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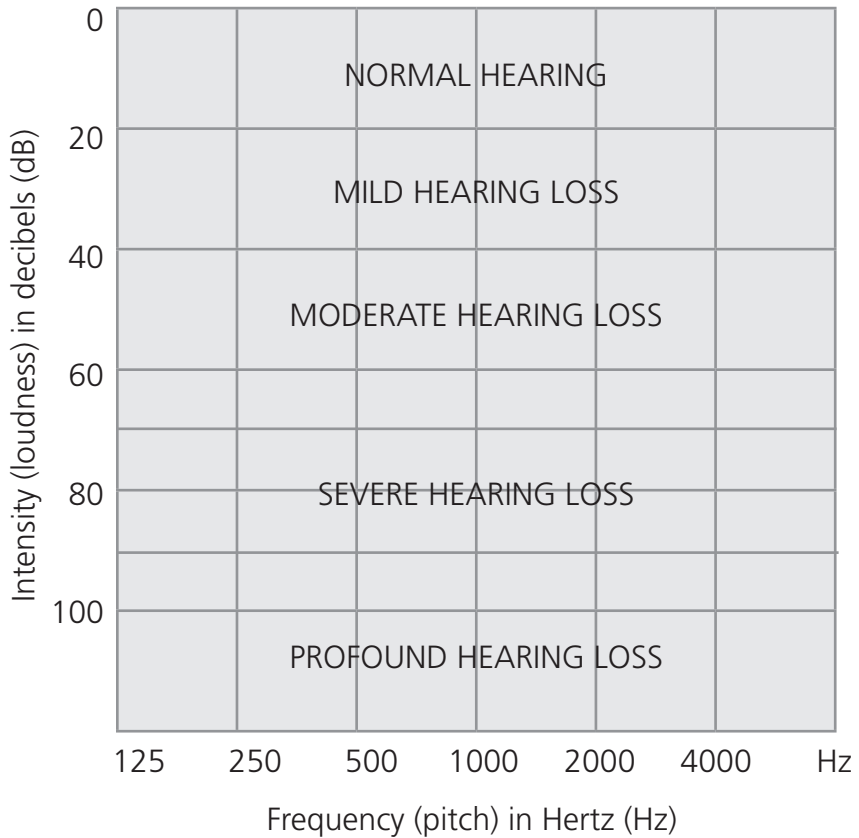
Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board



# Hearing Aid Information Booklet



# Your Audiogram



Hearing Aid Manufacturer: .....

Programmes: .....

# Introduction

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

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



# General Information about the Paediatric Hearing Aid Service

## Introduction

Your child has been provided with digital hearing aids by the Paediatric Audiology Team Cardiff and Vale University Health Board.

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. Hearing aids are expensive and while they are provided to you at no charge we ask that you take the same reasonable care of them as you would do for any other personal item that you value. At the present time maintenance and repairs are carried out free of charge to the user.

## Appointments

Children usually require frequent visits to the Audiology Department for the likes of ear impressions, hearing tests and fine tuning of their hearing aids. We will often send you an appointment for these things to be done. If the appointment is not suitable, we ask that you advise us as soon as possible so that we can organise one that does suit and to allow us to use the time to see someone else.

If your child has a problem with their hearing aid please contact and we will arrange an urgent appointment. If your child has a problem with a faulty Cochlear Implant Processor please contact Cochlear Care, or contact the department if you have any difficulties with this.



## Batteries

Batteries are provided free of charge and do not need to be returned – However they can be recycled at battery recycling facilities.

Batteries can be collected from the department when you have an appointment, alternatively please contact us by phone or by email for batteries to be posted home.

Batteries can also be requested by post by telephoning the Audiology Department on 029 218 43011.

## Hearing Aid Instruction Booklet

This may 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).

## Earmoulds

These are required on a regular basis as your child grows. A good fitting earmould is essential for effective hearing aid use. Please contact us for an appointment if your child needs a new mould.

## Repairs

If your child's hearing aid is not working please contact us for an appointment. Alternatively you can post it to us and we can post it back to you.

