



GIG  
CYMRU  
NHS  
WALES

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

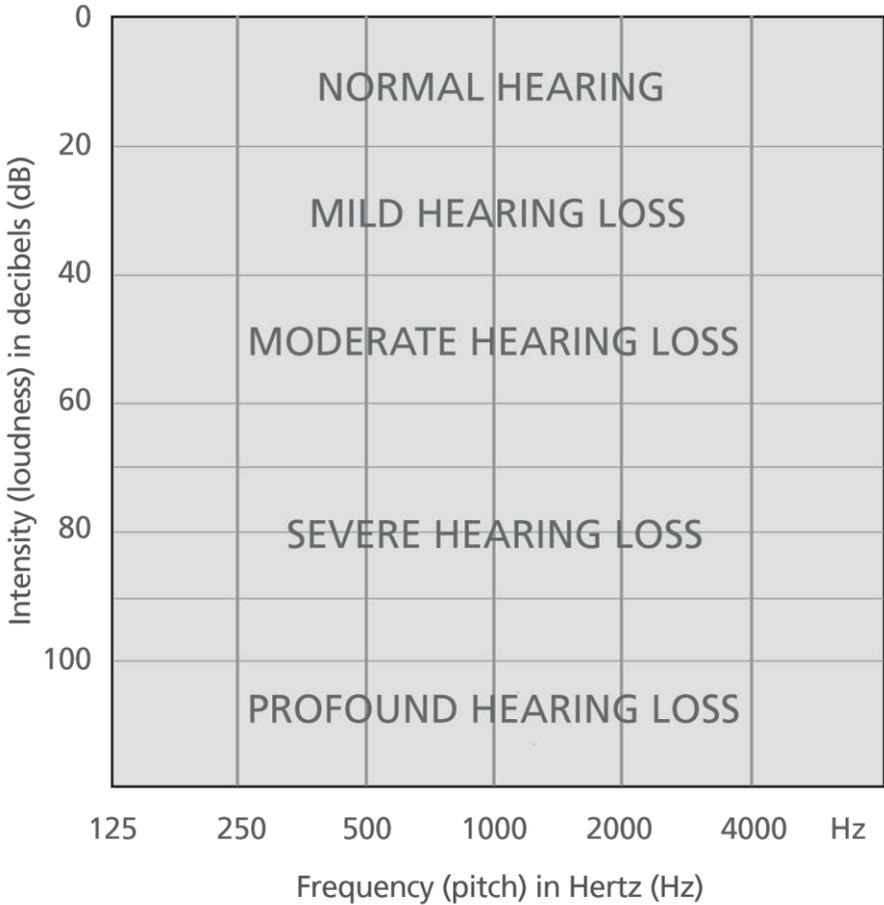


# Hearing Aid Information Booklet

## Adults with moulds



# Your Audiogram



Hearing Aid Manufacturer: .....

Programmes:.....

Volume control:.....

## Introduction

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

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

### **Q: Can I use any other devices to help with my hearing?**

A: Yes, Social Services provide a county-wide service for deaf people. They can help with extra equipment designed to help with things such as doorbells, telephones and televisions. Contact details are at the back of this booklet or your audiologist can give you further information.



# General Information about the Hearing Aid Service

## Introduction

You have been provided with 'state of the art' digital signal processing hearing aids by the Audiology Team Cardiff and Vale UHB. 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.

**If the hearing aids are lost or neglectfully damaged we will be forced to charge you, so please take care of your hearing aid/s as you would do for any other personal item that you value. The cost of a lost or neglected hearing aid is £65 per hearing aid.**

At the present time the maintenance and general repair of hearing aids is carried out at no cost to a user.

## Repair Services

In line with current COVID-19 restrictions we are unable to run a walk-in repair service, at University Hospital of Wales or West Quay Medical Centre.

If your hearing aid requires a repair please contact us using our contact details below to be triaged or post your hearing aid to us for repair.

