



**University Hospitals Birmingham**  
NHS Foundation Trust



**Your hearing aid**

**Building healthier lives**

**UHB is a no smoking Trust**

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## Basic use

Inserting and removing your hearing aid(s)	Ear mould(s) Custom mould(s) Slim fit
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\*Your audiology provider will issue you with a separate instruction sheet for your hearing aid and any personalised settings will be explained.

## Care and maintenance

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Contact address: .....

Repairs: \_\_\_\_\_

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Lost hearing aid policy: \_\_\_\_\_

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## Your new hearing aid(s)

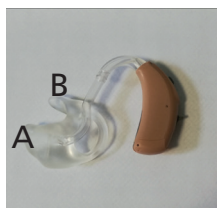
Hearing aid(s) will improve your hearing. Sounds you may not have heard for some time due to your hearing loss will become audible.

Your hearing aids have been programmed to suit your individual hearing loss and it is normal for it to take some time to get used to them.

It is important to persevere and practice using your hearing aid(s) every day to help you adapt to them. With persistent use, care and maintenance of your hearing aid(s) you will obtain better communication for many years to come.

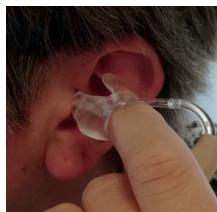
This booklet provides some useful information on hearing aid use, maintenance and trouble shooting.

# Inserting and removing your ear mould



**1.** Hold the ear mould by its handle or back with your forefinger and thumb.

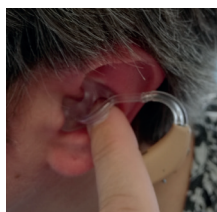
Use your right hand for your right ear and your left hand for the left ear where possible.



**2.** Bring the mould up to your ear as shown in the picture.

The piece of the mould marked A should be inserted into the ear canal, the piece marked B should be inserted under the crease above it.

You need to insert both of these parts at the same time.



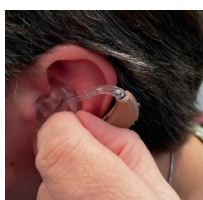
**3.** Now let go of the back of the ear mould with your thumb and push it firmly into your ear with your finger. You may find it helpful to pull your ear lobe down at the same time.

Make sure that the top of the ear mould is tucked fully under the crease in your ear and it is not protruding otherwise it may fall out or cause whistling.



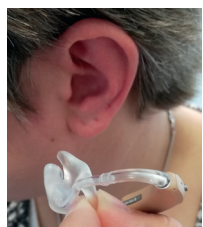
**4.** When the ear mould is secure and in place; hook the hearing aid over the back of your ear.

You can do this by holding the hearing aid at the back, sliding it forward then back over your ear making sure not to twist the tube in the process.



**5.** To remove your hearing aid from your ear reverse the insertion steps above.

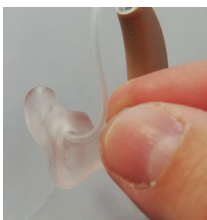
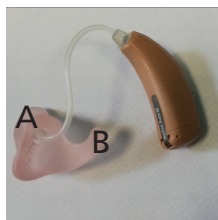
Unhook your hearing aid from behind your ear.



Pinch the handle or back of the ear mould with you thumb and forefinger and ease it out of your ear gently.

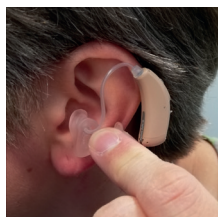
**Please note:** Try not to remove the ear mould by pulling on the tube as the tube may come out.

# Inserting and removing your custom mould



**1.** Hold the handle or back of the custom mould with your thumb and forefinger.

Use your right hand for your right ear and your left hand for the left ear where possible.



**2.** Bring the custom mould up to your ear as shown in the picture.

The piece of the custom mould marked A should be inserted into the ear canal then remove your thumb from the handle or back of the custom mould and push with your forefinger so that the part labelled B can sit in the bowl of your ear.



**3.** When the custom mould is secure and in place, hook the hearing aid over the back of your ear.

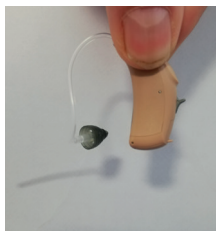
You can do this by holding the hearing aid at the back, sliding it forward then back over your ear making sure not to twist the tube in the process.