# How to care for your Hearing Aids

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

You will probably have to take care of the instruments at first and as your child gets older, they can learn how to take care of their hearing aids.

It can be difficult for some children to tell if their 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.



# How to care for your Earmould

## Washing your Earmould

It is a good idea to wipe your earmould clean after every use with a dry cloth or tissue but avoid using cleaning products that can irritate skin and ears. In addition, earmoulds should be removed from the hearing aid and be given a more thorough clean at least once a week to ensure that they are free from wax and to keep them hygienically clean. Your Audiologist will show you how to do this but the information below should help too.



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 it.
2. Wash earmould with a solution of warm water and mild soap.
3. Rinse the earmould well. Use the puffer from the care kit (ask your audiologist about purchasing one of these if you are interested) to blow out any water that may be in the tubing 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 as in the left picture and not incorrectly as shown on the right.

If you have two hearing aids be sure to connect the correct aid to the correct earmould. The hearing aids are colour coded to make sure you put the aid in the correct ear. This is always **red for the right ear**, and **blue for the left ear**.

# Re-tubing your Earmould

There are a few different types of tubing, ask your Audiologist to tell you what type of tubing you need.

You will need to change the tubing when it begins to harden and discolour. Ask your audiologist to show you how. There are a few different types. Ask your audiologist if your tubing is regular or not. The following pictures show you how to change the tubing.



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



Take the tapered end and push in into the earmould.

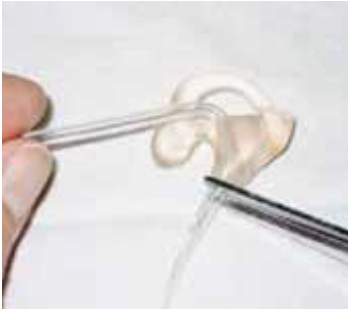


Thread the tubing through the earmould.



Pull the tube until the bend reaches the earmould.

5



Cut the tapered end as close as possible to the earmould. Any tube sticking out could rub your ear and make it sore.

6



Take the old piece of tubing you saved and line it up with the newly threaded tube. Cut the end to the same length.

7



Push the end of the tubing onto the plastic hook on your hearing aid.

8



Make sure that it bends in the right direction, as shown in the picture.

# How to put your hearing aid in

It is important to get the earmould into your ear properly so that it functions effectively and so that it is comfortable. Your Audiologist will show you how to do this in the clinic but it may take some more practice at home before you are an expert. You may find it helpful to use a mirror when practicing.

1



Hold the earmould at the back with your finger and thumb (right hand for right ear and left hand for left).

2



Put the long, projecting part of the earmould down into your ear canal. This should slide into place and not need any twisting.

3



Then insert the top of the earmould into the crease at the top of the ear.

4



Your ear mould should now be in place.

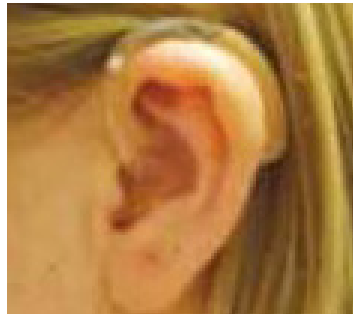
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5



Now lift the hearing aid over the top of your ear.

6



Your audiologist may have practiced a slightly different method with you, but whatever the method, the important thing is to end up as shown here.

If you have two hearing aids, or sometimes even if you only have one, they are often colour coded to make sure you put the aid in the correct ear. This is always **red for the right ear**, and **blue for the left ear**.

If your earmould is in properly, but it is still making your ear sore, tell your audiologist. They may be able to make the mould more comfortable.

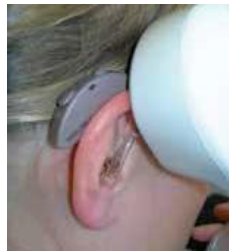
If your earmould is in properly, but you are still getting feedback (whistling), please see the guide on page 15.

