

Moving from child to adult hearing aid support services

Information and advice for patients

Hearing Services

You will soon be moving from child to adult services for your hearing aid care. The move will mean there will be some changes to the service you receive at present. The changes will be explained by your audiologist, and this booklet is here to help.

If you already attend the Hearing Services Centre at City Hospital then you will still be seen there.

If you attend a different hospital, your audiologist there will tell you when this move will happen and you will be sent an appointment to see an audiologist at your local hearing centre.

How is the adult service different to the child service?

As a child you will have had a hearing aid review each year, but as an adult you will no longer be sent appointments for this. Instead, if you think that your hearing has got worse or you are not hearing as well with your hearing aid(s) then you need to come to the hearing aid repair service (Page 9). Here the audiologist will check your hearing aid and ear mould and will arrange for you to have other appointments if you need them.

Please bring your brown 'service book' to all of your appointments and when you attend the repair service. This book contains important information about you and your hearing aid(s). If you do not have a service book please ask for one next time you come for an appointment or to the repair service.

Moving from child to adult hearing aid support services

Information and advice for patients

Hearing Services

Your details

Hearing Aid _____

Prescription _____

Mould _____

Type of hearing loss _____

School/ further education/ occupation _____

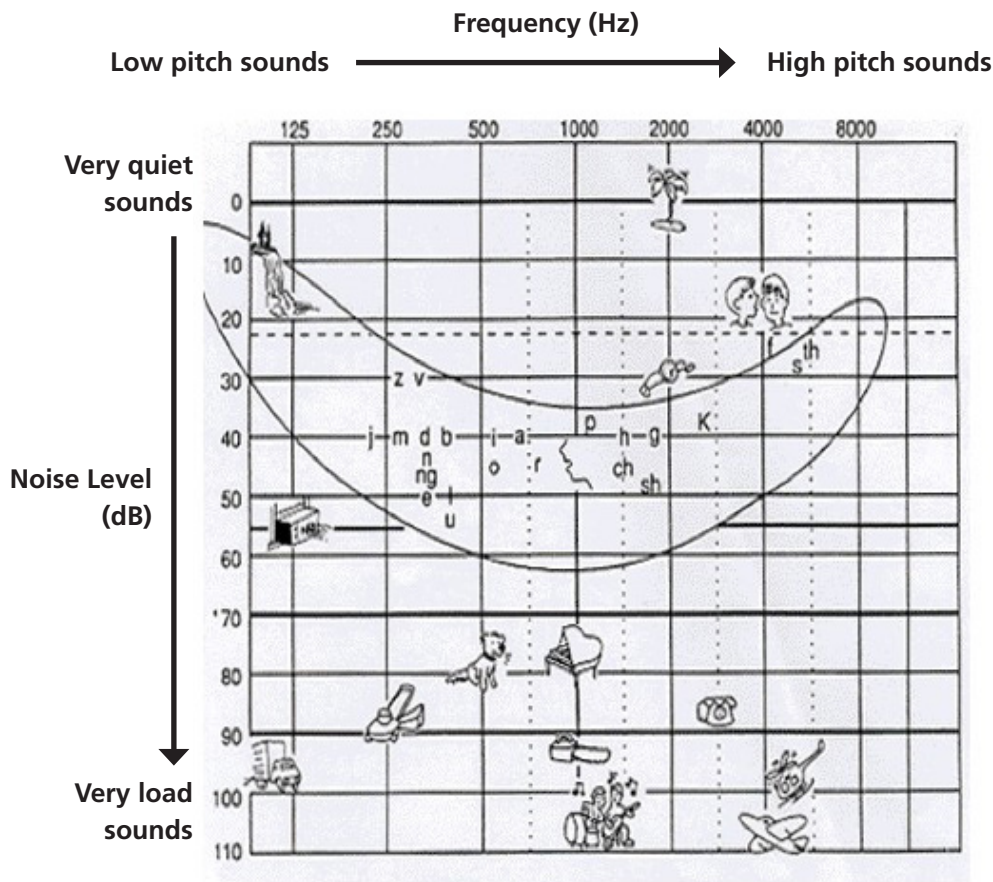
Moving from child to adult hearing aid support services

Information and advice for patients

Hearing Services

Your hearing test

The results from your hearing test are drawn on this graph:



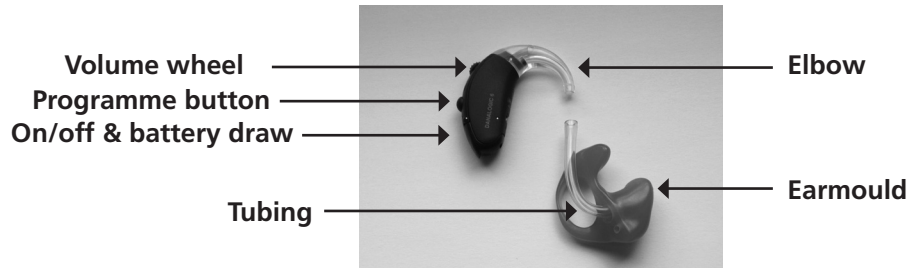
This is a _____ hearing loss.

