

General care and maintenance of your earmould and hearing aid

Hearing Services Department

Information for Patients and Relatives



University Hospitals of Leicester **NHS**
NHS Trust

Caring at its best

General care and maintenance

It is most important to clean your earmould and change the tubing regularly, otherwise the quality of sound from your hearing aid will be poor. If the tube becomes blocked your hearing aid may appear to stop working altogether.

Cleaning:

The earmould can simply be washed in warm soapy water.

Pull the aid and the soft tube apart as shown.



Soak both the mould and the tube together for approximately 15 minutes in warm soapy water.

Rinse thoroughly under the tap, allowing the water to run through the tube.



Dry the outside of the mould and tube. Shake firmly to remove any excess water from inside the tube. You may choose to leave it to dry overnight. This should be repeated regularly.

Retubing your earmould

You should replace the plastic tube inside your earmould approximately every 6-9 months, or when the tube becomes discoloured and hard.

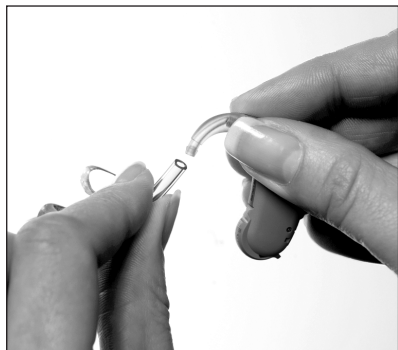
This will help to maintain good sound quality and comfort.

If the tube becomes too hard it can snap and get stuck inside the mould. If this happens you will not be able to wear the hearing aid until the broken tube is removed and replaced.

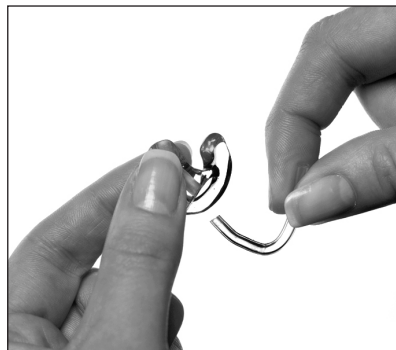
Replacement tubing is available from all of our battery collection centres.

Please follow these simple instructions on how to replace the tube. If you find it difficult to handle small objects or have eyesight problems and cannot replace the tube yourself, then please ask a friend or relative to help, or book a repair appointment and we will do it for you.

Retubing your earmould (continued)



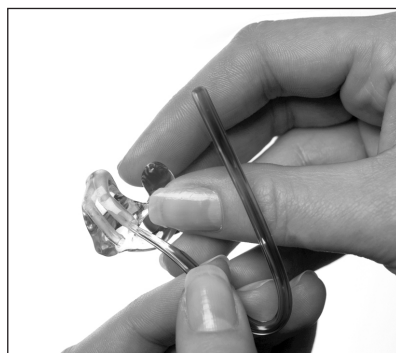
Hold the tube in one hand and the hearing aid hook in the other, twist and pull firmly apart.



Pull the old piece of tubing out of the mould. **KEEP THIS PIECE OF TUBING**



Cut the new piece of tubing to a long thin point.

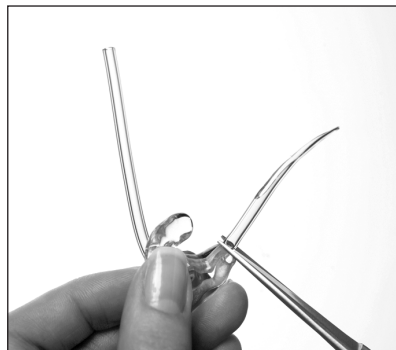


Insert the pointed end into the mould as shown. If there are two holes in the mould you should use the top one.

