

NHS Audiology by Hearbase

You now have NHS hearing aids provided by Hearbase. Please take a few moments to look through this user guide to ensure you get the very best from them.

What To Expect:

It might feel a little peculiar when you first wear your new hearing aid. An increase in one of your most valuable senses will take the brain time to get used to. At first you might notice sounds that you have not heard for a while, such as footsteps or clocks ticking in a room. This will become less apparent within a few weeks as you become fully accustomed to your new world of hearing.

What To Do First:

1. Always follow the advice given by your audiologist during your appointment.
2. Familiarize yourself with the manufacturer's instruction for use and the general warnings. The manufacturer guide that came with the hearing aid will give you basic information on how to:
 - Turn it on and off
 - Change batteries
 - Maintain it and keep it clean
3. Practice fitting the hearing aid in, turning it on and off and make sure you are happy changing batteries.



Step by step guide to help you adjust



Step 1 — Wearing Aids At Home

Good practice would be to wear your new hearing aids at home first, where you feel comfortable. Build up the time you have them in until you wear them all day.



Step 2 — Conversations

Start by speaking with people you feel comfortable with in a quiet environment to get used to the volume of their voice and your own. Then experiment by talking to people outside, or in an environment with more background noise like a café or shopping center.



Step 3 — Digital Devices

Listening to the TV for the first time will show that you no longer have to have it at maximum volume. Also try speaking with someone on the telephone to see how it differs.

Fitting the Hearing Aids - Hearing aid with open fit

Step 1: Place the hearing aid behind your ear.

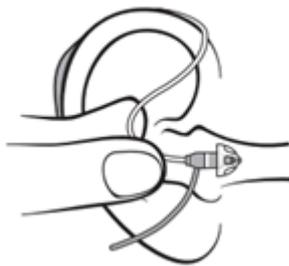
Step 2: Hold the bend of the slim tube between your thumb and index finger. The ear piece should point towards the opening of the ear canal.

Step 3: Gently push the earpiece into your ear canal until the tube sits close to your head. If the slim tube has an ear grip, place it in the ear so it follows the contour of the ear.

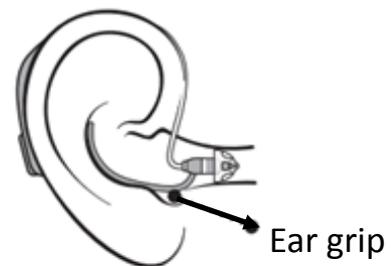
Step 1



Step 2



Step 3



Fitting the Hearing Aids - Hearing aid with ear-mould

Step 1: Hold the ear-mould between your thumb and first finger.

Step 2: Carefully slide the ear-mould in your ear. Place the tip of the ear-mould (A) in your ear canal and make sure that the top of the ear-mould (B) is pushed behind and under the fold of your ear (C).

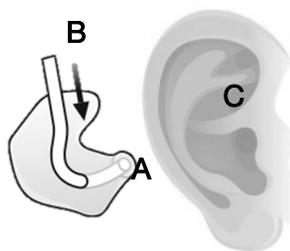
Step 3: Gently pull your ear and press the ear-mould in the direction of your ear canal. The ear-mould should fit into your ear snugly and comfortably.

Step 4: Place the hearing aid behind your ear by lifting its lower part and sliding it over the top of your ear.

Step 1



Step 2



Step 3



Step 4



Cleaning your hearing aids

Daily cleaning

Every night when you take your hearing aid out clean the ear piece with a baby wipe or a damp cloth.

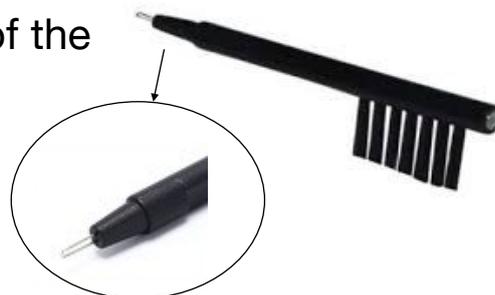
Weekly cleaning

Use the brush to clean the main part of the hearing aid

Brush the battery compartment with the cleaning brush

Cleaning the ear-mould:

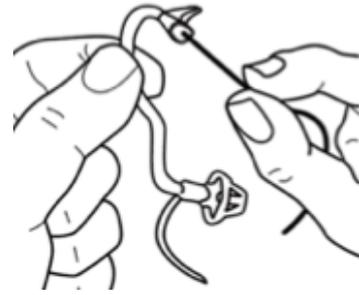
Use the wax loop to gently clear wax away of the tube and the second hole that is drilled through the ear-mould and goes right through the other side (ventilation tube).



