

## Patient information

### Open Fit 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:**

**Tel:0151 529 0328 (Repairs and Enquiries)**

**Tel:015) 529 0329 Enquiries**

**or email [audiology@aintree.nhs.uk](mailto:audiology@aintree.nhs.uk)**

It is recommended that you have a hearing aid reassessment every three 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:

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## 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 six to eight 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 Tel: **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 Open fit Hearing Aid

The following pictures illustrate how to clean a hearing aid with a thin tube.

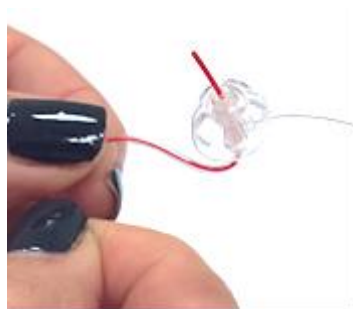
1. Detach the corda tube by pulling the tube away from the hearing instrument.



2. Insert the cleaning tool into the top part of the tube and feed it all the way through to the dome.



3. Carefully push the cleaning tool through the dome past the vent, without removing the dome.



4. To clean the dome, wipe the dome gently with a wet-wipe or damp cloth to remove any excess cerumen (wax).



Always clean the dome from tip to base

5. Re-attach the corda tube by pushing it back on to the hearing instrument with a simple click fit action.

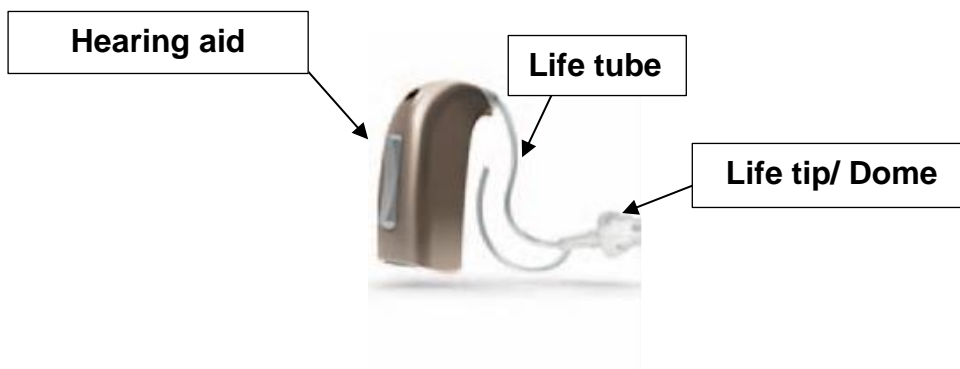


**Please Note:**

**If the dome is removed, always replace with a NEW dome. Never reattach a used dome back onto the tube.**

**Information from Oticon**

The life tube and dome need changing every three months. Please see information on page six regarding servicing your hearing aid for this.



## 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 in to your ear
- Don't store your hearing aid where pets and children can get them
- **Do not remove the life tip /dome from the life tube at any time**

Maintenance packs and Dri aids can be purchased from hearing aid retailers or at <https://www.rnidconnevans.co.uk> (0808 808 0123). Further information can be found on the following website [www.hearing.nihr.ac.uk](http://www.hearing.nihr.ac.uk).

### Common Faults with Hearing Aids

- If the hearing aid is whistling please check the fit of the ear piece in your ear. The life tip 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 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 3 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 5DQSt 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](mailto: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 <b>Tel: 529 0328</b>
Bootle	Bootle Health Centre Park Street, Bootle Tel: 247 6000
Litherland	Town Hall clinic Sefton Road, Litherland <b>Tel: 475 4667</b>
Maghull	Health Centre Westway, Maghull <b>Tel: 531 8118</b>
Netherton	Netherton Health Centre Magdalen square, Netherton <b>Tel: 247 6080</b>
Thornton	Bretlands Road Clinic Thornton <b>Tel: 247 6330</b>
Waterloo	Prince Street clinic Waterloo <b>Tel: 247 6900</b>

### 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 Action on Hearing Loss 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](http://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.**

#### **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

**The Audiology Department can be contacted on:**

**Tel: 0151 529 0328 / 0329**

**Email: [audiology@aintree.nhs.uk](mailto:audiology@aintree.nhs.uk)**

**Text phone:0151 529 4195**

**Email: [audiology@aintree.nhs.uk](mailto:audiology@aintree.nhs.uk)**

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## References

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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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