

|   |   |
|---|---|
| <b>Reference Number:</b> UHB 284  | <b>Date of Next Review:</b> June 2028           |
| <b>Version Number:</b> 3  | <b>Previous Trust/LHB Reference Number:</b> N/A |
| <b>Charge for the Replacement of Lost Hearing Aids Policy</b>   |   |
| <b>Policy Statement</b>   |   |
| <p>To ensure the Health Board delivers its aims, objectives, responsibilities and legal requirements transparently and consistently, we will work alongside the Audiology Department to charge patients for the replacement of hearing aids which have been lost. The local policy was originally set in line with the All Wales 'Charges for Replacement of Lost Hearing Aids' Policy.</p> <p>To achieve this, we will ensure that:</p> <ul style="list-style-type: none"> <li>• The patient will be informed at that time of hearing aid fitting, that they may be charged if they lose a hearing aid.</li> <li>• The policy is widely promoted through posters (at all adult Audiology facilities), and on the Departmental Internet Site.</li> <li>• A flat rate fee of £75 will be charged.</li> <li>• Patients will not be charged if they meet certain criteria: <ul style="list-style-type: none"> <li>○ Have a diagnosed cognitive impairment.</li> <li>○ Have a diagnosed learning disability and /or autistic traits.</li> <li>○ Are a war pensioner in receipt of a war pension for hearing damage.</li> <li>○ Are under the care of the Paediatric Audiology service (including those young adults not fully transitioned to Adult Services).</li> <li>○ Are receiving palliative care.</li> <li>○ Have a significant visual impairment (ie registered as blind).</li> <li>○ Are the registered carer for another family member or significant other.</li> <li>○ Are a hospital in-patient or are a resident in a Care Home, and with a diagnosed cognitive impairment at the time of the loss.</li> <li>○ Are a victim of house theft or mugging – Police incident number is required.</li> <li>○ Have lost their hearing aid(s) in a house fire.</li> </ul> </li> <li>• Patients have the right to appeal (the process is documented in the 'Replacement of Lost Hearing Aid(s) and Appeals' Procedure) If the patient wishes to appeal, they will be issued with an appeals form and passed to the appeals panel if deemed necessary.</li> <li>• Patients will always be provided with replacement hearing aid(s), whether or not they agree to pay.</li> </ul> |   |
| <b>Policy Commitment</b>  |   |
| The UHB aims to ensure compliance with the 'Replacement of Lost Hearing Aids Policy'.   |   |
| <b>Supporting Procedures and Written Control Documents</b>  |   |

|  |        |                                 |
|--|--------|---------------------------------|
| Document Title: Charge for the Replacement of Lost Hearing Aids Policy | 2 of 3 | Approval Date: 11/06/2025       |
| Reference Number: UHB 284  |        | Next Review Date: 11/06/2028    |
| Version Number: 3  |        | Date of Publication: 08/07/2025 |
| Approved By: Quality and Safety Experience Committee                   |        |                                 |

This Policy and the supporting documents describe the following with regard to the replacement of lost hearing aids

- Advice given to patients at initial fitting with regards to charges incurred for loss
- The fee charged
- Exclusion criteria
- The appeal procedure
- The process followed

**Other supporting documents are:**

- 'Replacement of Lost Hearing Aid(s) and Appeals' Procedure
- Standard Operating Procedure for Replacement of Lost Hearing Aids

**Scope**

This policy applies to all of our staff in all locations including those with honorary contracts

**Equality and Health Impact Assessment**

An Equality and Health Impact Assessment (EqIA) has been completed and this found there to be minimal impact.

|  |  |
|--|--|
| <b>Policy Approved by</b>  | Quality and Safety Experience Committee  |
| <b>Group with authority to approve procedures written to explain how this policy will be implemented</b> | ENT and Audiology Collaborative Group    |
| <b>Accountable Executive or Clinical Board Director</b>  | Director of Therapies and Health Science |

**Disclaimer**

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the [Governance Directorate](#).

| <b>Summary of reviews/amendments</b> |                             |                       |  |
|--------------------------------------|-----------------------------|-----------------------|--|
| <b>Version Number</b>                | <b>Date Review Approved</b> | <b>Date Published</b> | <b>Summary of Amendments</b>   |
| 1                                    | 23/02/2016                  | 23/02/2016            | New Policy   |
| 2                                    | 20/06/2017                  | 21/06/2017            | Revision to 'Charge for the Replacement of Lost Hearing Aids Policy', March 2016.<br><br>An error was recently found in the original version of the policy, and therefore, the |

|  |        |                                 |
|--|--------|---------------------------------|
| Document Title: Charge for the Replacement of Lost Hearing Aids Policy | 3 of 3 | Approval Date: 11/06/2025       |
| Reference Number: UHB 284  |        | Next Review Date: 11/06/2028    |
| Version Number: 3  |        | Date of Publication: 08/07/2025 |
| Approved By: Quality and Safety Experience Committee                   |        |                                 |

|   |            |            |   |
|---|------------|------------|---|
|   |            |            | statement 'Patients will not be charged for the loss of their hearing aid(s) on the first occasion' has been removed.   |
| 3 | 11/06/2025 | 08/07/2025 | <p>The lost aid charge has been increased from £65 to £75.</p> <p>Several exemption criteria have been added and amended in accordance with the All-Wales guidance 2023. Additional/amended criteria are as follows:</p> <ul style="list-style-type: none"> <li>- Are receiving palliative care.</li> <li>- Are the registered carer for another family member or significant other.</li> <li>- Have a diagnosed learning disability and /or autistic traits.</li> <li>- Are under the care of the Paediatric Audiology service (including those young adults not fully transitioned to Adult Services).</li> <li>- Are a hospital in-patient or are a resident in a Care Home, and with a diagnosed cognitive impairment at the time of the loss.</li> <li>- Are a victim of house theft or mugging – Police incident number is required.</li> </ul> |