

Patient information

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.

Contents:

Your new NHS digital hearing aid(s)	Page 2
How to fit your hearing aid correctly	Page 3
Care and maintenance of your hearing aid	Page 4
Washing your ear mould	Page 5
Re-tubing your ear mould	Page 6
Common faults with hearing aids Helpful hints for telephone use	Page 7
Servicing your hearing aid	Page 8
Hearing aid batteries	Page 9
Patient information leaflets	Page 10
Battery Safety	Page 11

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:

Tel: 0151 529 0328 (Repairs and enquiries)

Tel: 0151 529 0329 (Enquiries)

or email audiology@aintree.nhs.uk

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

Date you were fitted with your hearing aid:

Your new 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 everyday 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 the 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 <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. Do you have difficulty using your hearing aid? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. Do you have difficulty placing your aid into your ear? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4. Are you unhappy with the sound? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 5. Does the hearing aid whistle while it is in your ear? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

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.

How to fit your Hearing Aid correctly



1. Hold the ear mould at the back with your finger and thumb. Pull it back past your ear.



2. Put the bit that goes down the ear canal into position.



3. Then get in place the bit that goes into the crease at the top of the ear.



4. Use your other hand to pull down your ear lobe. Push your ear mould firmly in.



5. Correctly fitted aid

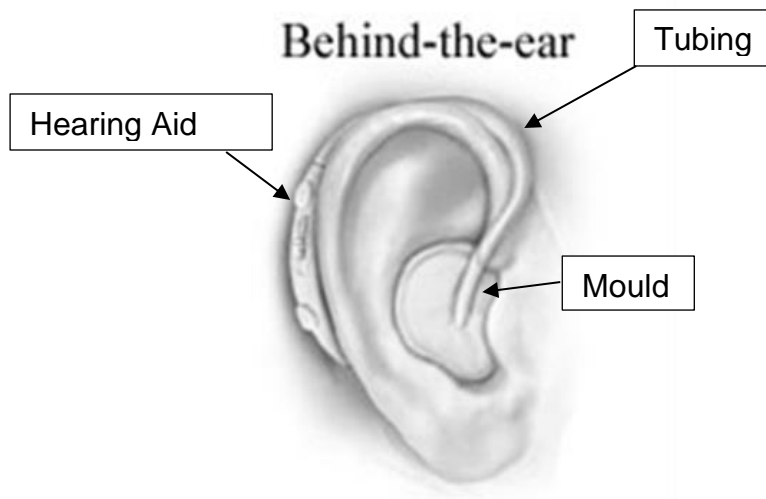
(RNID How to use your Hearing aid handbook 2004)

Care and Maintenance of your Hearing Aid

- Always store your hearing aid in the case provided.
- Hearing aids should be cleaned when required with a tissue or soft cloth.
- The mould, which goes in your ear, should be wiped every time it is taken out of your ear with a wet wipe.

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 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.
- The tubing on your hearing aid should be replaced when it becomes yellow and hard. If it is not working check for wax blockages.
- Do not store your hearing aid where pets and children can get them

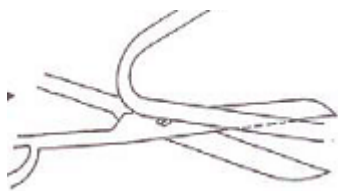


Maintenance packs and Dri aids can be purchased from hearing aid retailers or from RNID.