## Batteries / Battery Book

**Hearing Aid users will now be issued with an annual supply of batteries per hearing aid from the Audiology department in UHW.**

Batteries are provided free of charge and do not need to be returned

**New batteries can be posted to you, please contact us to arrange postage you can request by post by telephoning the Audiology Department on 02921 843179**

**Patient safety Notice:** Ingestion of batteries can cause serious harm and death  
Button batteries pushed into the ear or nostrils can also cause serious harm.

**Keep all batteries away from Children.**

**Address:** Audiology Clinic, Clinic 9, Outpatients Department, University Hospital of Wales, Heath Park Way, Cardiff, CF14 4XW

Telephone contact details:

**02921 843179**

email: [audiology.helpline.cav@wales.nhs.uk](mailto:audiology.helpline.cav@wales.nhs.uk) or text 0780 567 0359

It is advisable that you contact the department for a hearing test after 3 years

## 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).



# How to care for your Hearing Aids

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

It can be difficult to tell if your 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.**

**Your hearing aid needs to be serviced every 6 months**



## 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 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**.

Telephone contact details:

**02921 843179**

email: [audiology.helpline.cav@wales.nhs.uk](mailto:audiology.helpline.cav@wales.nhs.uk) text 0780 567 0359

It is advisable that you contact the department for a hearing test after 3 years

## How to insert your hearing aids

### Re-tubing your Earmould

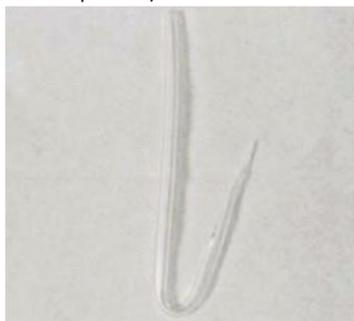
There are a few different types of tubing, ask your Audiologist to tell you what type of tubing you need.

Earmoulds should be retubed every 4-6 months. The audiology service is happy to provide this service for you if you prefer.

1. Pull the tubing out of the earmould, do not throw this away as you will need it later.



2. Taper the end of the new tubing (as seen in picture)



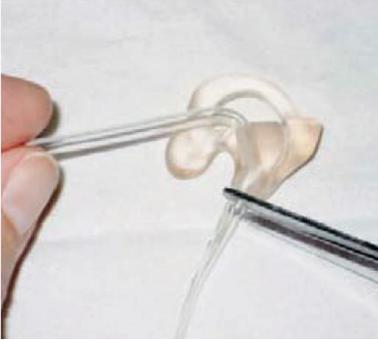
3. Push the tapered end of the tubing through the earmould (as seen in picture)



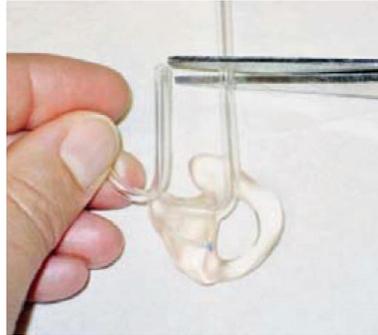
4. pull the tube through until the bend reaches the earmould (see image)



5. Cut the tapered end as close to the earmould as possible



6. take the old piece of tubing and use this to measure the length of the tubing in the earmould



7. Push the end of the tubing onto the hook of the hearing aid



8. make sure the earmould is going in the right direction, see image



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.

## How to insert your hearing aids



1 Hold the earmould



2

Insert both the section that goes into your ear canal and the top projecting part at the same time and push into place



3



4 Your ear mould should now be in place.



5

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



6

It should look like this when done

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.

Your hearing aid may have a 'phone now' setting which is compatible with new smart phones, this works similarly to a loop system to help hearing over the phone, ask your audiologist for further advice.