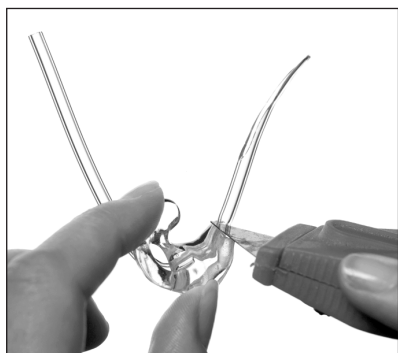
Retubing your earmould (continued)



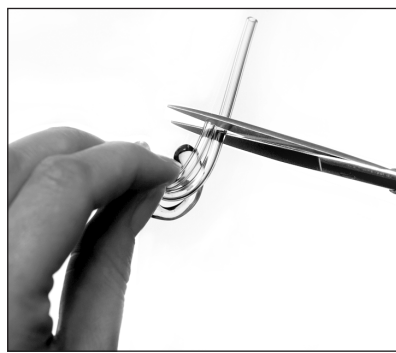
Pull the tubing through until it reaches the bend.



Cut off the point 'flush' with the mould using a sharp pair of scissors.



Alternatively, using a sharp knife can create a closer cut. Place the mould down on a hard surface if using a knife.



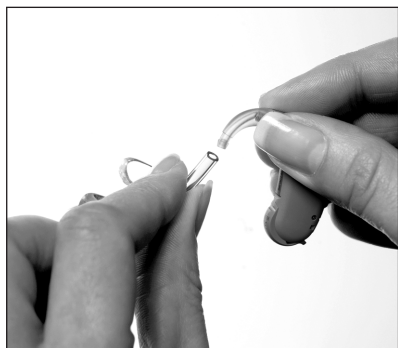
Use the old piece of tube as a measure for the new piece.

Retubing your earmould (continued)

If the hearing aid is loose over the top of the ear, try shortening the tube a little as the old piece may have stretched upon removal.

If the old piece of tube has been lost or damaged, place the mould in the ear and the hearing aid behind. Ask someone to mark with a pen where the two meet.

Remember to allow a little extra as the tube pushes over the end of the hearing aid.

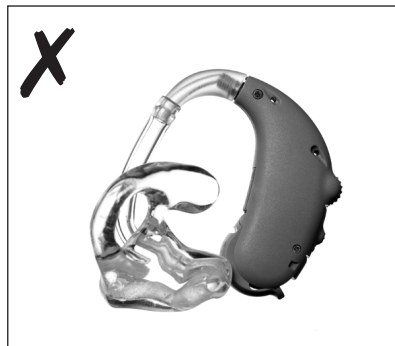


Push the end of the hearing aid hook firmly inside the new piece of tubing.

Retubing your earmould (continued)



The mould should point away from the hearing aid as shown in the picture.



Remember that the mould should face away from the hearing aid and not towards it as shown in the picture.

Troubleshooting guide for hearing aids with moulds

No sound

- Replace the battery, preferably with one from a new packet. Do not remove the tab until the battery is required.
- Separate the hearing aid from the mould as though for cleaning. Switch the aid on and close your hand over the aid. If the aid now whistles this would suggest that there is a blockage in the mould. Wash the mould and tube together in warm soapy water.
- If the hearing aid still does not work you will need to make an appointment to have the hearing aid repaired.

Poor sound quality

- Have your ears checked by your G.P. for wax or infection.
- Check your mould for moisture, or blockages of wax or debris. Remove the mould and wash it in warm soapy water.
- Check the tube for bends or breaks. Replace if necessary.
- Otherwise make an appointment at one of our repair clinics.

My hearing aid whistles when it is in my ear

- Have your ears checked by your G.P. for wax or infection.
- Check that your mould is inserted correctly. The tube should sit 'flush' against the side of your ear. Ask your Audiologist for advice if you have difficulty fitting your mould.
- Check to see whether the mould is loose or damaged. Moulds need replacing from time to time due to 'wear and tear'. Also over a period of time your ear can change shape.
- Please note that it is perfectly normal for a hearing aid to whistle when it is not in the ear, or when you cover your ear and hearing aid with your hand.