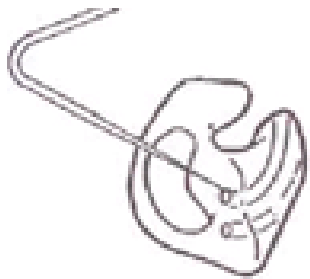
Website: <https://www.rnidconnevans.co.uk/>

Tel: 0808 808 0123

Re-tubing your Ear Mould



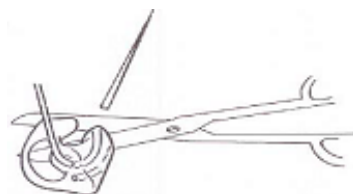
1. Pull the old tubing out of the mould and keep it for later. On the new tubing taper the last 2cm (1 inch)



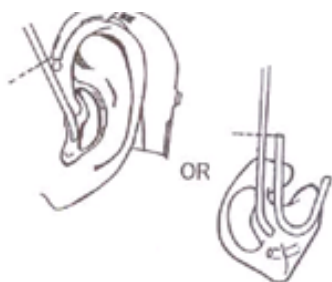
2. Thread the tapered end through from the outside of the mould.



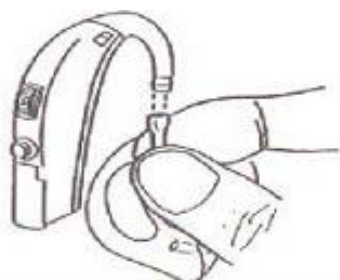
3. Pull the tubing through the mould until the tapered end has passed right through and the other end is flat against the outside of the mould



4. Cut off the tapered end as close to the mould as possible.



5. Use the old piece of tubing as a guide: hold it against the mould and cut the new tubing to the same length.



6. Squeeze the top of the tube and fit it over the end of the hearing aid hook

Common Faults with Hearing Aids

- If the hearing aid is whistling please check the fit of the ear piece in your ear. The ear mould should completely fill the bowl of your ear and no part, except the tubing, should sit proud of your ear. If you have any problems inserting the ear mould, please contact the department on (0151) 529 0328.
- 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 has not become blocked with wax or moisture. If there is wax, you can use the blunt end of a needle to remove this. If there is condensation try shaking the aid sharply as this should clear any blockage. If there is still no sound please use our drop off service or call the department for an appointment on (0151) 529 0328.
- If you hear an intermittent beeping sound, this is likely to be the battery warning signal, change the battery.

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 against the ear mould. This allows the hearing aid to pick up the sound better



Servicing your Hearing Aid

Regardless of if you are having any problems, the hearing aid needs servicing every 6 months. Please use our drop off service or contact the Audiology department on **(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
- St Chads Centre, St Chads Drive, Kirkby, L32 8RT

Postal services

Contact the Audiology Office telephone or email if you would like batteries or tubes for your hearing aids to be sent by post.

You may post your hearing aids to us in a secure package to be repaired.

Please send to: Audiology, 1st floor Elective Care Centre (ECC) Aintree Hospital, Longmoor Lane, L9 7AL. Please include your name, address and state the fault with the hearing aid. The hearing aids will be repaired and posted back to you

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 batteries from any of the following centres. Please take your old batteries and new battery card / record book.

Fazakerley Aintree University Hospital
Tower block, main reception or/
The Elective Care Centre
First floor
Audiology Department Clinic 4
Tel No: 529 0328

Bootle Bootle Health Centre
Park Street, Bootle
Tel No: 247 6000

Litherland Town Hall clinic
Sefton Road, Litherland
Tel No: 475 4667

Maghull Health Centre
Westway, Maghull
Tel No: 247 6800

Netherton Netherton Health Centre
Magdalen square, Netherton
Tel No: 247 6080

Thornton Bretlands Road Clinic
Thornton
Tel No: 247 6330

Waterloo Prince Street clinic
Waterloo
Tel No: 247 6900

By Post

Send the old batteries with your full name and address to:

Audiology Department
First Floor, Elective Care Centre
Aintree University Hospital NHS foundation Trust
Lower Lane
Liverpool L9 7AL

A new supply will be dispatched by return post
Or telephone Audiology department: **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/>

Further information about inserting hearing aids, adapting and expectations, communication tactics and caring for your aids, can be found on the following website www.hearing.nihr.ac.uk. Just click on the C2Hear link and you can watch a series of instructional videos

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.

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>

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

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Tel:0151-529-0328

Author: Audiology Department
Review date: December 2025

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 nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.