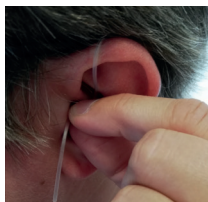
**4.** To remove your hearing aid from your ear reverse the insertion steps above.

Unhook your hearing aid from behind your ear. Pinch the handle or back of the custom.

# Inserting and removing the slim fit



**1.** Grasp the hearing aid with your thumb and forefinger and slide it over your ear.



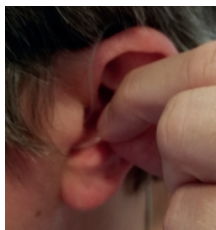
**2.** Using your thumb and forefinger grasp the end of the slim tube and gently insert it into your ear canal.

The ear canal bends and therefore you may need to wiggle the tip to reach the required depth.



**3.** You may need to push the slim tube a little further into your ear with your finger if the end of the tube is still outside your ear.

**Please note:** If the dome is not inserted correctly you may experience whistling.



**4.** Position the retainer or tail wire of the slim tube into the bowl of your ear to keep the slim tube in place.

**Please note:** Some patients have the retainer or tail wire removed.



**5.** To remove your hearing aid from your ear grasp the tip of the slim tube and gently ease it out. The hearing aid will then naturally unhook from your ear.

# Getting used to your hearing aid(s)

## What can I expect in the first few weeks?

With a hearing loss, your surroundings may have sounded muffled, or you may have been unable to pick out certain sounds or struggled to hear speech clearly. With a hearing aid, the way you hear sounds will change quite abruptly and everyday noises may sound surprisingly loud. Your own voice might also sound different. The sound of familiar noises may also change in certain circumstances depending on where you are. Don't be put off!

Wearing a new hearing aid takes some getting used to, especially at first. The first few weeks include getting used to the physical sensations, as well as the new sense of hearing. The brain also has to start hearing and learning many sounds again. It may be a long time since you last heard the full range of sounds. Many of the background noises that people with normal hearing have learned to ignore will sound new to you, so to begin with, you'll find them far harder to shut out.

While you are getting used to the many sounds around you, your brain will in time relearn how to suppress background noise and focus on important sounds. Be patient. After a few weeks or months, you may not even notice that you're wearing a hearing aid. Give yourself time; the brain needs to relearn to filter out certain sounds, such as background noises, after not hearing them for a while.

## To begin with, use your hearing aid at home

To begin with, use your hearing aid in a quiet setting. This will make it easier for you to pick out sounds and identify them correctly, without being disturbed by noises from the street or conversations. It's also a good idea to ensure that your everyday environments are as calm as possible.



Try watching the news on television to get used to the sound of one person speaking. You should also find that you do not need the television volume up as loud.

## Tip

There is no need to wear your new hearing aid all day at first. If the sounds become too overwhelming, simply take your hearing aid out for a moment. Start by wearing it for a few hours each day, then increase the length of time each day until you are able to wear it all day. Even a walk outdoors can help you practice using your hearing aid. In the open, you can concentrate on many quiet sounds, without high levels of background noise: the rustling of leaves, birds singing, or the splash of water in a stream.

## Take the conversation challenge

The first conversations you have when wearing your hearing aid should take place in a relaxed atmosphere in your own home. We recommend that you talk to just one or two people and always have the conversation in a calm setting with no background noise, such as a television or household appliances. Explain to the people you're talking to that you have a hearing aid and how they can help you in conversations. You will find you need to concentrate on one input of sound such as a voice, you will find it difficult to have two inputs of sound such as television and someone talking at the same time.

There are several useful tips for conversations that may also be valuable in situations in which there is more background noise such as when you are out for a meal, in supermarkets, walking with traffic noise in the background, choose the right place for listening.

If the person you're talking to is sitting behind you or to your side, you'll find it harder to understand them. Position yourself opposite the person you're talking to, ideally face to face. This will also make it easier for you to lip read.

If the conversation is taking place in a large group, ask the participants to remember the rules of conversation. Speaking clearly and taking it in turns to speak can contribute enormously to understanding. Conversations sometimes develop rapidly. Don't get frustrated if you're unable to follow everything, simply ask someone to sum up what was said.

