



modality
LLP

Using Your hearing aid



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Your hearing aid

The results from your hearing test will be used to provide a prescription. This allows us to program your hearing aid with the correct level of volume. It is important that you do not mix your hearing aids up or use someone else's. Hearing aids cannot give you perfect hearing and will not bring back your hearing. However, they will make listening to everyday sounds and conversation easier. It may take some time and practice to achieve this and some people this will be quicker than others.

The audiologist will have advised you on the best way for you to become familiar to your aid.

Your hearing may seem dull after taking the aid off; this is because you've become accustomed to hearing better with your aid in.

Your hearing aid has not made your hearing worse.

If you encounter any problems with the hearing aid there is a trouble shooting guide for common problems at the end of this leaflet.

Advice for getting used to your hearing aid

Even with a hearing aid some situations may still be difficult.

There are a number of suggestions that may help:

You may find quiet situations will be easier than noisy ones so trying to reduce any background noise if possible. Try conversations indoors or watching the television first.

Inform others about your hearing loss and how best to communicate with you.

Ask people to face you, speak clearly but not to shout.

Good lighting allows people's expressions and gestures to be seen clearly.

An ideal distance between you and the speaker is between 3 and 6 feet (1 to 2 metres).

Don't be afraid to ask people to repeat themselves or rephrase something to stop you losing the thread of the conversation.

A loop program might help in public buildings (see the section on telecoil).

You may find it helpful to discuss these tips with your family and friends.

Telecoil

The telecoil or loop system is an optional setting that will have been offered to you at your fitting appointment. It is a system which is available in public spaces e.g. theatres, banks, train stations or anywhere that displays the sign below. This system allows you to listen to a performance, bank clerk, or a public address system more easily.



Tips for using the telephone

1. Try holding the phone receiver at the top of your ear and slightly away from your head.
2. Some people like to use the phone when it is set to “hands free or speaker”.

If you have a telephone that is telecoil compatible, select the telecoil programme on your hearing aid and it will directly link into the telephone

How to insert hearing aid – Life tip

Place hearing aid behind your ear.

Hold bend of tube between thumb and finger.



Gently push the dome into your ear canal until the tube sits close to the side of your head.



If you have retention cords curl this into the bowl of your ear.



How to insert hearing aid- Mould



Hold the mould at the back with your finger and thumb.

Place the tip of the mould into your ear canal and make sure the top part of the mould is pushed behind and under the inner fold of your ear.



Press the mould in and tuck the hearing aid behind your ear.



Incorrect insertion, top part of the mould is not underneath the fold of your ear.



The audiologist may have shown you a different method, but whatever method you use you will need to have your mould inserted correctly as shown in figure 3.

How to clean your mould



- Wipe mould only with a damp wipe at least twice a week.
- Alternatively, detach the tube from the hook of the hearing aid one at a time and wash the mould as advised by the audiologist. Rinse off with water. Shake and leave to dry. Reattach the mould to the tube and make sure that no moisture remains in the tubing.

How to clean thin tube and dome



- Detach tube from aid, one at a time as you were shown and use the cleaning wires supplied.
- Push the wire through from the end that joins the aid.
- Wipe cleaning wire

Tubing will need to be changed every 4-6 months you can do with either yourself as shown in the appointment by the audiologist or drop in to our Walk- in repair service where we will replace them for you.

Trouble shooting

If the tips below do not work, please contact us for a repair appointment.

