



Everything you need to know about the ongoing care of your hearing and hearing aid

Information for patients

Ongoing care in the Audiology Service

As you have been discharged from any regular appointments with the Audiology Service, we want to provide you with some information and support going forward.

Please note that you can access our services when you need to by contacting us; you do not need to go back through your GP to see us.

To get the most from your hearing aid(s) we want to provide you with information so you can seek support from us when you need to.

You will find the following information for the upkeep of your aid(s) in this information leaflet:

- Batteries
- Maintenance
- Cleaning
- How to fix your hearing aid when things go wrong
- What to do if you can't fix your hearing aid yourself
- Future appointments
- Other places of support
- Contact details

Batteries



A battery typically lasts between 4 – 10 days. Your hearing aid should play an alert when the battery is about to expire. We recommend you recycle your batteries at your local supermarket or within the Audiology department.

Always use the same colour packets of batteries that you have been provided with. This will be recorded on your white battery card or yellow battery book.

You can get replacement batteries at various locations:

- Audiology appointments
- Audiology reception in Kings Cross, Dundee; Perth Royal Infirmary and Stracathro Hospital
- Local GP or health centre
- Some local libraries
- Volunteer drop-in clinics
- You can also contact audiology directly and we will post out batteries – contact details can be found on the end of this leaflet

Please see our website for a full list of places.

All batteries are provided free of charge on the NHS. Show your white battery card or yellow battery book as proof that you have NHS hearing aids and you will get your batteries.

Maintenance

There are two types of hearing aids we typically give out:



Slim tube and dome



Earmould

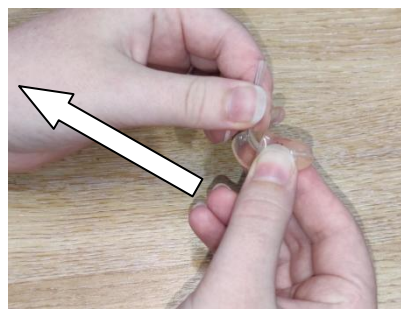
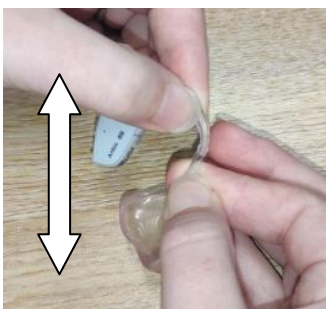
Some patients are comfortable in maintaining their own hearing aids and changing the tubes without the support of Audiology.

You will have been provided with spare tubing if you are able to do this without audiology support. We recommend tubing is changed every 6 – 9 months (when they become stiff, brittle or kinked).

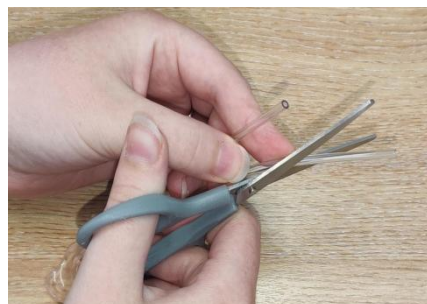
Please contact the Audiology Service when you require more replacement tubing. You will be sent enough tubing to last 18 months (3 tubes for each ear with a hearing aid). Please contact the Audiology Service to request further tubing when you use the last set. A further 18 months supply will be posted to you.

To change the tubes in your earmould please follow these steps:

1. Pull the tube apart from the hook/elbow on the hearing aid
2. Pull the tube out of the earmould



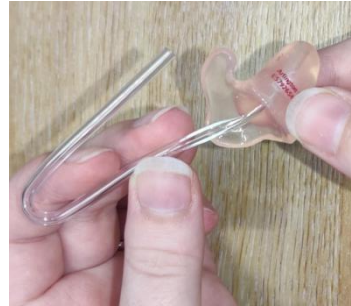
3. Keep the old tube to use as a measure guide for the new tube.
4. Taper the end of the new piece of tube so there is a pointed end which can thread into the earmould.



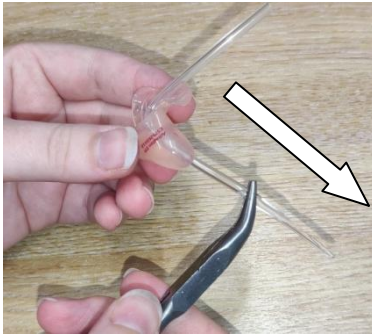
5. You are now ready



6. Thread the tapered end of the tubing through the hole in the earmould.



7. Carefully pull the tube through with pliers ...



8. ... until the tube is in this position.



