

This Information leaflet has been reviewed and approved by the Audiology Patient Panel. If you would like to get involved, please leave your contact details with a member of the reception staff.



North West Anglia
NHS Foundation Trust

Patient Information

Hearing Aid Users Information Booklet: Oticon Hearing Aids (Earmould)



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www.nwangliaft.nhs.uk/a-z-of-services/a/audiology/



If you require this leaflet in **LARGE PRINT** please ask your audiologist, a member of reception, or contact the department

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14. Useful National Organisations

Action on Hearing Loss

Address: 19-23 Featherstone Street, London, EC1Y 8SL

Telephone: 0808 808 0123

Textphone: 0808 808 9000

Email: informationline@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk

Hearing Link

Address: 27-28 The Waterfront, Eastbourne, East Sussex, BN23 5UZ

Telephone: 0300 111 1113

Textphone: 07526123255

Email: enquires@hearinglink.org

Website: www.hearinglink.org

British Tinnitus Association

Address: Ground Floor Unit5, Acorn Business Park, Woodseats Close, Sheffield, S8 0TB

Telephone: 0800 018 0527

Email: info@tinnitus.org.uk

Website: www.tinnitus.org.uk

Hearing Dogs

Address: The Grange, Wycombe Road, Saunderton, Princess Risborough, Buckinghamshire, HP27 9NS

Telephone: 01844 348 100

Textphone: 01844 348 100

Email: info@hearingdogs.org.uk

Website: www.hearingdogs.org.uk

13. Useful Local Organisations

Cambridgeshire Sensory Services

Address: Disability Service, Amundsen House, Compass Point, Business Park, Stocks Bridge Way, St Ives, PE27 5JL

Telephone: 0345 045 5221

Textphone: 07765898732

Email: referral.centreadults@cambridgeshire.gov.uk

Website: www.yourlifeyourchoice.org.uk

Cambridgeshire Hearing Help

Address: 153 St. Neots Road, Hardwick, Cambridge, CB23 7QJ

Telephone: 01223 416141

Textphone: 07852 699196

Email: enquiries@cambridgeshirehearinghelp.org.uk

Website: www.cambridgeshirehearinghelp.org.uk

Come and Be Heard

Address: Lyon's Court, Wimpole Street, Chatteris, Cambridgeshire, PE16 6NJ

Telephone: 01354 695317 (Hilary Coates, Come and Be Heard Secretary)

Email: hmc2208@gmail.com

Meetings: They usually meet on the last Friday of the month 2-4pm.

Peterborough Hear to Meet (Action on Hearing Loss)

Address: Sue Warner, Action on Hearing Loss, 1 Haddonbrook Business Centre, Orton Southgate, Peterborough, PE2 6YX

Telephone: 01733 363903

Email: regional.services@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk/supporting-you/befriending-service-hear-to-meet/peterborough-hear-to-meet.aspx

1. Types of Hearing Loss

There are three types of hearing loss:-

1. **Conductive** — Caused by sound unable to travel from the ear drum to inner ear (for example due to wax or fluid in the middle ear).
2. **Sensorineural** — Problem in the inner ear, possibly due to damage to the hair cells in the cochlea or the auditory nerve pathway from the ear.
3. **Mixed** — Combination of conductive and sensorineural elements, and indicates a problem with both the outer/middle ear and the inner ear.

Hearing loss can be described in terms of the severity of the hearing loss, and will illustrate what types of difficulties you may experience due to your hearing impairment:-

1. **Mild (20-40dB)** - you are likely to have minimal difficulty in one-to-one conversations in quiet. However you may experience problems in background noise, groups, if the speaker is some distance from you or quietly spoken people.
2. **Moderate (41-70dB)** - you may have problems hearing speech at conversational levels, even in quiet places. Speech will be very difficult to hear in noisy places.
3. **Severe (71-95dB)** - you may find it a struggle to hear speech in all situations, but if the speaker is talking loudly or at close range you may be able to hear them.
4. **Profound (95+dB)** - you will struggle to hear speech in all situations, even if the speaker is in close range or speaking loudly. You may not rely on hearing as your primary method of communication.

