

Patient information

Custom Mould Hearing Aid Fitting Pack (Care and Maintenance Guide)

Audiology Department

You have just been fitted with a digital hearing aid from Aintree University Hospital Audiology department. This pack contains information to help you understand how to use and maintain your hearing aid.

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Please consult this pack if you are having any problems with your hearing aid. If, after following the guidance in this pack, you are still having problems with your hearing aid, please visit the following website for more information:

C2 Hear available at: <http://www.C2hearonline.com>

Or contact the Audiology department on:

**(0151) 529 0328 / 0151 529 0329
or email audiology@aintree.nhs.uk**

It is recommended that you have a hearing assessment every 3 years, if this has not taken place please contact the Audiology department to arrange an appointment.

Below is the date you were fitted with your hearing aid:

.....

Your NHS Digital Hearing Aid(s)

You have just been fitted with your new NHS digital hearing aid(s).

Hearing aids cannot give you perfect hearing but they should help you to hear every day sounds and help you follow what people are saying. Your hearing aid(s) will make a difference to your quality of life by making the most of the hearing you have and will reduce some of hearing difficulties that you were experiencing.

However in noisy places you may still find it difficult to follow what people are saying. If you have not worn a hearing aid before, allow yourself sufficient time to get used to it as this can take several months.

If you are still having difficulty using your hearing aid after 6-8 weeks, use the check list below to help you decide whether a review appointment is needed:

- | | | |
|----|---|--------|
| 1) | Is your hearing aid uncomfortable? | Yes/No |
| 2) | Do you have difficulty using your hearing aid? | Yes/No |
| 3) | Do you have difficulty placing your aid in to your ear? | Yes/No |
| 4) | Are you unhappy with the sound? | Yes/No |
| 5) | Does the hearing aid whistle while it is in your ear? | Yes/No |

If you answer Yes to any of these questions please contact the department for a review appointment on (0151) 529 0328

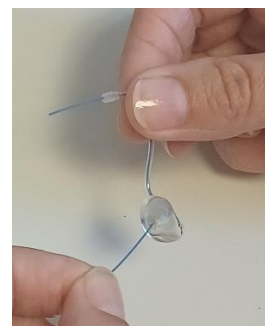
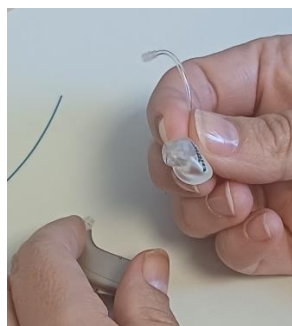
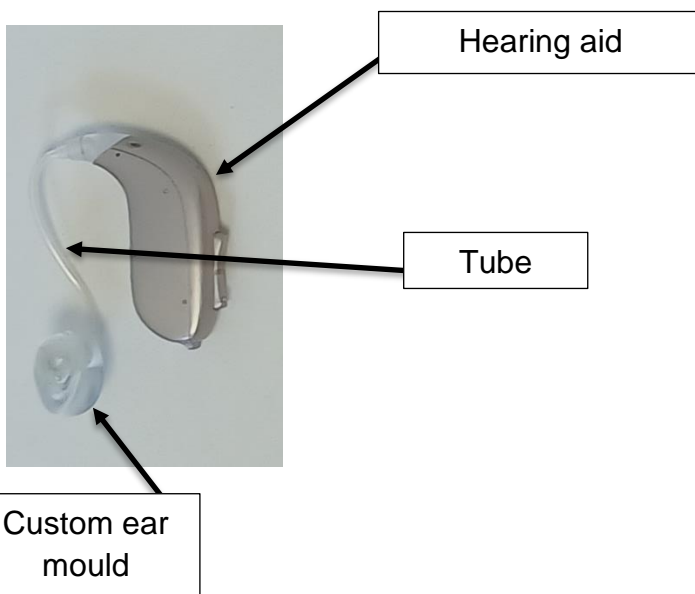
Using your hearing aid

Your hearing aid is provided free on loan from the NHS. Please look after it and use it as much as possible. If you are not using it please make an appointment to see if any adjustments can be made to make it easier for you to use. However if you feel you no longer wish to wear the hearing aid please return it to the department.