9. Cut off the tapered end of the tube with a sharp blade. Make sure there are no rough edges left.



10. Use the old piece of tube as a guide to the length that the new tube needs to be cut.



11. Cut the new tube to the same length as the old one.



12. Push the tube over the plastic hook/elbow of the hearing aid.



Cleaning

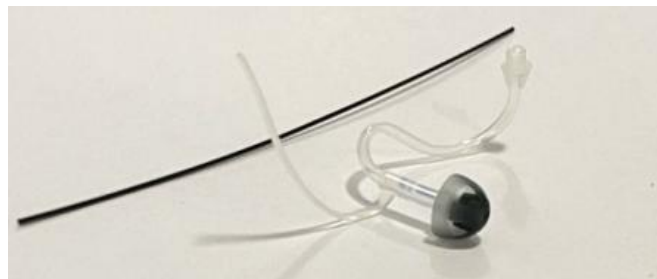
Tubing can get wax and debris building up within them which limit or completely stop the sound getting into your ear. We will have demonstrated how to clean your style of hearing aid as follows:

- ✦ We advise you to clean your hearing aids at least once per week.
- ✦ It is important to keep your hearing aid clean and dry. You can use a soft cloth or brush to make sure that the microphone stay clean and clear.

Cleaning slim tube styles:

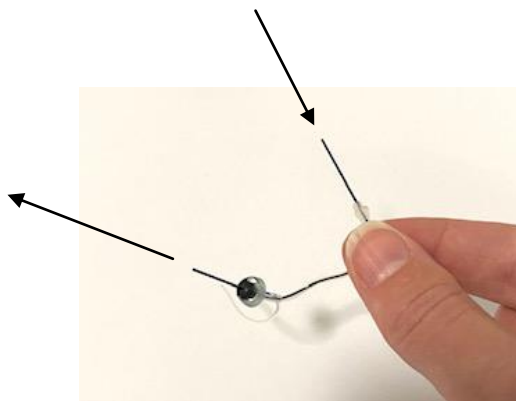
Wipe over the hearing aid with a wet wipe every day.

If you are not hearing anything from your hearing aid then the tubing might be blocked, so you will need to clean the tube with the cleaning wire.



You must remove the tubing from the hearing aid to do this. Unscrew the tubing anti-clockwise from the hearing aid.

Insert the wire into the top of the tube that came off of the hearing aid and push it right through until it pops through the black dome.



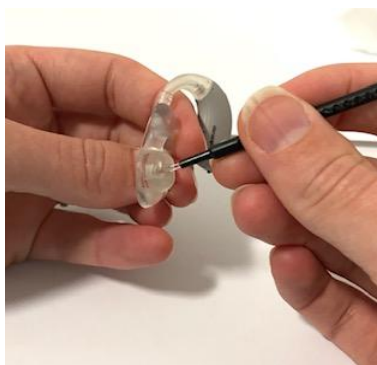
Do not remove the black dome from the tube. It is not safe to do so as the dome may then fall off in your ear canal and you may then need it to be removed by a health professional.

Screw the tubing back onto the hearing aid clockwise until there is a little resistance.

Cleaning earmould styles:

Wipe over the hearing aid with a wet wipe every day.

If the tubing looks blocked, or you are not hearing through the hearing aid, you can use the pin end of your cleaning tool to remove any blockages from the earmould end.



If the blockage is further up the tubing, then you can detach it from the hearing aid by pulling it off the hook, and wash it in warm water with mild soap to clean the tube and mould. Rinse with warm water and dry thoroughly and ensure all residual water is clear from the tube before pushing the tube back on to the hearing aid hook.

Please see our website for further support and videos on hearing aid maintenance.

[https://www.nhstayside.scot.nhs.uk/OurServicesA-Z/ Audiology andBalanceServices/index.htm](https://www.nhstayside.scot.nhs.uk/OurServicesA-Z/Audiology%20and%20Balance%20Services/index.htm)

(under Adult Audiology > Hearing Aid Repair and Maintenance)

How to fix your hearing aid when things go wrong

If you find that your hearing aid is not working adequately there are some steps to troubleshoot at home before contacting the department.

Problem	Things to try
No sound or not loud enough	Replace battery with a new one Perform cleaning procedure on the tubing Replace tubing if neither of the above work
Aid whistling	Ensure the hearing aid is fully inserted into the ear canal Replace the tubing if it is loose or broken Check with your GP or your Pharmacist that there is no build up of wax in your ear
Issues with the BeMore App	Contact GN Resound on: customerservice@gnresound.com if you have a problem with the app itself If your hearing aids aren't connecting to the app, ensure Bluetooth is switched on, and that the app is not in 'Demo' mode

What to do if you can't fix your hearing aid yourself

Please contact the Audiology Service on the details at the back of this leaflet. You are now able to speak to an audiology professional directly who will be able to assess if they can help you over the phone or suggest you post/drop off the hearing aid, or they may need to book you a face to face appointment to fix it.

Please note if you are booked an appointment this will be for **15 minutes** to focus on the reason the hearing aid is not working for you.

You can also go to one of our volunteer drop in clinics without an appointment:

Future appointments – Hearing Assessments

Hearing aids will last for a number of years if maintained correctly.

If you have any concerns about your hearing aid then please contact us and we will be able to support you.