## 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	<input type="checkbox"/>	<input type="checkbox"/>
Turning them on and off	<input type="checkbox"/>	<input type="checkbox"/>
Checking and changing the batteries	<input type="checkbox"/>	<input type="checkbox"/>
Adjusting the volume control (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>
Changing the programmes (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>
Check & changing the tubing	<input type="checkbox"/>	<input type="checkbox"/>
Check the FM system is working (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>

If the answer is 'No' then contact your Audiology Department for assistance.



## Getting used to your 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 for as long as possible throughout the day and build up your tolerance.
- For new users it may be best to try out the hearing aids in quiet situations around the home to get used to sounds in a safe environment in which you have control. Once you have acclimatised to household sounds then you may want to try the hearing aid outside. If you have a volume control don't be afraid to use it.
- Think about using your hearing aid whilst watching the television or listening to music. If appropriate ask your partner/family members if you hear a sound and don't recognise what it is.
- Extend usage as much as you can. Soon you will get used to the amplified sounds and they will become more and more natural to you.

## Some ideas for listening activities

- Go on a listening walk around the house, garden or shops. Keep quiet and concentrate on the sounds you can hear.
- While your back is turned get your partner/family member to make some sounds and see if you can work out what they are doing eg opening a can of fizzy juice, shaking a cereal box, putting coins in a purse.

# Other people can help to improve your hearing

Please share this information to friends and family as changes that they make can be quite helpful towards your hearing in difficult situations.

- Stand close to the person you are talking to. Talk to them face to face
- Stand in good lighting.
- Do not cover your face with your hands, newspaper or book.
- When talking in a group, try not to interrupt each other – Rather speak one at a time.
- Get the person's attention before beginning to speak (especially in background noise).
- Use plain language and do not waffle.
- Do not shout. Speak clearly and pronounce your words properly.
- Check that the hearing-impaired person followed what you said.
- If they did not understand you, try to say it in a different way.

**Be aware that listening through the use of a hearing aid can be very tiring. Therefore, it is important not to place the listener under a great deal of strain and pressure or to expect them to be able to listen for a long period of time.**

## 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/change tubing
	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

**It is advisable that you contact the department for a hearing test after 3 years.**



**GIG**  
CYMRU  
**NHS**  
WALES

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



## Useful numbers and websites

Organisation	Contact details
Social Services	Cardiff Tel:02920 234234
	Barry and the Vale Tel:01446 700111
	Caerphilly Tel: 0808 100 2500
	Bridgend Tel: 01656 642279
	or Princess of Wales Hospital to arrange an appointment for an assessment. Tel: 01656 752195
Sense Cymru (South Wales)	Tel/Ffon: 0300 330 9280 Mob/Sym: 077 474 88 000
Cardiff Tinnitus Support Group	<a href="https://www.tinnitus.org.uk/">https://www.tinnitus.org.uk/</a>
Hear to Meet groups	<a href="https://rnid.org.uk/">https://rnid.org.uk/</a>
Lip-Reading Classes	<a href="https://atlalipreading.org.uk/">https://atlalipreading.org.uk/</a>
FREE magazine for Deaf and Hard of Hearing	www.slfirst.co.uk
Wales Council for Deaf People	www.wcdeaf.org.uk email: mail@wcdeaf.org.uk

### Useful websites

www.NDCS.org.uk  
[www.abodycymru.org.uk](http://www.abodycymru.org.uk)  
 www.cafamily.org.uk  
 www.cardiffparentnetwork.org.uk  
 www.deafnessresearch.org.uk

www.deafeducation.org.uk  
 www.forestbooks.com  
 www.deafnessatbirth.org.uk  
 www.childcareincardiff.info/fis  
 www.earlysupportwales.org.uk  
 www.actionhearingloss.org.uk

Telephone contact details:

**02921 843179**

email: [audiology.helpline.cav@wales.nhs.uk](mailto:audiology.helpline.cav@wales.nhs.uk) or text 0780 567 0359