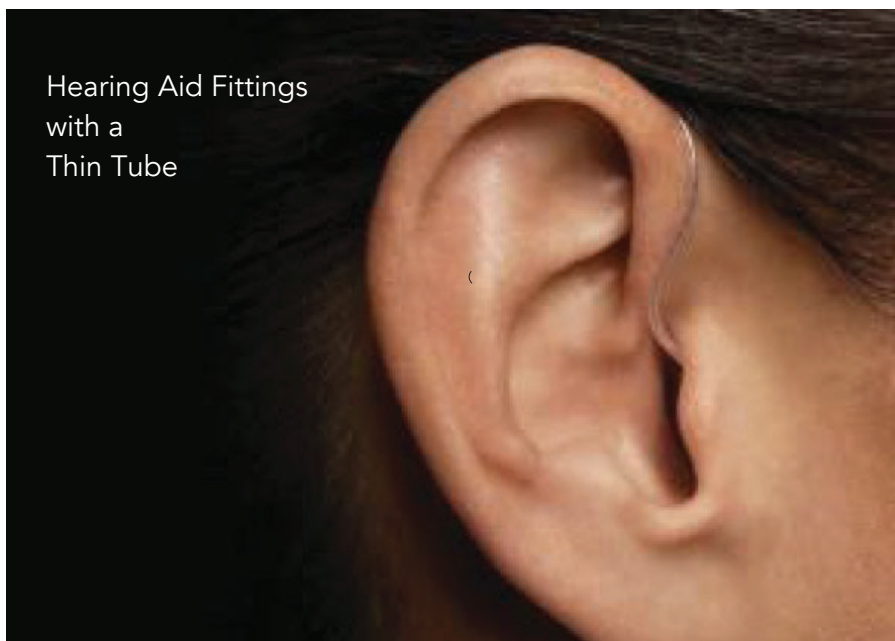




Information about your NHS hearing aids

Audiology

Hearing Aid Fittings
with a
Thin Tube



WHAT TO EXPECT FROM YOUR HEARING AIDS

Your hearing aids cannot give you perfect hearing, but they should make the sounds you find difficult to hear louder. They should help you to hear speech more clearly, so you can join in conversations again, and help you to hear every day sounds such as the doorbell and phone ringing.

Most hearing aids are also designed to reduce certain kinds of background noise, such as the rumble of traffic. This makes listening more comfortable, but you might still struggle to pick out one voice from general chatter, as hearing aids cannot cut out background noise completely.

ADAPTING TO YOUR HEARING AID

When you first get hearing aids, it takes time to get used to:

- the feeling of them in your ears
- adjusting to the new sounds you can now hear
- cleaning and maintaining them

It might take a couple of months to get used to your hearing aids, but it can take longer – everyone is different. To begin with, you might notice some sounds are louder than you're used to such as:

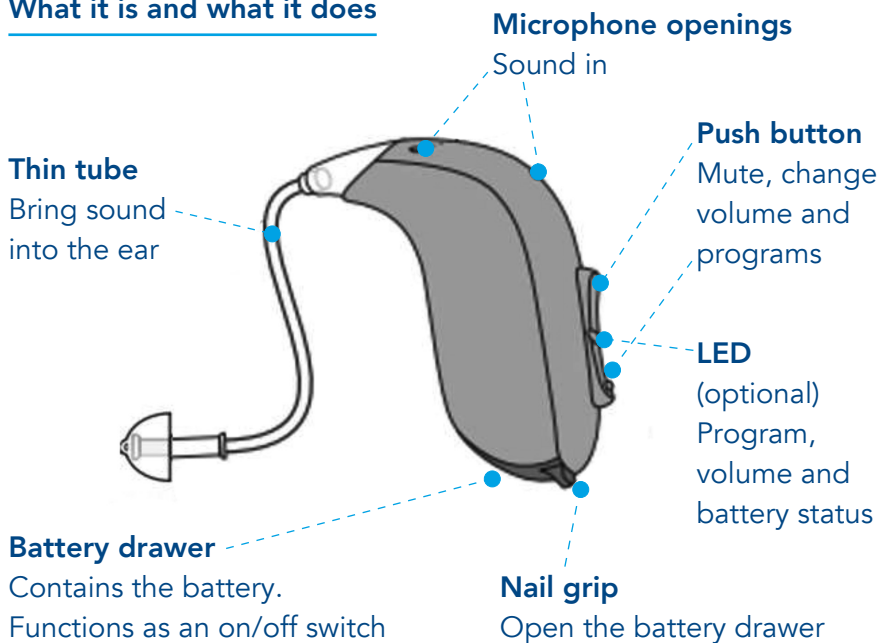
- the rustling of paper
- footsteps on hard surfaces
- the ticking of a clock
- your own voice