You are advised to contact this department every 3 years in order to have your hearing/hearing aid(s) reassessed.

Repair appointments

The Hearing Services Department has a dedicated telephone line in order to book repair appointments. Please state which clinic you would like to attend. The telephone line is open on:

Monday, Tuesday, Thursday and Friday between 9am – 12.30pm.

Telephone: 0116 258 5120 or Text: 0772 9188421

Contact us via email: hearingservices@uhl-tr.nhs.uk

Leicester Royal Infirmary

Hearing Services Department

Leicester Royal Infirmary

Leicester LE1 5WW

Loughborough Hospital

Epinal Way (entrance 2)

Loughborough LE11 5YJ

Melton St Mary's Hospital

Thorpe Road

Melton Mowbray

Leicestershire LE13 1SJ

Market Harborough & District Hospital

58 Coventry Road

Market Harborough

Leicestershire LE16 9DD

Syston Health Centre

Melton Road

Syston

Leicestershire LE7 2EQ

Repair appointments (continued)

Rutland Memorial Hospital

Cold Overton Road
Oakham LE15 6NT

Hinckley Hospital

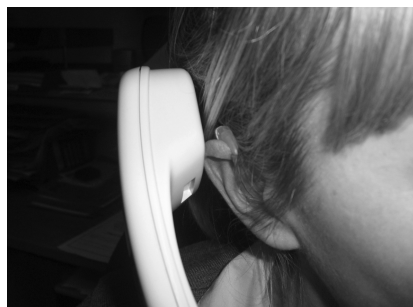
Mount Rd (entrance on Hill Street)
Hinckley
Leicestershire LE10 1AG

Using your hearing aid(s) with the telephone

Hold the receiver to the hearing aid as shown and not to your ear, as sound cannot pass through your earmould.

Speakerphone

You may find it easier to use a telephone with speakerphone. This allows the user to listen through a speaker on the telephone, without having to lift the receiver. This can be particularly beneficial if you have two hearing aids.



Volume control

Whilst additional volume can be helpful, often the problem is lack of clarity and not volume. Therefore it is still important to use your hearing aid(s) for clearer sound even if your telephone has additional volume control.

Using your hearing aid(s) with the telephone (continued)

Mobile telephones

Many mobile phone manufacturers now produce portable loop systems for use with your hearing aid(s). Contact any mobile phone shop or search the internet for further details. This can be particularly useful in noisy situations or when used as a 'hands free' accessory.

Loop systems

You can use your hearing aid(s) on the loop program with the telephone. This is especially useful when listening in background noise, for example in a public telephone box or in a busy office.

You must check that the telephone that you are using is hearing aid compatible by either looking for the loop symbol printed somewhere on the telephone or by referring to the manufacturer's handbook.



Loop systems are also found in public buildings and are designed to assist hearing aid users in difficult listening situations, such as theatres, cinemas and churches, where the speaker may be some distance away from you.

They can be used to reduce background noise in busy public areas, especially if you are trying to communicate through a glass screen in a post office or a bank.

YOU CAN ONLY USE THE LOOP PROGRAM WHERE YOU SEE THE LOOP SYSTEM SIGN DISPLAYED.

Most NHS hearing aids are able to switch to a 'loop program'. You will need to refer to your hearing aid instruction leaflet to make sure that this has been activated by your Audiologist.

The loop program is usually activated by pressing a small button on the back of your digital hearing aid.

Personal loop systems can also be used with mobile telephones, televisions and in the workplace. Some loop systems can be provided by social services and are sometimes free of charge.

Further details

Please ask your Audiologist for further details of telephones and loop systems or contact social services directly on the numbers below:

Services for Deaf and Hard of Hearing People

For people living in the county of Leicestershire and Rutland.