Moving from child to adult hearing aid support services

Information and advice for patients

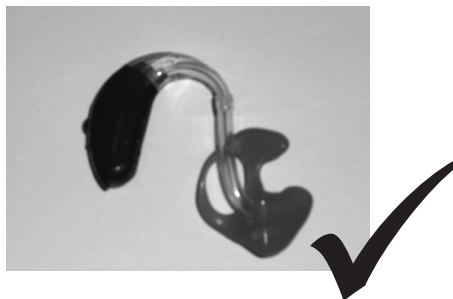
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Your hearing aid



Check that the curve of the earmould goes the same way as the curve of the hearing aid.

This picture shows the earmould attached the right way round:



This picture shows the earmould attached the wrong way round:



Moving from child to adult hearing aid support services

Information and advice for patients

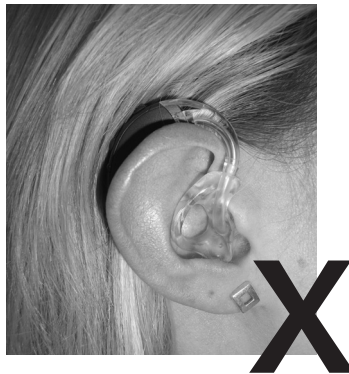
Hearing Services

Wearing your hearing aid

When wearing your hearing aid it should look like this:



It is an easy mistake to put the top of the ear mould in incorrectly, as shown in the picture:



Washing the earmould

- Separate the hearing aid from the earmould by gently pulling the tubing away from the elbow. Be careful not to pull the tubing out of the mould.
- Wash the mould, with the tubing still in place, with warm soapy water.
- Rinse well and blow through.

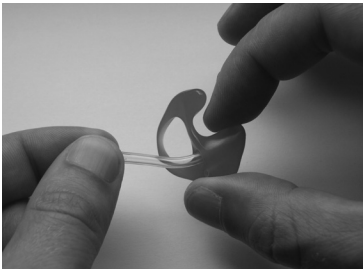
Moving from child to adult hearing aid support services

Information and advice for patients

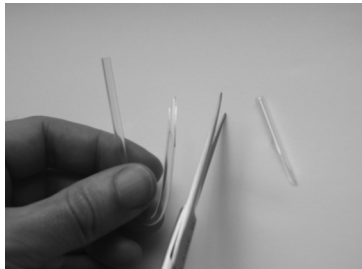
Hearing Services

Re-tubing

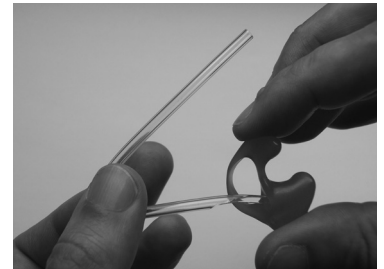
Change the tubing when it becomes hard, discoloured or splits.



1. Pull the old tubing out of the earmould. Do not throw the old tubing away, you will need it later.



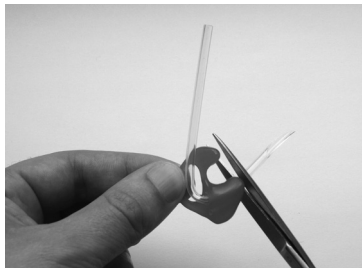
2. Cut, at a slant, the last 5cm of tubing. You should be left with a tapered end to the tubing. The tapered end pushes into the earmould.



3. Thread the tubing through the earmould.



4. All of the tapered section should come through the other side. Pull the tube until the bend reaches the earmould.



5. Cut the tapered tubing as close as possible to the earmould. Any tube sticking out could rub your ear and make it sore.



6. Take the old piece of tubing you saved and line it up with the newly threaded tube. Cut the tube to the same length.



7. Push the end of the tubing onto the plastic nozzle on the hearing aid and make sure it bends in the correct direction.

Moving from child to adult hearing aid support services

Information and advice for patients

Hearing Services

Repairs

The repair service is at the Hearing Services Centre at City Hospital and also at Boldmere Hearing Clinic. The repair service is a walk-in-clinic, so you do not need an appointment.

You should come to the repair service if:

- Your hearing has become worse
- Your hearing has become worse even with hearing aids
- Your hearing aid is not working properly
- You need new batteries for your hearing aid

Adult Repair Times

Hearing Services Centre, City Hospital

Tel: 0121 507 5417

| | |
|------------------|---------------------------------|
| Monday & Tuesday | 9.30am – 12pm |
| Wednesday | 1pm – 4pm |
| Thursday | 9.30am – 12pm & 4.45pm – 6.45pm |
| Friday | 1pm – 4pm |

Boldmere Hearing Clinic, Sutton Coldfield

Tel: 0121 507 4875

| | |
|-----------|---------------|
| Monday | 1.30pm-4pm |
| Wednesday | 9am – 11.30am |
| Friday | 9am – 11.30am |

Child Repair Times

Hearing Services Centre, City Hospital

| | |
|-----------|-----------------|
| Monday | 9.30am – 12pm |
| Wednesday | 1pm – 4pm |
| Thursday | 4.45pm – 6.45pm |