This is because your brain might not have heard these sounds at their correct level for some time, and it can take time for your brain to learn that this sound is normal.

It may help you to get used to your hearing aids by slowly building up the time you wear them. To begin with, use them at home once or twice a day for an hour or two. When they start to feel more comfortable, you can wear them outdoors and in busier environments, building up to keeping them in all day. The more you wear your hearing aids, the faster you will get used to them.

YOUR HEARING AID WITH A THIN TUBE

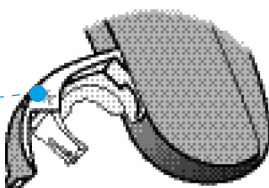
What it is and what it does



Red = right

Blue = left

There will be a red or blue marker in the battery drawer



Battery - size 13 Orange

It is important that you know which are the left and right aids as they may be programmed differently.

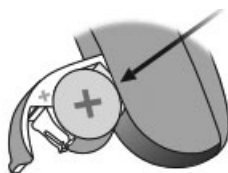
YOUR HEARING AID WITH A THIN TUBE



1. Remove
Fully open the battery drawer. Remove the battery.



2. Uncover
Remove the sticky label from the + side of the new battery.



3. Insert
Put the new battery into the battery drawer. Put it in from above, NOT from the side. Make sure the + side is facing towards you.



4. Close
Close the battery drawer. The hearing aid will play a jingle through the earpiece. Hold the earpiece close to your ear to hear the jingle.

TURNING THE INSTRUMENT ON & OFF



Turn ON
Close the battery drawer with the battery in place.



Turn OFF
Open the battery drawer.

INSERTING YOUR THIN TUBE AND HEARING AID

The following pictures show how to fit a RIGHT hearing aid. When fitting LEFT hearing aid use your left hand.



1. Place the hearing aid on the ear using finger and thumb.



2. Use finger/thumb to locate ear canal.
Insert dome into canal.
3. Using your finger, ensure dome is in as far as it feels comfortable.



4. If you have a concha lock, find the tail of the thin tube and place into the curve of your ear to secure the dome and thin tube. The concha lock can help keep the hearing aid from coming out.

CLEANING YOUR THIN TUBE

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

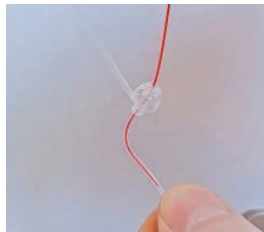
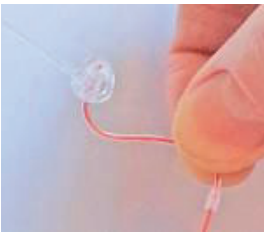
The following pictures show how to clean a hearing aid with a thin tube.



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



2. Insert the cleaning tool into the top part of the tube. 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.

CLEANING YOUR HEARING AID (CONTINUED)

Clean the hearing aid by wiping it carefully with a soft, dry cloth or tissue. Take care not to get it wet.



*Always clean the dome
from tip to base*

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



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

WIRELESS CONNECTIVITY

Oticon Companion App

The Oticon Companion app is compatible with all Oticon Bluetooth-supported hearing aids. However, some app features may require a specific hearing aid model or a firmware update.



It is recommended that your device has the following operating system version installed:

- iOS 15 or later on iPhone
- iPadOS® 15 or later on iPad
- Android 10 or later on Android phones or tablets

Change volume or program

You can change the volume or change programs using the Oticon Companion app.