If you lose or damage your hearing aid(s) due to misuse or neglect then you are likely to be charged a fee towards the cost of replacement.

Cleaning your Custom Ear mould Hearing Aid

1. The tube needs changing every 12 months. Please see page 5 regarding this.
2. Use a wet wipe or damp cloth and carefully wipe the outside of the tube and mould.
3. If the tube is blocked with wax use the red /blue thread supplied. (Follow the instructions below).
4. Pull the tube out of the hearing aid.
5. Feed the red/blue cleaning thread down the small hole at the top of the tube all the way through until it has come all the way out of the mould.
6. Clean/wipe the red thread as this can be used next time.
7. Push the tube back into the hearing aid



Helpful Hints for Telephone Use

Telephone receiver position

When using the telephone, try placing the telephone receiver against the hearing aid itself (i.e. to the top of the ear) rather than holding the phone in the usual position. This allows the hearing aid to pick up the sound better.



Place telephone
receiver here

Care and Maintenance of your Hearing Aid

- Always store your hearing aid in the case provided
- Hearing aids should be cleaned daily with a tissue, wet wipe or soft cloth.
- **Never place your Hearing Aid in water**
- Remove the battery to prevent damage from corrosion when storing the hearing aid for a long period of time.
- Store hearing aids in a dry area at room temperature.
- If you perspire heavily ask for super seals to cover the hearing aid or purchase a Dri-Aid from a retailer (see below).
- Avoid getting hairspray or hair product on the hearing aids, wait until your hair is dry before placing the aid into your ear.

Don't store your hearing aid where pets and children can get them.

Maintenance packs and Dri aids can be purchased from hearing aid retailers or at the

Common Faults with Hearing Aids

- If the hearing aid is whistling please check the fit of the ear piece in your ear. The mould should be completely in your ear and the tube close to the side of your head.
- If the hearing aid does not seem to work, first try inserting a new battery. If there is still no response, check that the tubing is not blocked with wax or moisture. Use the blue/red cleaning threads to clean the tubing.
- If you hear an intermittent beeping sound, this is likely to be the battery warning signal, change the battery.

Servicing your Hearing Aid

Regardless of if you are having any problems, the hearing aid needs servicing every 12 months. Please use our drop off service or contact the Audiology department on Tel: **(0151) 529 0328 to arrange this.**

Same day drop off repair appointments - Weekdays before 10.30am

Use this service to avoid waiting for an appointment or trying to get through on the phone

You can bring your hearing aids to the drop off service before 10.30am and it will be ready for collection after 12.00pm only at:

**Audiology Department, 1st floor Elective Care Centre (ECC) Aintree Hospital,
Longmoor Lane, L9 7AL**

Hearing aids brought after this time will be ready for collection the following working day.
This service is provided Monday – Friday (Excluding Bank Holidays). No appointment is needed for this service.

Face to face appointment – 15-minute slot appointments always needed.

Please note that there may be a delay in getting an appointment so please use our drop off service first.

An appointment **must be booked in advance for this service**, either by phone or email.

Appointments held at:

- Audiology Dept, Clinic 4, 1st floor, Elective Care Centre (ECC)
Aintree University Hospital, Longmoor Lane, L9 7AL.
- May Logan Centre , 294 Knowsley Road, Bootle, L20 5DQ

Audiology Office **0151 529 0328/9 Mon- Friday 08:15-17:45**

A Voice mail service will be available to take your messages out of hours from the Audiology Office

E-mail audiology@aintree.nhs.uk

Hearing Aid Batteries

Replacement hearing aid batteries can be obtained in the following ways:-

In Person

You may collect new hearing aid batteries from any of the following centres. Please take your old batteries and battery card/record book.