Telephone:	0116 305 0004	Minicom:	0116 305 9376
Fax:	0116 305 0010	SMS:	0794 9633 788

www.leics.gov.uk/physical_sensory_hearing.ht

Care Access Management Service

For people living in the city of Leicester.

Telephone:	0116 252 7004	Minicom:	0116 256 5286
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When telephoning ask for the duty desk.

www.leicester.gov.uk

Action Deafness (AD)

1st Floor	Telephone:	0844 593 8440
Peepul Centre	Fax:	0844 593 8441
Orchardson Avenue	Minicom:	0844 593 8442
Leicester	SMS:	7949 632644
LE4 6DP		

www.actiondeafness.org.uk

AD can provide interpreting services, information, advice and guidance for deaf and hard of hearing people.

Other Assistive Listening Devices (ALDs) such as vibrating smoke alarms and phone flashers are also available.

Other useful contacts:

Action on Hearing Loss

Telephone: 0808 808 0123

Textphone: 0808 808 9000

Fax: 020 7296 8199

webteam@hearingloss.org.uk

The British Tinnitus Association

Freephone: 0800 018 0527

Minicom: 0114 258 5694

www.tinnitus.org.uk

SENSE is a national charity that supports and campaigns for people who are 'deafblind'

Telephone: 0845 127 0060

Textphone: 0845 127 0062

www.sense.org.uk

Any questions?

If you have any questions write them down here to remind you what to ask when you speak to your Audiologist.

[illegible]

If you would like this information in another language or format, please contact the service equality manager on 0116 258 8295

ਆਪਨਿ ਯਦਿ ਐ ਲਿਫਲੇਟੇਰ ਅਨੁਵਾਦ - ਲਿਖਿਤ ਭਾ ਅਡਿਓ ਟੇਪ' ਐ ਚਾਨ, ਤਾਹਲੇ ਅਨੁਗ੍ਰਹ ਕਰੇ ਸਾਰ੍ਵਿਸ਼ ਇਕੁਆਲਿਟੀ ਮਾਨੇਜ਼ਰ ਡੇਭ ਬੇਕਾਰ' ਐਰ ਸਾਥੇ 0116 258 8295 ਨਾਂਬਰੇ ਸ਼ੋਗਾਂਸ਼ੋਗ ਕਰਨ ।

यदि आप को इस लीफ़्लिट का लिखती या टेप पर अनुवाद चाहिए तो कृपया डैब बेकर, सर्विस ईक्वालिटी मैनेजर से 0116 258 8295 पर सम्पर्क कीजिए ।

ਜੇ ਤਮਨੇ ਆ ਪਤ੍ਰਿਕਾਨੂੰ ਭੇਜਿਤ ਅਥਵਾ ਟੇਪ ਉਪਰ ਆਖਾਂਤਰ ਜੇਹੰਨੂੰ ਭੋਖ ਨੇ ਮੁਫੇਰਆਨੀ ਕਰੀ ਤੇਐ ਭੇਕਰ, ਸਰਵਿਸ ਏਕੁਆਲਿਟੀ ਮੈਨੇਜਰਨੋ 0116 258 8295 ਉਪਰ ਸੰਪਰਕ ਕਰੋ.

Haddaad rabto warqadan oo turjuman oo ku duuban cajalad ama qoraal ah fadlan la xiriiir, Maamulaha Adeegga Sinaanta 0116 258 8295.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲਿਟ ਦਾ ਲਿਖਤੀ ਜਾਂ ਟੇਪ ਕੀਤਾ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਡੈਬ ਬੇਕਰ, ਸਰਵਿਸ ਇਕੁਆਲਿਟੀ ਮੈਨੇਜਰ ਨਾਲ 0116, 258 8295 ਤੇ ਸੰਪਰਕ ਕਰੋ ।

Eğer bu broşürün (kitapçığın) yazılı veya kasetli açıklamasını isterseniz lütfen servis müdürüne 0116 258 8295 telefonundan ulaşabilirsiniz.