Find my hearing aids

The 'Find my hearing aid' feature helps you locate your hearing aid if you lose it.

Reduce background noise

Use SpeechBooster to reduce background noise and enhance speech. This will help you focus on a conversation when you need to.

Scan the QR code here to download the Oticon Companion App which allows you to easily control your hearing aids settings.



CARE AND MAINTENANCE

Audiology Central Advice Line: 01698 687 772

Text: 07795 401 016

Email: audiology@lanarkshire.scot.nhs.uk

Replacement tubing

The tubing should be replaced every 6 months or so, or when it becomes damaged.

You can order replacement tubing from the Audiology Central Advice line using the contact details above.

Drop Off Hearing Aid Repairs

For basic repairs and servicing, you can now drop off your hearing aid at the Audiology departments below and we will aim to have it ready for collection within 1 working day.

- University Hospital Hairmyres, ENT Reception
- University Hospital Wishaw, ENT Reception
- Airdrie Community Health Centre, Reception 3A, 3rd Floor
- Audiology Services, Princes Gate, Hamilton

LOST HEARING AIDS

NHS hearing aids are the property of the NHS Lanarkshire and are provided on loan without charge. Replacing lost hearing aids has a significant financial impact and adds extra pressure on the service.

Please look after your device.

The following tips may be helpful to reduce the chance of losing or damaging your hearing aid(s):

- When you take your hearing aid/s out, put them in the case provided.
- Have a regular place to keep your hearing aid/s at night so you know where to find them each morning.
- Do not wrap your hearing aid/s in a tissue.
- Be careful when removing glasses, hats, scarves, coats and other clothing.
- Take care if you remove your hearing aid/s when you're out, e.g. if the weather is wet or windy. Make sure you store them in a safe place, such as the hearing aid case.
- Keep your hearing aid/s out of reach of your pets and small children.
- Always remove your hearing aid/s before washing, bathing or showering.
- Check pockets before putting your clothes in the washing machine.
- If you are in hospital or a care home, make staff aware that you have hearing aid/s and ask them to put them in a safe place when you are not wearing them.

If you lose your hearing aid, please contact Audiology Advice line as soon as possible.

You will be asked some questions when you report it lost to ensure a person-centered approach to hearing aid replacement. It can take up to 8 weeks for the hearing aid to be replaced in most cases.

In cases of multiple losses, we may consider changing the device to reduce the likelihood of further incidents.

BATTERIES

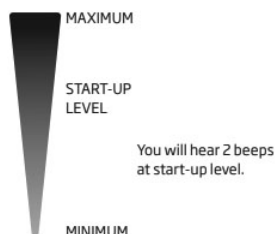
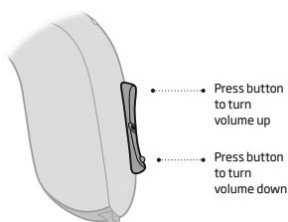
You'll usually need to change your hearing aid batteries every 1-2 weeks. The hearing aid will beep to warn you that the battery is running low. You should replace the battery as soon as possible before the hearing aid stops working. Remember to switch off your hearing aids when you take them out to save the batteries. Make sure that you:

- don't leave the battery in the hearing aid that you are not using regularly. This may damage the aid
- keep the batteries clean and dry. Keep them away from extreme heat and cold
- dispose of batteries safely. Some supermarkets and recycling centres have battery recycling bins
- never throw old batteries into a fire (they may explode)
- don't leave batteries where small children can reach them.

If anyone swallows a battery they must go straight to A&E.

CHANGE VOLUME

The push button allows you to adjust the volume (if activated). You will hear a click when you turn the volume up or down.



OTHER OPTIONS

Telecoil



Helps you hear better when using a telephone with a built in loop. This also works when you are in buildings with teleloop systems such as theatres, churches or lecture rooms. This symbol or a similar sign is shown wherever a teleloop has been installed.

Autophone



Is a program that will automatically be activated when your telephone has a built in teleloop (see above). A magnet needs to be placed at your telephone next to the sound outlet.