We might be able to fix this over the phone or by sending you replacement parts through the post; or we can book you for a hearing aid repair appointment if we need to.

We recommend you have your hearing checked every 3 – 5 years. If however, you feel your hearing changes before this time please contact us and request a hearing test before then.

We do not routinely call you back for this and so you will need to contact us in 3 – 5 years time. We will book you for a triage appointment prior to a reassessment to ensure your ears are clear from wax, check your hearing aid is not faulty and consider what the best treatments are with you at that time.

If you notice a sudden hearing loss then please contact your GP as soon as possible

For Dundee and Angus residents

North East Sensory Services (NESS) www.nesensoryservices.org

NESS provides services to help people overcome the effect of serious sight and/or hearing loss. NESS can help with:

- Practical and emotional support
- Support for young people
- Audio library and magazines
- Batteries for NHS Hearing Aids
- Daily living aids and technology
- Support for older people
- Service user forum

For Perth & Kinross residents

Vision PK

www.visionpk.org.uk

Vision PK aim to support the empowerment of people with a sensory impairment to take a full and fulfilling role in society and to help them to achieve the personal outcomes they aspire to.

Vision PK does this by providing and continuously developing a wide range of services and support for people with visual and/or hearing impairment. Vision PK can offer:

- Specialised assessment
- Rehabilitation Services

- Advice, Information and Training
- Activities, Groups and clubs

Lipreading classes

Hearing conversation is significantly easier when you get visual clues from the speaker. In Tayside there are lipreading classes which are free to attend. If you want more information please visit:

<http://atlalipreading.org.uk>

Other useful organisations

❖ Royal National Institute for the Deaf

<https://rnid.org.uk/>

RNID are the largest charity in the UK campaigning, lobbying and raising awareness of deafness and hearing loss.

Their Information Line offers free confidential and impartial information on a range of subjects relating to deaf issues, hearing loss and tinnitus. It is open between 9am and 5pm, Monday to Friday.

Email: information@rnid.org.uk

Call: 0808 808 0123

Text message: 0780 000 0360

Relay UK: 18001 then 0808 808 0123

Textphone: 0808 808 9000

Write: Information Line, RNID, 9 Bakewell Road, Orton Southgate, Peterborough, PE2 6XU

❖ British Tinnitus Association

www.tinnitus.org.uk

BTA is a world leader in providing support and advice about tinnitus. It provides accurate, reliable and authoritative information, much of it written by medical professionals or clinical researchers.

Email: info@tinnitus.org.uk

Call: 0800 018 0527

Textphone: 0114 258 5694

Write: The British Tinnitus Association, Ground Floor, Unit 5, Acorn Business Park, Woodseats Close, Sheffield, S8 0TB

❖ Access to Work

www.gov.uk/access-to-work/overview

❖ Hearing Link

www.hearinglink.org

A charity who aim to ensure that people living with hearing loss can find the information they need, the specialist services they require, and the social contact they want in order to live well with hearing loss

Email: enquiries@hearinglink.org

Call: 0300 111 1113

Text: 07526 123255

Write: 27 – 28 The Waterfront, Eastbourne, East Sussex, BN23 5UZ

❖ Sense

www.sense.org.uk

Sense is a national charity that supports and campaigns for adults and children who are deaf blind. Services include: one-to-one support to help people live independently, communicator guides, housing, holidays and employment opportunities.

Email: facilities@sense.org.uk

Call: 0300 330 9250

Textphone: 0300 330 9252

Write: 101 Pentonville Road, London, N1 9LG

❖ Citizens Advice Bureau

www.citizensadvice.org.uk

Helps people resolve their legal, money and other problems by providing advice and information, and by influencing policymakers.

❖ National Telephone

Call: 03444 111 444

Audiology Contact details

Please note we are unable to accommodate walk-ins to any Audiology Department. Instead, use our telephone, email or text service for arranging appointments, replacement items, or for any general queries.

You can also drop your hearing aids off in the box at Kings Cross reception where someone will repair your hearing aid and post it back to you.

Please do not re-send your email or text as this may delay our response to you.

If you need to post in your hearing aids to one of the following sites, please place them in a padded envelope and ensure correct postage is paid or there may be a delay in it being delivered to us.

<p>Audiology Department Kings Cross Health and Community Care Centre Hospital Street Dundee DD3 8EA</p>	<p>Audiology Department Outpatients Perth Royal Infirmary Taymount Terrace Perth PH1 1NX</p>
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Please include the patient's name and date of birth in correspondence you send.

For any postal repairs, also include a description of why they are being posted in.

Contact Details:

Call: 01382 596965
(Monday – Friday, 9.00am – 12.30pm and 1.30pm – 4.00pm)

Text: 07833046858
(Monday – Friday, 9.00am – 12.30pm and 1.30pm – 4.00pm)

Email: tay.audiology@nhs.scot

Follow us on social media: Facebook and Instagram

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This leaflet can be made available in other languages and formats on request
Speak to the audiologist looking after you to arrange this