Keep an eye on facial expressions and gestures. If you make a conscious effort to watch the mouth of the person you're talking to, you can learn to translate the movements into words. The brain already uses this technique unconsciously to make sense of mumbled words. With a little practice, you can train and make use of this skill.

## The final step: loud environments

Once you have adjusted to your hearing aid, try wearing it in areas with higher levels of background noise, such as in the street or in a restaurant. You can also use these areas to see how well you're able to filter out background noises and hold a conversation. Try to sit with as much of the background noise behind you rather than in front of you and this will help your hearing aids work better.

It's often a person's friends or relatives who encourage them to have their hearing tested. If a hearing aid is recommended, it is important to remember to be patient and positive regarding the improvement a hearing aid can make. After a long period of reduced hearing, it can be surprising just how much noise there is in the world!

The new sensation of hearing will not be perfect at first, and for a short while it may even be unpleasant. Even the sound of your own voice may initially be disturbing.

When wearing a new hearing aid, you should give yourself time to adjust to the new sounds. To begin with, it's a good idea to wear the hearing aid for just a few hours each day.

## **What to remember**

The most valuable quality your family and friends need is patience. But the person with hearing loss needs it in equal measure. Be patient with yourself, and don't expect too much too soon.

Getting used to wearing your hearing aid will be a slow process – for most people, it is not simply a case of switching it on and hearing well again. After all, hearing is an activity that involves the brain, and the brain must first be retrained

**Being honest** and open with the people you're talking to is just as important. Smiling, nodding, and saying 'yes' doesn't help anyone, it simply builds frustration on both sides. Say openly if you haven't (fully) understood something – and keep saying it. Concentration is also essential. People with hearing loss typically have to concentrate very hard in order to follow a conversation, especially in a large group. Give yourself plenty of time and concentrate as much as you need to in order to follow a conversation. With a little patience and concentration, you'll find you can once again enjoy conversations in larger groups.

It may be hard work, but there's no way around it. Explain clearly that you haven't understood, ask people to speak more clearly or paraphrase what they have said, or ask them to look at you while they speak. People who don't have hearing problems won't always be aware of these simple rules and you may need to point them out more than once to friends or relatives.

Extracts taken from **[www.connecthearing.com](http://www.connecthearing.com)**

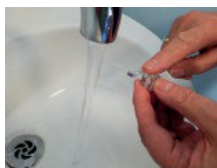
## Instructions for cleaning your ear mould

Please wipe over your ear mould daily with a damp cloth or wet wipe and where possible wash your ear mould thoroughly once a week using the instructions below.



**1.** Detach your ear mould from the hearing gently squeezing the tube and pulling it away from the hook. See picture.

**DO NOT** remove the tubing from the ear mould. If your tube has gone hard, detaching it from the hearing aid may be very difficult and a retube may be needed.



**2.** Wash the ear mould in warm mild soapy water.

A nail brush, interdental brush, pin or cleaning wire can be used to remove wax from the tubing and/or vent.



**3.** Rinse the ear mould in clean water, shake any excess out and leave it to dry out overnight.

**DO NOT** put your ear mould on a radiator.



**4.** To reattach the ear mould to the hearing aid pinch the tube and push it back onto the hook of the hearing aid. Ensure the curve of your ear mould matches the curve of the hearing aid. See picture.

**Please note:** The hearing aid should NEVER come into contact with water.

# Instructions for cleaning your custom tip

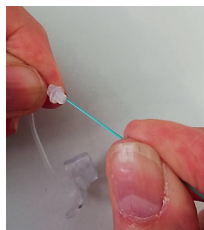
Please wipe your custom tip daily with a damp cloth or wet wipe. Your audiology provider will issue you with cleaning wires, these can be wiped and reused and additional wires requested when needed.

**Please note:** Your slim tube may be attached on a thread or be push fit.

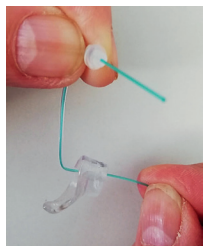


**1.** Remove the old slim tube from your hearing aid.

Pinch the join and either unscrew anti-clockwise if it is on a thread or pull until disconnected if it is push fit.



**2.** Insert the cleaning wire into the thread or push fit end of the slim tube.



**3.** Pull the cleaning wire all the way through the slim tube and out of the custom tip.



**4.** Re-attach the custom tip to the hearing aid.

Insert into the hearing aid and turn clockwise until tight if it is on a thread or push firmly until the tube clicks into place if it is push fit.