If you need extra programs or changes made to your hearing aid please contact the Audiology Central Advice Line to arrange an appointment.

TROUBLESHOOTING

Problem	What could it be?	How to fix it
No Sound	Hearing aid is not switched on	Check that the battery drawer is closed.
	Dead battery	Replace battery
	Battery not inserted correctly	Make sure the battery is inserted correctly. The '+' on the battery should match the '+' on the hearing aid.
	Sticker is still on the	Remove the sticker to activate battery the battery
	Blocked tube/dome	Clean thin tube
	Cracked/kinked/ stiff tubing	Replace tubing
	The hearing aid is on the wrong program	Make sure the hearing aid is not on the telecoil/loop program if this has been activated on your hearing aid.
Sound is intermittent /not loud enough	Thin tube and dome not inserted correctly	Re-insert carefully
	Excessive ear wax	Arrange for the GP/ practice nurse to check and treat if needed.
	Cracked/kinked/ stiff tubing	Replace tubing

TROUBLESHOOTING (CONTINUED)

Problem	What could it be?	How to fix it
Hearing aid is whistling	Thin tube riding out of ear, not staying in position	Contact Audiology for an appointment to check the fitting of the thin tube and dome.
	All above checked and problem persists	Contact Audiology to arrange for the hearing aid to be checked.
	Thin tube and dome not inserted correctly	Use a mirror to check you are inserting the hearing aid correctly. If you are having difficulty with this, contact Audiology.
	Excessive ear wax	Arrange for the GP/practice nurse to check and treat if necessary.
Sore Ears	Blocked tube/dome	Clean thin tube
	Thin tube or dome may be poorly fitting	Contact Audiology for an appointment to check the fitting of the thin tube and dome.
	Thin tube and dome not inserted correctly	Use a mirror to check you are inserting the hearing aid correctly. If you are having difficulty with this, contact Audiology.

If this doesn't help and you're still having problems, please contact the Audiology Central Advice line.

NHS LANARKSHIRE AUDIOLOGY SERVICE

Audiology Advice Line: 01698 687 772

Lines open: Monday to Friday 9am - 12pm and 1pm - 4pm

Text: 07795 401016

(Please note: This number does not accept calls)

Email: audiology@lanarkshire.scot.nhs.uk

Facebook: [NHSLAudiologyTeam](#)

Website: www.nhslanarkshire.scot.nhs.uk/services/audiology-services

Useful contacts

C2Hear Online: <https://c2hearonline.com/>

Oticon: <https://www.oticon.co.uk/support/troubleshooting>

Care Opinion: www.careopinion.org.uk

0800 122 31 35

Tinnitus UK: www.tinnitus.org.uk

0800 018 0527

Deafblind Scotland: info@dbscotland.org.uk

0141 777 6111

Text: 07715421377

Deaf Services Lanarkshire: www.deafserviceslanarkshire.co.uk

01236 604808

Royal National Institute for Deaf People (RNID): www.rnid.org.uk

HOW WE KEEP YOUR HEALTH INFORMATION SECURE

NHS Lanarkshire take care to make sure that only people who are allowed to can access your personal information. Our staff have a legal duty to keep information about your health safe, secure and private.

If you want to learn more about how we do this, you can visit our website at <https://www.nhslanarkshire.scot.nhs.uk/data-protection-notice> You can also ask a member of staff for a copy of our Data Protection Notice.

NHS Lanarkshire - for local services
and the latest health news visit
www.nhslanarkshire.scot.nhs.uk
NHS Lanarkshire General
Enquiry Line: 0300 30 30 243

NHS inform - The national health
information service for Scotland.
www.nhsinform.co.uk
Tel No: 0800 22 44 88

For NHS staff only -

For advice on how to get a leaflet
translated for your patients, please contact:
patientinformation@lanarkshire.scot.nhs.uk

For patient letters, records etc. please email:
translation.services@lanarkshire.scot.nhs.uk

We may use Copilot to assist
in the production of patient
leaflets where appropriate.



www.careopinion.org.uk

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