However your ability to hear will depend on the frequency. For example you may have a severe hearing loss in the high frequencies, while your hearing may be considered normal in the low frequencies. This will affect what speech frequencies you can and cannot hear. This can often result in speech sounding unclear, muffled or even distorted. With the hearing aid we aim to provide you with the ability to hear speech clearly, compensating for your hearing loss and providing you with the amplification that you need in the necessary frequencies.

2. Your Hearing Aid

There are several parts to the hearing aid that are important in ensuring that you obtain the maximum benefit of hearing speech.

1. **EARMOULD:** This is the part that fits into your ear and can come in several different materials ranging from hard plastic to soft silicone. It is also available in non-allergic materials.
2. **SOUND OUTLET:** It is through this outlet in the earmould that the amplified sound from the hearing aid is delivered to your ear. It is important to ensure that this hole does not get blocked with wax or debris as it can result in a reduced sound quality.
3. **TUBING:** The plastic tubing connects the earmould to the hearing aid behind the ear and allows the sound to be transferred from the hearing aid to the ear. This is a vital component and with time it will shrink, narrow and become brittle. A new tube is needed every 6 months.
4. **HEARING AID:** This is the electronic device that sits behind your ear and picks up the sounds and speech around you and amplifies those sounds according to your prescription to allow you to hear speech clearly and at a comfortable level.
5. **HEARING AID BUTTON:** This button can be used as either/both a volume control or a programme button. Your audiologist will discuss the hearing aid settings with you and set it up to your requirements, and your hearing aid manual will have more detailed information.



12. Lost Hearing Aids

The hearing aid that you are issued with is ON LOAN to you and remains the property on the NHS.

If the hearing aid is lost or damaged, then you may be liable to pay a lost hearing aid fee.

THERE IS A CHARGE OF £65 FOR THE REPLACEMENT OF A LOST HEARING AID

The charge is **NOT** for replacing the hearing aid, but is used towards the expenses of issuing a new hearing aid.

Charges are based on individual circumstances, and there are certain exemptions from paying the fee as set out by the East of England Audiology Forum in March 2012.

All patient's have the right to appeal against the fee, and the Audiology Department has an Appeals Committee set up for these incidences. If you wish to Appeal against this, then please speak to your Audiologist who can advise you as to the process you need to go through.

II. Assistive Equipment

Assistive Equipment to help you hear the television or telephone are available from several places. You can be assessed by Social Services who will determine what equipment you need to help you with your hearing difficulties. You can self-refer or speak to a member of the Audiology Department.

Cambridgeshire Sensory Services

Address: Disability Service, Amundsen House, Compass Point, Business Park, Stocks Bridge Way, St Ives, PE27 5JL

Telephone: 0345 045 5221

Textphone: 07765898732

Email: referral.centreadults@cambridgeshire.gov.uk

Website: www.yourlifeyourchoice.org.uk

Cambridgeshire Hearing Help

They are able to offer several equipment demonstration/advice sessions and these can be found on their website :

www.cambridgeshirehearinghelp.org.uk/hearing-help-equipment

It is possible to purchase a range of assistive equipment from the following organisations, and their catalogues are available from the Audiology Department or by directly contacting the organisations.

Always check the Terms and Conditions with the company before ordering, some items will be eligible for a VAT refund.

Action on Hearing Loss Shop

Address: Action on Hearing Loss Customer Service Team, 1 Haddonbrook Business Centre, Fallodan Road, Orton Southgate, Peterborough, PE2 6YX

Telephone: 01733 361199

Textphone: 01733 238020

Email: solutions@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk/shop

Connevans

Address: Bridge House, 1 Nutfield Road, Merstham, Surrey, RH1 3EB

Telephone: 01737 247571

Email: sales@connevans.com

Website: www.DeafEquipment.co.uk

3. Cleaning and Maintaining Your Hearing Aid

Cleaning Your Earmould

Keeping your earmoulds clean is very important as it ensures that you obtain the best sound quality and reduce the chances of developing an ear infection.