# Instructions for cleaning your slim tube

Please wipe your dome daily using a dry tissue to remove any wax or dry skin.

**Please note:** Your slim tube may be attached on a thread or be push fit.

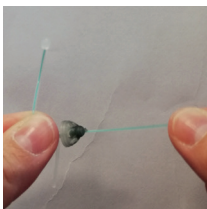
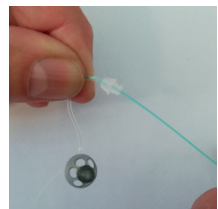


**1.** Remove the slim tube from your hearing aid.

Pinch the join and either unscrew anti-clockwise if it is on a thread or pull until disconnected if it is push fit.



**2.** Insert the cleaning wire into the thread or push fit end of the slim tube.



**3.** Pull the cleaning wire all the way through the slim tube and out of the dome.



**4.** Re-attach the slim tube to the hearing aid.

Insert into the hearing aid and turn clockwise until tight if it is on a thread or push firmly until the tube clicks into place if it is push fit.

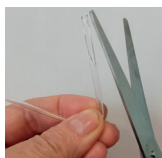
# Instructions for retubing your ear mould



**1.** Detach the ear mould from the hearing aid, twist and pull.



**2.** Remove the old piece of tubing by pulling hard but DO NOT throw the tube away.



**3.** Taper the last 2cm of a new piece of pre-bent tubing to thread through the ear mould.



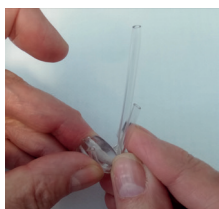
**4.** Thread the tapered end through the hole in the ear mould; outside to inside as shown until it emerges at the other end.



**5.** Pull the tube right through until the bend is against the ear mould and the tube stands straight up.



**6.** Cut off the excess tubing at the ear mould tip ensuring it is left smooth with no sharp edges.



**7.** To adjust the length of the tubing to fit your ear use the old piece of tubing removed earlier.

Place it alongside the newly fitted tube, measure and cut accordingly.



**8.** Reattach your hearing aid to the ear mould

Squeeze the top of the tube and push the ear mould onto the hook of the hearing aid, over the ridge.

**Please note:** If your hearing aid feels loose over your ear, try shortening the tube a little.





# Instructions for retubing your custom tip

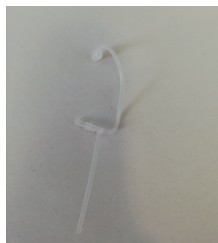
Retubing a custom tip can be difficult, please consult your audiology provider if you need assistance.

**Please note:** Your slim tube may be attached on a thread or be push fit.



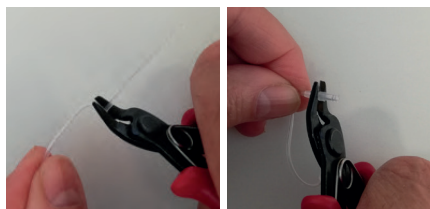
**1.** Remove the old slim tube from your hearing aid.

Pinch the join and either unscrew anti-clockwise if it is on a thread or pull until disconnected if it is push fit. Then pull the tube out of the custom tip ensuring nothing remains.

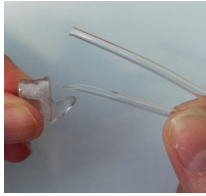
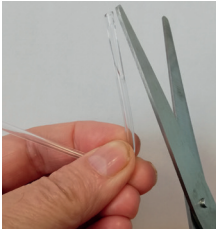


**2.** Select your new thin tube.

Right hearing aids have a red marker and the tube has a red number at the tip. Left hearing aids have a blue marker and the tubes have a blue number at the tip.

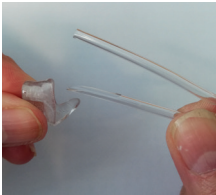


**3.** Cut off the retainer or tail then trim the end of the thin tube leaving the coloured number visible.



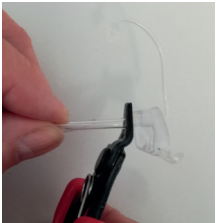
**4.** Taper the last 2cm of a new piece of pre-bent tubing.

Thread it through the custom tip until the bend of the tubing is all the way through.