## 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.



## 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.

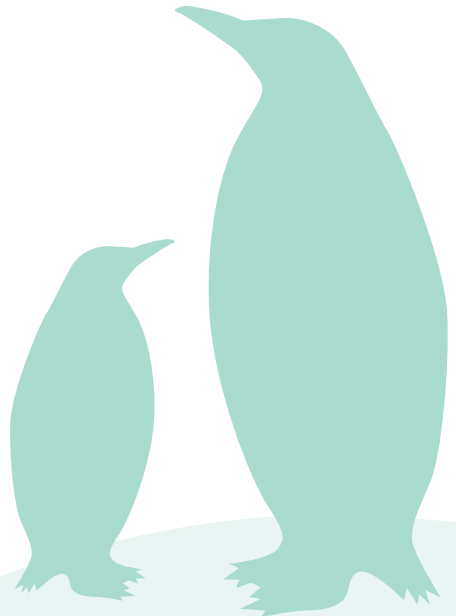
Banks, theatres, post offices, cinemas and some public buildings often have loop systems installed. Signs will indicate if a loop is in place in a building. Please consult a member of staff before you book tickets for the theatre or the cinema. They will give you advice on the best seats to get the optimum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

# Checklist

Are you comfortable with the following?	Yes	No
Putting the hearing instruments on your child		
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 your child used to their 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 as much as possible.
- For small babies it may be best to insert aids just before they wake up from their nap.
- For older children try and engage in an activity, reading books, playing with toys so as to distract from the sensation of the mould in the ear.
- Extend usage as much as the child will allow.
- Aids will be pulled out frequently but soon your child will realise the benefit of the amplified sound and will get used to the feeling of the hearing aids in the ears.

## Listening Activities

1. Go on a listening walk around the house, garden or shops. Keep quiet and concentrate on the sounds you can hear.
2. While your child's back is turned make some sounds and see if they can work out what you are doing eg opening a can of fizzy juice, shaking a cereal box, putting coins in a piggy bank.
3. Make music, with real instruments or improvise with saucepan lids and wooden spoons.
4. Listen to different kinds of music and discuss the instruments and what type of music you prefer.

## Sound advice for communicating with children

- 1** Face your child and make eye contact when you are playing and/or talking together. Help them to make it a habit to watch the speaker.
- 2** Don't cover your mouth when talking.
- 3** Speak naturally and don't exaggerate facial expressions.
- 4** Do not talk while eating or chewing.
- 5** Always position yourself with good light on your face. Speak clearly and slowly at a distance of 3 - 4 ft.
- 6** Lip movements, gestures and facial expressions all give clues. If your child can see you clearly then they have the best chance of hearing and understanding you.
- 7** Always try to reduce background noise (turn down/off TV etc).
- 8** Try re-phrasing sentences, don't raise your voice too much (introduces distortion).
- 9** Teach your child not to interrupt the speaker as crucial information which your child may not hear at the beginning but may catch at the end of the sentence.
- 10** Encourage your child to summarise what they have heard.
- 11** For Older children captioning can help when watching TV.
- 12** Encourage your child to keep his/her sense of humour.
- 13** Lastly, remember your child may tire easily. Listening is hard work!

# 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*

If you follow the above advice but are still unable to resolve the problem then please contact us on **029 218 43011**, email [audiology.helpline.cav@wales.nhs.uk](mailto:audiology.helpline.cav@wales.nhs.uk) text **0780 567 0359** Please do not hesitate to contact us if you need any kind of assistance or advice.

## Useful Information

### For replacement batteries:

029 218 43011

Text: 0780 567 0359

[audiology.helpline.cav@wales.nhs.uk](mailto:audiology.helpline.cav@wales.nhs.uk)

### For hearing aid repairs:

Appointments on request by telephone/text/email (see above)

Drop-off service available

Postal service available

### For information and support:

National Deaf Children's Society

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

### Telephone contact details for all appointments:

029 218 43011

[audiology.helpline.cav@wales.nhs.uk](mailto:audiology.helpline.cav@wales.nhs.uk)

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