You should clean your earmould's with an antibacterial wipe before you put them in your ear, and also after. This ensures that the moulds are kept clean and that any bacteria that may have collected have been removed.

It is also possible to clean the earmould in warm soapy water. You must detach the earmould from the hearing aid first. Place the earmould in some warm soapy water and allow it to soak for about 5 minutes. Once you remove the earmould you must ensure that it is completely dry and that there is no moisture in the tubing. 'Earmould Puffers' are useful tools to dry out any moisture or condensation in the tubing and can be purchased from the Audiology Department for £5.

Maintaining Your Earmould

Sometimes it is possible for wax to build up around the sound holes of the mould and consequently cause a reduction in the sound quality that the hearing aid is able to provide. If there is a blockage it is possible to remove it by either using the eye of a needle or a wax removal tool to remove the wax.

Retubing

Your earmould needs to be retubed every 6 months. With time the tubing can become quite hard and brittle and you may notice a deterioration in your sound quality. It is possible to have a retube through an appointment with the Audiology Department, attending a Cambridgeshire Hearing Help Clinic or it is possible to carry out yourself. A retube instruction leaflet is available from the Department.

4. Inserting Your Hearing Aid

1. Hold the earmould at the back between your thumb and index finger. Keep it in line with the way your ear points and bring the mould back past your ear—try to avoid twisting your hand as you do this



2. Get the part of the earmould that goes down the ear into position

3. Then get the part that goes under the flap of skin at the top of the ear into place



It is very important to ensure that the earmould is inserted correctly, and it will take practice before you are able to insert the hearing aid with ease.

8. Using the Telephone with your Hearing Aid

Difficulty hearing on the telephone is a common problem for hearing aid users. An important factor is the positioning of the telephone.

When wearing a hearing aid, the ear is 'blocked' by the plastic ear mould and the sound will not be able to get through clearly. Instead you must place the telephone receiver to the top of your ear over the hearing aids as this is where the hearing aid microphones are located. This position allows the sound to be directed into the hearing aid microphone and into your ear.

This technique does require a bit of practice. It will be worthwhile to practice on a friend or family member or phoning 1471 to find the position in which you are able to hear better.



If you continue to have difficulty with the telephone it maybe worth trying a telephone that is specifically designed for people with a hearing loss and hearing aid users. These phones have many helpful features such as a volume control, a loud speaker and maybe compatible with Loop Systems. These phones can be obtained through the contacts listed on the following page (Assistive Equipment).

9. Loop Systems

These are special listening systems that will transfer sound directly to your hearing aid, greatly reducing the background noise. They are available in the majority of public places such as shops, banks, places of worship, theatres, and anywhere where the loop sign is displayed.

In order to use the Loop your hearing aid requires a loop programme that lets you hear the person speaking through the loop system while cutting out the background noise around you. Your hearing aid instruction booklet provides details on how to use the loop.

10. Streamers

Another assistive listening device available is known as a streamer. It interacts with the hearing aids and sends the sound directly to them. This helps to improve speech and sounds in a variety of different situations such as the telephone, television, and personal music device.

Streamers and all other related add on devices are available from the Audiology Department. A member of staff will be able to give you more details.

7. Batteries

Batteries are available from the following centres in the area.

<p>Hinchingbrooke Hospital Front Desk Hinchingbrooke Hospital, Hinchingbrooke Park, Huntingdon PE29 6NT</p>	<p>Available 24 hours 7 days a week</p>
<p>Eaton Socon Health Centre 274 Great North Road, Eaton Socon, St Neots PE19 8BB</p>	<p>Monday to Friday 8.30am to 6pm</p>
<p>Kimbolton Medical Centre Hunters Way, Kimbolton PE28 0JF</p>	<p>Monday to Friday 10am to 6pm Closed between 1pm to 2pm</p>
<p>Ramsey Health Centre Mews Close, Ramsey, Huntingdon PE26 1BP</p>	<p>Monday to Friday 8am to 6pm</p>
<p>The Orchard Surgery Constable Road, St.Ives, PE27 3ER</p>	<p>Monday to Friday 1.00pm to 4.00pm</p>
<p>Wellside Surgery 45 High Street, Sawtry, Huntingdon PE28 5SU</p>	<p>Monday to Friday (except Wednesday) 8am to 12.45pm and 1.45pm to 6pm Wednesday 8am to 1pm</p>