**5.** Insert the thin tube into the pre-bent tubing past the coloured number.

Pull the pre-bent tubing all the way through the custom tip until the end of the thin tube is secure.



**6.** Cut off the excess tubing ensuring it is left smooth with no sharp edge.



**7.** Re-attach the custom tip to the hearing aid.

Insert into the hearing aid and turn clockwise until tight if it is on a thread or push firmly until the tube clicks into place if it is push fit.

# Instructions for replacing your slim tube

**Please note:** Your slim tube may be attached on a thread or be push fit.



**1.** Remove the old slim tube from your hearing aid.

Pinch the join and either unscrew anti-clockwise if it is on a thread or pull until disconnected if it is push fit.



**2.** Select the correct new slim tube.

Right hearing aids have a red marker and the tube has a red number at the tip. Left hearing aids have a blue marker and the tubes have a blue number at the tip.



**3.** Re-attach the custom tip to the hearing aid.

Insert into the hearing aid and turn clockwise until tight if it is on a thread or push firmly until the tube clicks into place if it is push fit.

# Troubleshooting

Problem	Cause	Solution
<b>No sound from the hearing aid</b>	The hearing aid is switched off	Close the battery draw to switch it on
	Dead battery	Replace the battery for a new one
	The battery is in upside down	Reinsert the battery correctly
	The battery draw is not closed fully	Check the battery is correctly inserted and close the battery draw fully
	The tube is blocked	Clean the tubing or replace the tubing for a new piece
	The tube is twisted, squashed or split	Replace the tube for a new piece or consult your Audiology provider
	The wrong program has been accidentally activated or the volume reduced	Switch the hearing aid off and back on to restart the hearing aid
	Moisture is in the tubing	Gently detach the tubing from the hearing aid hook, blow down the tubing and shake it to clear the moisture
	The label has not been removed from the battery	Remove the label from the battery, reinsert the battery correctly and switch the hearing aid on
<b>Hearing aid is not loud enough</b>	The ear mould/slim fit is not correctly inserted into the ear	Reposition the ear mould/slim fit
	The tubing is blocked	Clean the tubing or replace for new piece

	There is excessive wax in the ear	Consult your practice nurse or GP
	The volume on the hearing aid is too low	Increase the volume on your hearing aid, if there is no improvement consult your Audiology provider
	Ear infection	Consult your GP
	Hearing has changed	Consult your Audiology provider
<b>Whistling/ feedback</b>	The ear mould/slim fit is not correctly inserted into the ear	Reposition the ear mould/slim fit
	The ear mould is loose or damaged	Consult your Audiology provider
	Incorrect size slim fit for hearing loss and/or ear	Consult your Audiology provider
	Excessive wax in the ear	Consult your practice nurse or GP
	Ear infection	Consult your GP
	Faulty hearing aid	Consult your Audiology provider
<b>Distortion/ lacking clarity</b>	Ear mould/slim fit is not correctly inserted into the ear	Reposition ear mould/slim fit
	Tubing is blocked	Clean tubing or replace for new
	Excessive wax in the ear	Consult your practice nurse or GP
	Ear infection	Consult your GP
	Hearing aid is not optimally set	Consult your Audiology provider
	Hearing has changed	Consult your Audiology provider

## Contact address

### Queen Elizabeth Hospital Birmingham

Audiology Centre  
Ground Floor, Nuffield House  
Mindelsohn Way, Edgbaston  
Birmingham, B15 2TH

### Contact numbers

Hearing aid users: **0121 371 7100**

BCHI / BAHA users: **0121 371 7104**

Midlands Hearing Implant Programme: **0121 371 7103 / 7118**

Text mobile: **07939 988 871**

Email address: **[audiology@uhb.nhs.uk](mailto:audiology@uhb.nhs.uk)**

### Repair services

We no longer offer a walk in repair service.

We are now able to offer a range of services without the need for face-to-face contact with patients these include: postal repairs, repair drop off service, telephone consultations and VIDYO (online internet based) consultations.

If we have issued you with a hearing aid, bone conduction implant or Cochlear Implant and you are experiencing difficulties please use the contact details above and a member of our team will be in touch.

## **Batteries**

We provide batteries for all of our NHS hearing aids, bone conduction implant and cochlear implant users free of charge.

If you have a cochlear implant we will normally supply rechargeable batteries.

