

Digital hearing aids

Hearing aid/s with ear mould fittings



Ear Care and Audiology Services

patientinformation



The Rotherham
NHS Foundation Trust

Bring your medicines when you come into hospital

Prescription medicines

Medicines you have bought

Alternative & herbal medicines

Inhalers



Hearing about your experience of our services is very important as it means we can pass compliments on to our staff and make improvements where necessary. Tell us what you think by emailing us at: your.experience@nhs.net

Slovak

Slovensky

Ak vy alebo niekto koho poznáte potrebujete pomoc pri pochopení alebo čítaní tohto dokumentu, prosím kontaktujte nás na vyššie uvedenom čísle alebo nám pošlite e-mail.

Kurdish Sorani

کوردی سۆرانی

نەگەر تۆ یان کەسێک کە تۆ دەناسی پێویستی بەیارمەتی هەبێت بۆ ئەوەی لەم بەلگەنامە بە تێبگات یان بێخۆنێت، تەنیا بە پەڕەکاندا پێوە بکە لەسەر ناو ژمارەیی سەر دەدا یان بەو نێمانە.

Arabic

عربی

إذا كنت أنت أو أي شخص تعرفه بحاجة إلى مساعدة لفهم أو قراءة هذه الوثيقة، الرجاء الاتصال على الرقم اعلاه، أو مراسلتنا عبر البريد الإلكتروني

Urdu

اُردو

اگر آپ یا آپ کے جاننے والے کسی شخص کو اس دستاویز کو سمجھنے یا پڑھنے کیلئے مدد کی ضرورت ہے تو برائے مہربانی مندرجہ بالا نمبر پر ہم سے رابطہ کریں یا ہمیں ای میل کریں۔

Farsi

فارسی

اگر جناب عالی یا شخص دیگری که شما اورا می شناسید برای خواندن یا فهمیدن این مدارک نیاز به کمک دارد لطفاً با ما بوسیله شماره بالا یا ایمیل تماس حاصل فرمایید.

If you require this document in another language, large print, braille, audio or easyread format, please ask our healthcare providers*

*Note to healthcare providers:

Translated / easyread healthcare information can be sourced via the **Easyread websites** listed at the back of this leaflet or via contacting our translation service which can be accessed through the Hub.

Rotherham Hearing Aid Services

This booklet will provide you with all the information which you require about our service and your new digital hearing aid/s.

The Ear Care and Audiology Services department is based at Rotherham Community Health Centre, Greasbrough Road, S60 1RY.

Telephone 01709 423145 or 01709 423207

We also hold audiology clinics at:

- **Rotherham Hospital**
Outpatients, Level C, Moorgate Road, S60 2UD
- **Maltby Customer Service Centre**
Braithwell Road, S66 8JE

Things to remember...

- Your hearing aid(s) is on loan to you from the NHS. It's a valuable piece of equipment so please take care of it.
- If you lose or damage (beyond repair) your hearing aid/s you must report this to the Audiology Department. If the loss or damage is due to carelessness you will be charged £75 per hearing aid. You can make an appeal against this charge.
- If the hearing aid becomes faulty of its own accord there is no charge for a replacement.
- If your hearing aid is no longer required, please return it to us.
- Keep the hearing aid clean and dry.
- **Keep the device away from water.** Take it out when in the bath/shower or at the hair dresser.

What to expect from your new hearing aid/s

- A hearing aid does not restore your hearing; it is an aid to your remaining hearing.
- A hearing aid works by amplifying (making louder) the sounds/frequencies that you can no longer hear due to your hearing loss.
- It can take up to **3 months** to get used to your hearing aid.
- The aim is to be able to wear the hearing aid/s from waking up in the morning to going to bed at night. Some people may benefit from building up usage gradually.
- If hearing aids have been programmed as a pair it is **recommended** that you wear them as a pair. This will help with:
 - identifying where sounds are coming from
 - better understanding of speech
 - improved speech understanding in noise
 - improved sound quality.

AN ESSENTIAL GUIDE TO HEARING AID BATTERIES

The battery is a critical but often forgotten part of every hearing aid, providing the power to the device. This leaflet provides you with some information on how to get the best performance from your Rayovac batteries.