Fazakerley	Aintree University Hospital
	The Elective Care Centre
	First floor:Audiology department Clinic 4
	Tel: 0151 529 0328

Bootle	Bootle Health Centre Park Street, Bootle Tel: 0151 247 6000
Litherland	Town Hall Clinic Sefton Road, Litherland Tel: 0151 475 4667
Maghull	Health Centre Westway, Maghull Tel: 0151 247 6800
Netherton	Netherton Health Centre Magdalen Square, Netherton Tel: 0151 247 6080
Thornton	Bretlands Road Clinic Thornton Tel: 0151 247 6330
Waterloo	Prince Street Clinic Waterloo Tel: 0151 247 6900

By Post

Send the old batteries with your full name and address to:
Audiology Department
First floor, Elective Care Centre
Aintree University Hospitals NHS Foundation Trust
Lower Lane
Liverpool L9 7AL

A new supply will be dispatched by returned post.
Or telephone Audiology department on **(0151) 529 0328**

Patient information leaflets

For more helpful hints see our leaflets on:

- Hearing Tactics
- Digital hearing information
- Telephone training tips
- Diagnostic tests
- Tinnitus and sleep loss
- Balance tests

For additional help visit the RNID website which has lots of information to help you understand and manage your hearing loss. The web address is **<https://rnid.org.uk>**

RISK Identified harm to babies and children from coin/button batteries in hearing aids and other devices.

Identified safety issue

Babies and young children (under five years) can suffer serious injury if they swallow coin/button batteries or poke them into their nostrils or ears. This age group is at most risk of serious harm because they tend to explore the world by putting things in their mouths and batteries can become lodged in their narrow throat and cause very serious harm.

This risk also applies to any adult or child aged five or over with health conditions or disabilities that might put them at increased risk of swallowing a coin/button battery or pushing one into an ear or nostril, including those with a significant learning disability, dementia or other cognitive or sensory impairment.

Ingestion of any coin/button battery should be treated as a medical emergency.

It is of utmost importance that all hearing aids and batteries are kept away from babies, children and anyone with additional risk factors (such as a significant learning disability, dementia or other cognitive or sensory impairment). Before use batteries should be stored in their packs in a safe place out of reach of anyone at risk of swallowing them. Used batteries prior to recycling should also be stored in a safe/secure place that is out of reach.

Batteries and Hearing Aids should never be left loose in any place that they can be reached by a child/adult/pet that may swallow them.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

Please contact the audiology department if you have any questions/queries.

Tel: 0151 529 0328 or 0151 529 0329

Text phone: 0151 529 4195

Email: audiology@aintree.nhs.uk

Author: Audiology Department

Review date: December 2025

References

1. Child Accident Prevention Trust: <https://www.capt.org.uk/button-batteries>
2. NHS England (2014) Patient Safety Alert – ‘Risk of death and serious harm from delays in recognising and treating ingestion of button batteries’:
<https://www.england.nhs.uk/2014/12/psa-button-batteries/>
3. HSIB report – ‘Undetected button/coin cell battery in children’:
<https://www.hsib.org.uk/investigations-cases/undetected-button-battery-ingestion-children/>
4. Litovitz et al (2010) Preventing battery ingestions: analysis of 8648 cases. *Pediatrics* 125: 1178–1183.
5. Litovitz et al (2010) Emerging battery-ingestion hazard: clinical implications. *Pediatrics* 125: 1168–1177.
6. IEC 60601-2-66:2015 Medical electrical equipment – Part 2-66.
7. Modernising Children’s Hearing Aid Services:
<http://research.bmh.manchester.ac.uk/mchas>
8. Newborn Hearing Screening Programme Clinical Advisory Group (2009) - ‘Guidelines for Fitting Hearing Aids to Young Infants’:
<http://research.bmh.manchester.ac.uk/mchas/innfantHAfittingguidelines/infantHAfittingguidelines.pdf>

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhadda kale, sida luqadda kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.