Use a baby wipe or a damp cloth to clean.

Please note that the tubing may become stiff, brittle or discoloured over time and this alters the quality of the sound. The tubing should be replaced every 4-6 months. For tubing replacement please contact Hearbase NHS support team or pop in to one of the Hi Kent hearing aid aftercare clinics.

Cleaning your hearing aids



Weekly cleaning:

Cleaning the slim tubes and domes:

- Hold the slim tube in one hand and the hearing aid in the other hand and gently pull the slim tube out.
- Using the long coloured wire provided in the cleaning kit, gently insert the cleaning wire where the slim tube is attached to the hearing aid and push the cleaning wire all the way through the tube and out through the dome.
- Use a baby wipe or a damp cloth to clean both the slim tube and the dome.

Reducing the risk of infection:

- Use sterilizing wipes where possible to clean the aid on a regular basis.
- If you have been made aware of an outer ear infection, only use the aid on the advice of your GP.
- If you have been supplied with a custom ear-mould, detach and clean as advised by your audiologist.

Things to avoid:

Water:

- Avoid getting your hearing aid wet. Don't wear whilst in the bath or shower.
- If it gets wet by mistake, dry it very carefully.
- Remove batteries and make sure all moisture is removed.

Heat:

Troubleshooting guide

Problem	Possible cause	Solution
No Sound	Not turned on	Turn on
	Low/dead battery	Replace battery
	Battery upside down	Insert battery with plus (+) side up
	Blocked ear piece	Clean ear piece (see “cleaning” above)
Not Loud Enough	Low battery	Replace battery
	Change in hearing	Contact Hearbase NHS support team
	Plugged microphone	Clean your hearing aid with the brush (see “cleaning” above)
	Ear piece not inserted properly	See “fitting the hearing aids” above. Re-insert carefully
Intermittent	Dirty battery contact	Contact Hearbase NHS support team
	Moisture	Clean battery with dry cloth and keep hearing aid in a pot with a drying capsule
Whistling	Ear piece inserted incorrectly	Remove ear piece and re-insert carefully
	Ear canal blocked with wax	Contact Hearbase NHS support team
Weak On The Phone	Telephone not positioned properly	Position the telephone receiver slightly above the ear where the hearing aid microphone is for a clearer signal

External Resources

Hearbase works closely with Hi Kent to offer additional support and services across Kent.



Hi Kent is the county's local charity for people living with hearing loss. We offer:

- Free NHS hearing aid aftercare clinics
- Free assessment service for over 65's living in the Kent County Council area, leading to provision of free assistive equipment.
- Large range of assistive equipment available to buy in our Centres
- Free lip-reading classes
- British Sign Language classes
- Deaf Awareness Classes

Find us at 18 Brewer Street, **Maidstone ME14 1RU** – 01622 691151 and 46 Northgate, **Canterbury CT1 1BE** – 01227 760046 or text phone 07939 593030. Email to enquiries@hikent.org.uk

Also visit our shop at 67 Week Street, Maidstone, open 6 days a week.

Website – www.hikent.org.uk

Hi Kent is pleased to work in partnership with Hearbase to offer a comprehensive service for people of all ages living with hearing loss, to enable them to lead full and inclusive lives.

Contacts

Telephone	01303 256 995
Fax	01303 246 571
Email	hearing@nhs.net

Hearbase Limited Head Office

140 Sandgate Road

Folkestone CT20 2RE

www.hearbase.com/nhs

If you would like this, or any other document provided to you by Hearbase in an alternative format such as large print, braille or another language and/or have any other specific information or communication needs, please contact the Hearbase Support team on 01303 256 995.

If you have any feedback on any aspects of our service, contact us on the number listed above.