HOW HEARING AID BATTERIES WORK

The most common type of hearing aid batteries on the market today use zinc air technology which means air from the atmosphere is the active ingredient.

Once the tab is removed, you can see the tiny holes in the battery; these holes are what allow air to enter the battery and power it up.



AIR UP TIME

After the tab is removed, allow the battery sit for 1 minute untabbed before inserting the battery into the device.

Why? The reason to let it sit is because the air needs time to get into the battery. Taking the tab off and immediately putting the battery in the hearing aid limits the amount of air it is exposed to. This could cause the battery to seem "dead" because the voltage could not reach the necessary level to power the device. If this happens allow air to enter the cell and increase the voltage. After 1 minute, put the battery back into the device.



FRESH IS BEST

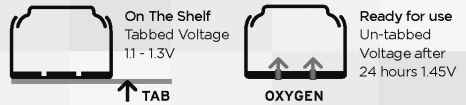
Like all batteries, zinc air hearing aid batteries will slowly lose charge over time (less than 10% per year with a tab). To get the most from your batteries, purchase batteries frequently.

The fresher they are the better they perform. To find out the best before date see the 4 digit date code on the reverse of the pack.



BATTERY VOLTAGE

While it says 1.45 volts on the battery package, a tabbed voltage will measure 1.1 - 1.3 volts. After un-tabbing, voltage will rise enough to power a hearing aid. The cell may need several hours to rise to maximum 1.45 volts.



BATTERY LIFE

It is common for people to ask how long their hearing aid battery will last. In a market survey, device users were asked how long their hearing aid batteries last. The chart shows the ranges of results and that life expectancy ranges can vary greatly.

THE BOTTOM LINE...

There is no one answer that is going to work for all hearing aid wearers. The best way to understand the battery life is for an individual to benchmark their battery performance over time. See overleaf for the factors that can affect battery life.

Battery Size	Life Expectancy
10	3 - 10 days
312	3 - 12 days
13	6 - 14 days
675	9 - 20 days

FACTORS AFFECTING BATTERY LIFE

There are many factors that affect how long a hearing aid battery lasts, below are detailed some of the most common. All these factors combine to make a person's hearing loss experience as unique as a person's "fingerprint".

AN INDIVIDUAL'S HEARING LOSS

As severity increases, increased amplification is required which increases the current, and therefore reduced battery life.



PERSONAL HEARING AID USAGE

2 things to take into account:

- How many hours a day do they wear their hearing aid?
- How many days a week do they wear their hearing aid?



DEVICE DIFFERENCES

The more advanced the aid is, the more power is required. Features in today's digital instruments like wireless streaming, bluetooth connection and noise cancellation all require high current to function. Below you can see how the current demands (mA) on the hearing aid batteries change as the more advanced features are used:



1.94mA
Normal Hearing Aid



3.17mA
Wireless Programming



4.27mA
Bluetooth Phone



4.28mA
Microphone Streaming



4.32mA
Streaming Radio

SOUND ENVIRONMENT

The noise around you can affect battery life. A battery will drain less in a library versus a restaurant or rock concert. Also, if the volume is "maxed out" on your hearing aid this will prematurely drain the battery.

THE NATURAL ENVIRONMENT



Dryness | As humidity is reduced, batteries may dry out reducing the battery life.



Temperature | As temperature is reduced, hearing aid battery voltage is lowered, which reduces battery life.



High Humidity | As humidity increases batteries may take on moisture, interfering with the natural discharge expansion.



Altitude | As altitude increases the percentage of oxygen in the air is reduced. This can cause the battery to reach the endpoint earlier.

HOW SHOULD I STORE MY BATTERIES?

- Store your hearing aid batteries at room temperature
- Avoid storage in hot places as this shortens the life span
- Batteries should not be stored in the refrigerator
- Batteries should be stored in supplied dial packs and not carried loose in your pocket as metal objects can cause a battery to short out, leak or rupture
- Keep batteries out of reach of children.



WHAT IS THE SHELF LIFE OF MY BATTERIES?

The standard shelf life of a battery is 4 years from date of manufacture.



HOW CAN I RECYCLE MY OLD BATTERIES?

