

## 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
	blocked soundchannel	Clean earmould
	Volume is turned down**	Turn up volume control
Whistling	Volume too high** 	Reduce volume (temporary solution) & contact your audiologist
	Clogged sound channel	Clean earmould
	Ear wax in the ear canal	Contact your audiologist or GP
	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
Distortion	Moisture	Use drying beaker
	Tubing coming out	Push tubing back through/ replace tubing

\*\* 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 Fulwood Clinic to discuss further This is available Monday to Friday from 9.00am - 4:30pm

Hear for  
**YOU**

Paediatric Audiology, Fulwood Clinic,  
4 Lytham Road, Fulwood, Preston, PR2 8JB  
Tel: 01772 401310 / 2  
Email: [paediatric.audiology@lthtr.nhs.uk](mailto:paediatric.audiology@lthtr.nhs.uk)



# Your Hearing Aid

## Lancashire Paediatric Audiology Service



Lancashire Teaching Hospitals   
NHS Foundation Trust

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- General information about the hearing aid service
- How to care for your hearing aids
- How to care for your earmoulds
- Batteries
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The hearing aid fitting process is designed to ensure that the hearing aids are fitted in a way that mises your child's ability to hear  understand speech comfortably  in all of the different listening conditions that they will experience. By doing this, we can provide the most appropriate amplification to support your child in their communication with others and the development of their speech and language skills. To ensure that your child gets the maximum amount of benefit  from their hearing aid as 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 brand new digital signal processing hearing aids by Lancashire Teaching Hospitals NHS trust. 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 the maintenance, repair and replacement of hearing aids is carried out at no cost to a user but you need to be aware that if hearing aids are persistently lost or damaged as a result of neglect we may ask you to contribute to the replacement costs or issue a different model of aid.

## Appointments

Children usually require frequent visits to the Audiology Department for hearing tests and fine tuning of their hearing aids. We will 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.

Telephone Contact details for all appointments 01772 401310 / 2



## Our Paediatric Audiology Service

We operate an appointment system for all enquiries and testing. Our base is at Fulwood Clinic, Preston, but we hold other clinics at Blackpool, St Annes, Leyland, Carnforth & Morecambe. You will still need to contact Fulwood for appointments at these other clinics.

## Our Staff

The doctors and audiologists are here to assist you in any way with your hearing loss & hearing aid/s. The doctors will assess your hearing & manage any investigations or referrals that need to be made. They will liaise with other relevant professionals & ensure any support needed is arranged. The audiologist will monitor your child's hearing & fine tune your child's hearing aids to give the best performance and outcome. They will show you how to look after your aids & assist you with any enquiries. They will also take impressions for new earmoulds.

## IDSS

The Inclusion & Disability Support Service provide a specialist team of teachers who can support your child at home, in nursery or in school. They will work with your child's nursery or school to ensure all children are fully included as learners and will tailor their support to the individual needs of your child.

## 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)

## 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 your local earmould clinic when new earmoulds are required:

Preston / Leyland - 01772 401310  
Blackpool / St Annes - 01253 651592  
Carnforth/ Morecambe - 01524 738908

## 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 but as your child gets older, they can learn some of the tasks.

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.
- Listen to the hearing aids using a stetoclip (provided with your hearing aid care kit).
- 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 tissue or fragrance-free wet wipe but avoid using cleaning products that can irritate skin and ears. The hearing aid must not get wet so clean with a dry cloth only. 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 the earmould with a solution of warm water and mild soap.
3. Rinse the earmould well. Use the puffer from the care kit 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 top picture and not incorrectly as shown here.



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.**



Batteries can be obtained any NHS Hearing Aid Centre or from Fulwood clinic anytime

**Monday- Friday 9.00am-4.30pm.**

You can also ring us to post some home if you are unable to call in for some. For other areas, please ask your local hearing aid clinic.

Refer to the hearing instruction booklet for instructions how to insert your batteries.



## Battery warning

The batteries given by Fulwood clinic can be harmful if swallowed so it is important small children do not handle them. The batteries are very small & can be easily picked up & eaten. This can cause medical problems & choking. Seek medical attention if this occurs. It is advisable to change the batteries when your child is not present & are kept in cupboard out of reach. Always use the lockable mechanism provided to keep the batteries in place

## Lost Aids

In the event of a lost hearing aid please contact your nearest clinic to arrange a re-impresion for a new earmould & contact Fulwood clinic to request a replacement aid.

Hearing aids are expensive, please look everywhere before reporting it lost & use the kiddie clip & box provided to keep the aid/s safe. Your child's hearing aid may not be replaced with the latest model if persistent losses occur.

## Getting your child used to their hearing aids

Initially it may seem very daunting for your child to wear hearing aids; this is quite normal but with practice and perseverance they 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.
- 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 may 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.
5. Let them feel vibrations from sound. For example, lay their head on a table and let them feel the sound when you tap on it.

Further information can be found on the NDCS website:  
[www.ndcs.org.uk](http://www.ndcs.org.uk)

## 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!

### Resources:

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

Central Lancashire Deaf Children's Society: [www.cldcs.co.uk](http://www.cldcs.co.uk)

Blackpool, Fylde & Wyre DCS: [www.signhisayhi.org.uk](http://www.signhisayhi.org.uk)

Lancaster & Morecambe DCS: Contact Mike Barrett on 07973522167

Sefton & West Lancs DCS: Contact Richard Mountford on 0151 9246511

