Use a damp cloth to clean the outside of the slim tube and the dome.
- 4 Using the cleaning pin provided in the kit, gently insert the cleaning pin where the slim tube attaches to the hearing instrument. Push the pin all the way through the tube and out through the dome.
- 5 Once the slim tube has been cleaned, reattach it by twisting the tube back onto the hearing aid.

Note: The slim tubes and domes should never be rinsed or submerged in water as water drops may become lodged in the tube, block sound or damage the electrical components of the hearing instrument.



Common problems

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

- The hearing aid is switched on.
- You have not switched it to the 'Loop' setting by accident.
- 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.
- If your hearing aid has a programme button/switch it may be on the wrong programme or may be muted. Your audiologist should have shown you how to use this control.
- The battery is in the right way round.
- Try putting in a new battery.
- Take your hearing aid out and check that the slim tube is not blocked with wax.
- The tubing is not twisted, squashed or split.
- Whether there are droplets of condensation in the tubing.

If the hearing aid is whistling, squealing, sizzling or buzzing: •

This could be 'feedback', which happens when sound from your hearing aid leaks out and gets picked up by its microphone.

- You may not have the slim tube in properly - push it gently to check. If not, please refer to page 8 to re-insert it.
- You may have excess wax in your ears - ask your Practice Nurse or GP to check your ears.
- If your hearing aid has a volume control, check whether the volume is too high.
- If your aid is buzzing, check whether you have switched to the 'Loop' setting by accident.

You may need to ask your audiology service for help if:

- Your slim tube is damaged or does not fit snugly enough.
- The hook part of the hearing aid has cracked or come loose.
- The tubing has split and needs replacing

Your hearing aid needs to be serviced every 6 months.



Are you comfortable with the following?

Yes

No

Putting the hearing instruments on

Turning them on and off

Checking and changing the batteries

Adjusting the volume control (if applicable)

Changing the programmes (if applicable)

Check & changing the tubing

Check the FM system is working (if applicable)

If the answer is 'No' then contact
your Audiology Department for
assistance.



Getting used to your Hearing Aids

Initially it may seem very daunting having to wear hearing aids; this is quite normal but with practice and perseverance you will soon overcome this and realise the improvement and benefit of successful hearing aid use.

- Aim to wear the hearing aids for 2 - 3 hours per day checking and changing the batteries.
- For new users it may be best to try out the hearing aids in quiet situations around the home to get used to sounds in a safe environment in which you have control. Once you have acclimatised to household sounds then you may want to try the hearing aid outside. If you have a volume control don't be afraid to use it.
- Think about using your hearing aid whilst watching the television or listening to music. If appropriate ask your partner/family members if you hear a sound and don't recognise what it is.
- Extend usage as much as you can. Soon you will get used to the amplified sounds and they will become more and more natural to you.

Some ideas for listening activities

- Go on a listening walk around the house, garden or shops. Keep quiet and concentrate on the sounds you can hear.
- While your back is turned get your partner/family member to make some sounds and see if you can work out what they are doing eg opening a can of fizzy juice, shaking a cereal box, putting coins in a purse.

Other people can help to improve your hearing

Please share this information to friends and family as changes that they make can be quite helpful towards your hearing in difficult situations.

- 1 Stand close to the person you are talking to. Talk to them face to face
- 2 Stand in good lighting.
- 3 Do not cover your face with your hands, newspaper or book.
- 4 When talking in a group, try not to interrupt each other – Rather speak one at a time.
- 5 Get the person's attention before beginning to speak (especially in background noise).
- 6 Use plain language and do not waffle.
- 7 Do not shout. Speak clearly and pronounce your words properly.
- 8 Check that the hearing impaired person followed what you said.
- 9 If they did not understand you, try to say it in a different way.

Be aware that listening through the use of a hearing aid can be very tiring. Therefore it is important not to place the listener under a great deal of strain and pressure or to expect them to be able to listen for a long period of time.

Hearing Aid trouble shooting guide

Problem	Reason	Solution
No Sound	Dead battery	Change battery
	Hearing aid on wrong program	Switch off and then on to reset
	Clogged sound channel	Clean earmould
	Volume is turned down**	Turn up volume control
Whistling	Volume too high**	Reduce volume (temporary solution) and contact your Audiologist
	Clogged sound channel	Clean earmould
	Ear wax in the ear canal	Contact your Audiologist
	Stiff earmould tubing	Change plastic tubing
	Earmould is too loose	See your audiologist
	Hearing aid / earmould not correctly placed in the ear canal	Re-insert hearing aid/ earmould again

**Only applies to hearing aid models with volume control

It is advisable that you contact the department for a hearing test after 3 years.



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Useful numbers and websites

Organisation	Contact details
Social Services	Cardiff Tel:02920 234234
	Barry and the Vale Tel:01446 700111
	Caerphilly Tel: 0808 100 2500
	Bridgend Tel: 01656 642279
	or Princess of Wales Hospital to arrange an appointment for an assessment. Tel: 01656 752195
Sense Cymru (South Wales)	Tel/Ffon: 0300 330 9280 Mob/Sym: 077 474 88 000
Cardiff Tinnitus Support Group	https://www.tinnitus.org.uk/
Hear to Meet groups	https://rnid.org.uk/
Lip-Reading Classes	https://atlalipreading.org.uk/
FREE magazine for Deaf and Hard of Hearing	www.slfirst.co.uk
Wales Council for Deaf People	www.wcdeaf.org.uk email: mail@wcdeaf.org.uk

Useful websites

www.NDCS.org.uk

www.abodycymru.org.uk

www.cafamily.org.uk

www.cardiffparentnetwork.org.uk

www.deafnessresearch.org.uk

www.deafeducation.org.uk

www.forestbooks.com

www.deafnessatbirth.org.uk

www.childcareincardiff.info/fis

www.earlysupportwales.org.uk

www.actionhearingloss.org.uk

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