Under the European Battery Directive all batteries must be recycled, there are multiple facilities set up in your local retail outlets, offices, civic buildings, schools and other public amenities.



HOW OFTEN SHOULD I CHANGE MY BATTERY?

Once you become familiar with your hearing aid and batteries, you can determine which system works best for you. Always carry spare batteries with you at all times.

Hearing aid repairs

If your hearing aid is not working please see our website at www.earcarecentre.com for advice and troubleshooting instructions on how to undertake self-maintenance of your hearing aid/s. **Almost all** routine maintenance can be carried out at home. If you are unable to resolve the problem, please contact the department to arrange an appointment.

All hearing aid maintenance and repairs are carried out by appointment only

For replacement batteries

Please contact the department either by phone on **01709 423145** or email **rg-h-tr.earcarecentre@nhs.net**. Please leave your Name, Address and date of birth.

Or

Complete the request form online at **www.earcarecentre.com** to request batteries.

Troubleshooting

Problem	Possible Cause	Action
No sound	Aid not turned on.	Turn aid on.
	Battery not inserted correctly.	Insert the battery correctly.
	Dead battery.	Replace battery.
	Blocked tubing in the mould.	Check and follow advice on cleaning.
	Condensation in the tube.	Check tubing, use puffer or replace tube.
Whistling / Buzzing / Feedback when in the ear	Mould not inserted correctly.	Take the mould out, and put it in correctly.
	Excess wax in your ears.	Have the practice nurse check / remove any wax if necessary.
	Damaged tube.	Replace the tube.
	Cracked or loose mould.	Make a repair appointment.

Batteries

- Your battery should last approximately 7-10 days.
- Your hearing aid will beep to let you know when your battery is running out.
- Batteries are activated by air, so allow up to 30 seconds after you've taken one from the packet, before putting it in your hearing aid.
- **Take care with the batteries - they can be harmful if swallowed.**

Telephone use

- Some people struggle to use the phone when they have hearing aids.
- One way to get around this, where appropriate, is to use the loud speaker option on your phone. This allows you to use both hearing aids at once.
- Some phones are compatible with hearing aids. They may have a built-in loop system, so, remember to change to this programme if you have it available.



Digital hearing aids - Hearing aid/s with ear mould fittings

Turning the aid/s on and off

Synergy/P on



Synergy/P off



Dynamo on



Dynamo off



Auto M on



Auto M off



The aid is switched **on** and ready to use when the battery compartment is closed.

The aid is switched **off** when the battery compartment is open. Leave it open when you're not using your aid e.g. at night. Put it in the storage case provided.

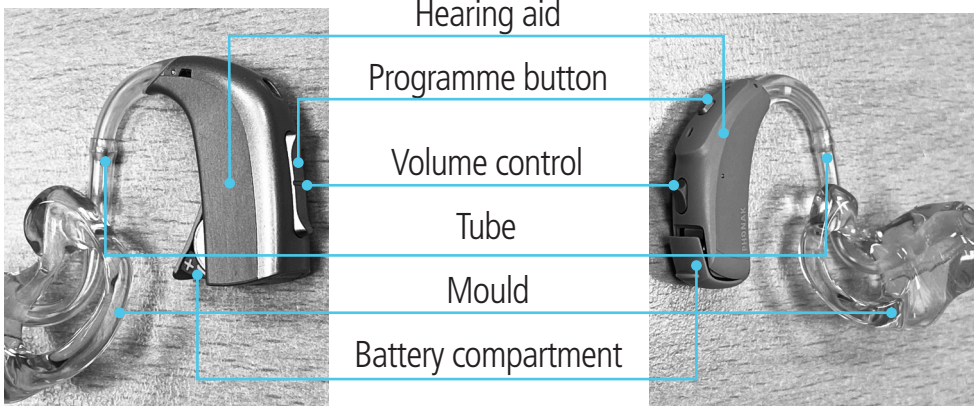
Digital hearing aids - Hearing aid/s with ear mould fittings



Inserting / removing the hearing aid

- First close the battery compartment.
- Then place the mould in your ear, ensuring that both the top and the bottom part fit correctly.
- Place the hearing aid device behind your ear then lift it forward and then over the top of the ear so that it sits securely.
- Do the reverse to take the hearing aid out, being careful not to pinch the tube. Try to not pull the mould out with the tube.