Batteries can also be collected from all Cambridgeshire Hearing Help Clinics. Please see the Cambridgeshire Hearing Help leaflet for locations, times and days of these.

Batteries can also be collected from the Cambridgeshire County Council Mobile Library . Please see <https://www.cambridgeshire.gov.uk/residents/libraries-leisure-&-culture/libraries/mobiles/find-a-mobile-library-stop/> to find out when they are next visiting your village.



4. Push your earmould firmly into the ear. If necessary it may be helpful to pull your ear lobe down with your other hand

CORRECTLY INSERTED EARMOULD

You can see that all the necessary points are all inserted correctly and the earmould has a flush fit. Your audiologist may have practised a different method with you, and as you practise you may find you develop your own method of inserting the earmould. However the most important thing is that your hearing aid and earmould look like the picture to the right.



INCORRECTLY INSERTED EARMOULD

You can see in the picture on the left that the top part of the earmould is not tucked under the flap of skin. As the earmould sits on the skin it can cause your ear to become sore or even cause the hearing aid to whistle. It is essential that the top part of the earmould is always tucked in. It is a good idea to check in the mirror or feel the top of your ear to ensure you cannot feel the plastic point of the mould.

5. Repairs

Hearing Aid Repair Appointments

We are able to offer repair appointments at:

- ◆ Hinchingbrooke Hospital Monday to Friday (all day)
- ◆ Princess of Wales Hospital, Ely every other Monday and Wednesday—Thursday (all day)
- ◆ Ramsey Health Centre (Tuesday afternoons only)
- ◆ Doddington Hospital (every other Monday – mornings only)

All repair appointments are only 15 minutes and are not for hearing aid adjustments. If you feel your hearing aids need altering please request a 30 minute appointment

All repairs are by appointment only.

Please contact the Audiology Department to arrange an appointment.

Postal Repair Service

If your hearing aid is no longer working, it is possible to post the hearing aid in to the Audiology Department. Please include a short letter detailing the problems and your hearing aid brown record book. We will repair your hearing aid and return it to you as soon as possible.

Cambridgeshire Hearing Help

Basic hearing aid care and maintenance such as retubes can be carried out in any of the Cambridgeshire Hearing Help clinics in the area. Please consult the Cambridgeshire Hearing Help List for locations, days and times.

6. Troubleshooting: Finding a Fault with your Hearing Aid

Problem	Possible Cause	Possible Remedy
Hearing Aid Dead	Not turned on	Check that the hearing aid is turned on by closing the battery drawer
	Dead battery	Change the battery
	Battery the wrong way round	Reinsert battery correctly
	Earmould blocked (eg. with wax)	Clean the earmould and remove wax blockage
	Condensation/water in the tubing	Remove the earmould from the hearing aid and shake the mould/ use an air puffer to remove the moisture.
	Faulty hearing aid	Please contact Audiology for an appointment
Whistling	Earmould not inserted correctly	Check earmould is in the ear correctly and reinsert
	Earmould is loose in the ear	New mould is needed. Contact Audiology for an appointment
	Split tubing	Retube/attend a Cambridgeshire Hearing Help clinic/contact Audiology for an appointment
	Occluding wax	See GP to have ears checked
Decreased Volume	Blockage in the tubing	Retube/attend a Cambridgeshire Hearing Help clinic/contact Audiology for an appointment
	Hearing test over 3 years ago	Please contact Audiology for an appointment

For any further problems, please contact the Audiology Department for an appointment