Moving from child to adult hearing aid support services

Information and advice for patients

Hearing Services

Problems with your hearing aid

| Problem 1 | Check | Solution |
|----------------------------|------------------------------------|--|
| Hearing aid is not working | Is the battery flat? | Change the battery |
| | Is the battery in upside down? | Turn the battery the right way |
| | Is the battery in date? | Change the battery if out of date |
| | Is the earmould blocked with wax? | Remove the earmould from hearing aid and clean |
| | Is there condensation in the tube? | Use a puffer (a small balloon type device with a nozzle at the end) to blow out the condensation |

| Problem 2 | Check | Solution |
|---|---|---|
| Hearing aid keeps going on and off / crackles | Check the battery; it may be flat, out of date or not in correctly. | First check the battery is in correctly, if it is then it may need changing |
| | Is the battery compartment closed properly? | Ensure the battery is clear of any debris and the compartment is closed properly. |

| Problem 3 | Check | Solution |
|--------------------------|--|--|
| Hearing aid is whistling | Is the earmould in your ear correctly? | Put the ear mould in again |
| | Is the earmould too loose? | Come to the repair service so we can take another impression of your ear |
| | Is the earmould blocked? | Remove the earmould and clean |
| | Is the elbow part damaged? | Come to the repair service to have it replaced |
| | Is the earmould tubing damaged or coming out of the ear mould? | Re-tube the earmould |
| | Check if your ear wax has built up | See your GP to have your ears checked |
| | Is the hearing aid in the correct ear? | Make sure the correct aid is in the correct ear if you have 2 |

Moving from child to adult hearing aid support services

Information and advice for patients

Hearing Services

Useful Contacts

| Type of information | Organisation | Address | Other contact details |
|---|-------------------------------------|---|--|
| Jobs and benefits | Access to Work | Jobcentre Plus Access to work, operational support unit Alexandra House 377 Cowbridge Road East Cardiff CF5 1WU | Tel: 02920 423 291 Textphone: 0845 602 5850 Email: atwosu.cardiff@dwp.gsi.gov.uk Website: www.gov.uk/access-to-work |
| Charity – working with deaf, deafened, hard of hearing and physically and sensory disabled people across the UK | BID Services | BID Services Deaf Culture Centre Ladywood Road Birmingham B16 8SZ | Tel: 0121 246 6100 Minicom: 0121 246 6101 Email: info@bid.org.uk Website: www.bid.org.uk |
| High profile national “Deaf People’s Organisation” run by deaf people, for deaf people | British Deaf Association | BDA Head Office 2nd floor 356 Holloway Road London N7 6PA | Tel: 020 7697 4140 SMS/Facetime: 07795 410 724 Email: bda@bda.org.uk Website: www.bda.org.uk |
| Information on tinnitus and coping strategies | British Tinnitus Association | BTA Ground floor, Unit 5 Acorn Business Park Woodseats Close Sheffield S8 0TB | Tel: 0800 018 0527 Email: info@tinnitus.org.uk Website: www.tinnitus.org.uk |
| Equipment | The Deafax Trust | The Deafax Trust Deafax Technology Centre University of Reading Bulmershe Court Reading RG6 1HY | Head Office: 01494 568 885 Email: info@deafax.org Products & services: 0121 244 9051 Email: Jessica@deafax.org Website: www.deafax.org |

Moving from child to adult hearing aid support services

Information and advice for patients

Hearing Services

| Type of information | Organisation | Address | Other contact details |
|--|--|---|--|
| Support and information for people with hearing loss and their families | Hearing Link | Hearing Link 27-28 The Waterfront Eastbourne East Sussex BN23 5UZ | Tel: 0300 111 1113 SMS: 07526 123 255 Email: enquiries@hearinglink.org Website: www.hearinglink.org |
| Organisation of families, parents and carers to provide emotional and practical support | National Deaf Children's Society (NDCS) | NDCS 15 Dufferin Street London EC1Y 8UR | Tel & Minicom: 020 7490 8656 Email: ndcs@ndcs.org.uk Website: www.ndcs.org.uk |
| Charity providing a range of information and services for deaf or hard of hearing people | Action on Hearing Loss | Action on Hearing Loss 19-23 Featherstone Street London EC1Y 8SL | Tel: 0808 808 0123 Textphone: 0808 808 9000 Email: informationline@hearingloss.org.uk Website: www.actiononhearingloss.org.uk |

Moving from child to adult hearing aid support services

Information and advice for patients

Hearing Services

Contact details

Hearing Services Centre

City Hospital
Dudley Road
Birmingham
B18 7QH
Tel: 0121 507 5417

Boldmere Hearing Clinic

194 Boldmere Road
Sutton Coldfield
B73 5UE
Tel: 0121 507 4875

Further information

For more information about our hospitals and services please see our websites www.swbh.nhs.uk and www.swbhengage.com, follow us on Twitter @SWBHnhs and like us on Facebook www.facebook.com/SWBHnhs.

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5495 or email: swb-tr.swbh-gm-patient-information@nhs.net



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