You can attend the department with your record book or post it directly to us. Batteries are also available at some health centres which may be local to you. The audiology department will be able to provide up to date information for you.

## **Lost or damaged hearing aid(s), bone conduction implants, cochlear implant sound processors or other hearing devices**

If you lose or damage your hearing device, standard charges for the replacement of these are as follows (exclusions apply):

- £100 for hearing aids and BAHA processors
- £250 for Cochlear implant sound processors

## Useful contact details

### Hearing products

#### **Connevans Ltd**

Connevans Limited, Bridge House

1 Nutfield Road, Merstham

Surrey, RH1 3EB

Telephone: **01737 247 571 / 01737 644 016 / 01737 223 475**

Email: **[askaquestion@connevans.com](mailto:askaquestion@connevans.com)**

Website: **[info@connevans.com](mailto:info@connevans.com)**

#### **Gordon Morris Ltd**

Gordon Morris Ltd

Unit 21 Wessex Park

Somerton Business Park

Somerton, Somerset, TA11 6SB

Telephone: **01458 272 121**

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

Website: **[www.gordonmorris.co.uk](http://www.gordonmorris.co.uk)**

#### **Equipment Assessments**

Access to Work

Website for application: **[www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)**

Telephone Helpline: **0800 121 7479**

Textphone Helpline: **0800 121 7579**

Relay UK (if you cannot hear or speak on the phone): **18001 then 0800 121 7479**

Email: **[dwponline.helpdesk@dpw.gov.uk](mailto:dwponline.helpdesk@dpw.gov.uk)**



## **Birmingham City Council, City Wide Hearing Impairment Rehab Team(Previously BID)**

Mohammed Sharif, Technical Officer

Ann Marie Howes Centre,

20 Platt Brook Way,

Birmingham, B26 2DU

Telephone: **0121 675 0999**

### **BID - Solihull**

Telephone: **0121 246 6100** (Please leave a message)

Mobile: **07702 532736** (Monday, Tuesday and Wednesday)

Mobile: **07718 042675** (Monday to Friday)

Email: **[solihullsupport@bid.org.uk](mailto:solihullsupport@bid.org.uk)**

## **Worcestershire County Council Access service**

Worcester County Council,

Adult Services,

Access Service PO Box 585,

Worcester WR4 4AD

Telephone: **01905 768053**

Fax: **01905768056**

Text: **07939572850** (Deaf/ Hard of Hearing only)

Email: **[socialcare@worcestershire.gov.uk](mailto:socialcare@worcestershire.gov.uk)**

Website: **[www.worcestershire.gov.uk](http://www.worcestershire.gov.uk)**

## Additional services and benefits

### Disabled Persons Railcard

If you are registered as deaf or use a hearing aid then you qualify for a Disabled Persons Railcard. This allows you to get 1/3 off most rail fares throughout Great Britain.

Telephone: **0345 605 0525**

Textphone: **0345 601 0132**

Email: **[disability@raildeliverygroup.com](mailto:disability@raildeliverygroup.com)**

Website: **[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)**

### Home Fire Safety Check

If you have difficulty hearing a smoke alarm, there are alternative models available with flashing lights to catch your attention or a vibrating pad for under your pillow.

Contact your local fire service to see whether you are eligible for a free home fire safety check.

West Midlands Fire service Telephone: **0800 389 5525**

## Manufacturers

### Phonak UK

Sonova UK Ltd, Sonova House,  
Lakeside Drive, Center Park,  
Warrington, WA1 1RX

Telephone: **01925 623600**

Email: **info@phonak.co.uk**

Website: **www.phonak.co.uk**

### Oticon Ltd

Cadzow Industrial Estate,  
Low Waters Road, Hamilton,  
Lanarkshire, ML3 7QE

Telephone: **01698283363 / 01698284308**

Email: **info@oticon.co.uk**

Website: **www.oticon.co.uk**

## Useful websites

### C2Hear

The C2Hear website has a range of videos including how to insert your hearing aids, and hearing aid care, you may find this helpful.

Website: **c2hearonline.com/patient1.html**

### Action on Hearing Loss

Website: **www.actiononhearingloss.org.uk**

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## **Audiology**

Queen Elizabeth Hospital Birmingham  
Mindelsohn Way, Edgbaston  
Birmingham, B15 2GW  
Telephone: 0121 371 2000

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