Fault	Cause	Remedy
Hearing aid doesn't seem to be working	Flat battery	Replace with new battery
	Hearing aid switched off	Make sure Hearing aid is switched on
	Battery in the wrong way	Reverse battery
	Tubing blocked with wax	Pull tubing off plastic hook, clear and clean tubing. Blow dry and reattach to hook
	Tubing is twisted, squashed or split.	Come down to a walk in repair session to replace tubing
	Hearing aid not on the correct programme	Check Your hearing aid is not set on the Telecoil (loop programme)
	Electronic fault	Come down to a walk in repair session
Aid works but no sound except rushing/ buzzing noise	Aid switched to 'T' setting.	Switch hearing aid off and back on
	Internal fault	Come down to a walk in repair session

<p>Hearing aid whistles when worn</p>	<p>Earmould not fitted in ear correctly</p> <p>Earmould fitting badly</p> <p>Excess wax in your ears</p> <p>Plastic tubing or hook has become loose or split</p> <p>Volume too high</p>	<p>Re-fit earmould, push it gently to check. Please refer to the how to insert mould section of this leaflet.</p> <p>Come down to a walk in repair session</p> <p>Ask GP to check your ears.</p> <p>Come down to a walk in repair session</p> <p>Turn hearing aid down or request fine tune appointment.</p>
<p>Hearing aid output is low/ or sound is distorted</p>	<p>Tubing partially blocked</p> <p>Tubing is twisted, squashed or split</p> <p>Battery almost exhausted</p> <p>Internal fault</p>	<p>Pull tubing off plastic hook, clear and clean tubing. Blow dry and reattach to hook</p> <p>Come down to a walk in repair session to replace tubing</p> <p>Replace with new battery</p> <p>Come down to a walk in repair session</p>

<p>Hearing aid works intermittently</p>	<p>Tubing partially blocked</p> <p>Tubing is twisted, squashed or split</p> <p>Internal fault</p>	<p>Pull tubing off plastic hook, clear and clean tubing. Blow dry and reattach to hook</p> <p>Request repair appointment to replace tubing</p> <p>Come down to a walk in repair session to</p>
<p>The hearing aid is rubbing or feels sore when worn</p>	<p>Tubing too short or too long</p> <p>Earmould can rub causing sore ear</p> <p>Tubing has gone hard and discoloured</p>	<p>Adjust tubing or Come down to a walk in repair session to replace tubing</p> <p>Come down to a walk in repair session</p> <p>Replace tubing/ Come down to a walk in repair session to replace tubing</p>

Aftercare

Repairs walk in clinic at Attwood green medical Centre Audiology 09:00-12:00 on Wednesday and Friday no appointment necessary.

If you are unable to attend during these times, please contact us for an appointment or post your hearing aids to the department for repair.

You will find our contact details on the back of this leaflet.

Obtaining new batteries - These can be obtained at a Centre local to you (Please see the leaflet your audiologist gave you). You will need to take your hearing aid and battery issuing record Card; this will have been given to you at your hearing aid fitting appointment.

Your hearing aid is provided on loan and remains NHS property.

If you lose or damage your hearing aid you may be liable to a charge.

If the hearing aid is no longer required please return it to the Audiology Centre at Attwood Green Medical Centre.

Changing the battery

The battery in a hearing aid lasts around 10-14 days. However, this may vary from person to person and week to week, depending upon the power needed in your hearing aid and the environments that you visit.

The hearing aid will indicate that the battery is low approximately 1hour - 30 minutes before it runs out with a 'beep'. This 'beep' can only be heard by the person wearing the hearing aid, if you are busy with another task, or are in a noisy environment, you may miss this. If you miss the beep the hearing aid will play a short jingle just before it switches off.

To change the battery, remove the old one from the battery compartment. Take the sticky tab off the new battery. The battery slots in with the flat shiny side facing towards up (marked with a positive '+' symbol). The drawer should glide shut. If battery is placed incorrectly the battery compartment will not shut please do not force it shut.

Lost Hearing aid(s)

If you lose or damage your hearing aid there will be an administrative charge for replacement of hearing aid(s)/earmould(s) which are lost or damaged through negligence.

The current charge is £80 Per Hearing aid.

Please attend the walk-in repair clinic (on Wednesday or Friday from 09:30–12:00) to replace the hearing aid.

Audiology

Modality Community Services

Address: Attwood Green Medical Centre, 15 Bath Row,
Birmingham, B15 1LZ

Website: www.modalitycommunityservices.com

Phone 0121 250 1592 opt 5

Email: modality.audiology@nhs.net