Controls and programmes



Programme description

There are lots of different programmes that we can put onto hearing aid/s in order to aid your hearing further.



Loop programme

This programme helps you to cut off background noise, and hear purely what is coming through a microphone. This is available in places like post offices, banks and theatres.



Speech in noise (directional) programme

This programme helps you in noisy places like restaurants and bars. It works by changing how the microphones within the hearing aid work, by reducing the level of sound taken in by the microphones which are directed behind you. It's important that you **look at the person who you want to listen to.**



Volume control

If enabled, this allows you to turn the volume of the aid/s up and down to a level which you find comfortable. There are limits on this control.

Programme button

Your device may have additional programmes added that will have been discussed with you at the time of fitting. To access these please **press and hold the rocker switch for 2 seconds** and listen for the audible 'beep' to tell you that it has changed.

How to use your Oticon Synergy or Synergy P

Volume control

Press the button as you would your TV remote, just a brief press.

- To **increase** the volume of the hearing aid, press the top part of the rocker switch.
- To **reduce** the volume of the hearing aid, press the bottom part of the rocker switch.

Loop programme

Press and hold the bottom of the rocker switch for two seconds. Listen for the beep which tells you that you are on the loop programme.

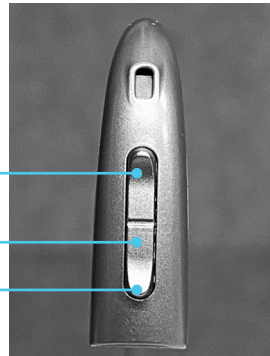
Speech in noise (directional) programme

Press and hold the bottom of the rocker switch for **two seconds**. Listen for the beep which tells you that you are on the directional programme.

Turn the aid **up**

Change programme

Turn the aid **down**



Red for the **right** ear. **Blue** for the **left** ear.
You need to use **ORANGE/P13** batteries.

How to use your Oticon Dynamo

Volume control

- To **increase** the volume of the hearing aid, roll the wheel up.
- To **decrease** the volume of the hearing aid, roll the wheel down.
- 0 is mute, 1 is the lowest volume, 4 is the loudest.

Loop programme

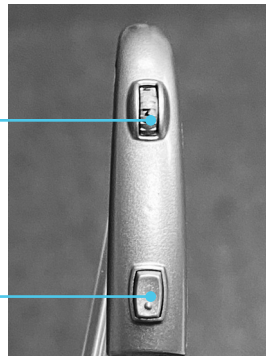
Press the button which is at the bottom of the hearing aid. Listen for the beep which tells you that you are on the loop programme.

Speech in noise (directional) programme

Press the button which is at the bottom of the hearing aid. Listen for the beep which tells you that you are on the speech in noise programme.

Volume wheel

Change programme



Red for the **right** ear. **Blue** for the **left** ear.
You need to use **ORANGE/P13** batteries.

How to use your Phonak Auto M, Auto SP or Auto UP

Volume control

- To **increase** the volume of the hearing aid, push the volume control towards the top of the hearing aid.
- To **decrease** the volume of the hearing aid, push the volume control towards the bottom of the hearing aid.

Loop programme

Press the button which is at the top of the hearing aid. Listen for the beep which tells you that you are on the speech in noise programme.

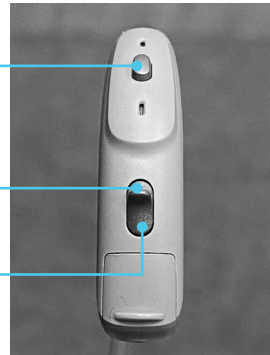
Speech in noise (directional) programme

Press the button which is at the top of the hearing aid. Listen for the beep which tells you that you are on the speech in noise programme.

Change programme

Turn the aid **up**

Turn the aid **down**



Red for the **right ear**. **Blue** for the **left ear**.

You need to use **ORANGE/P13** batteries.

You need to use **BLUE/P675** batteries.

Digital hearing aids - Hearing aid/s with ear mould fittings

How to clean your hearing aid

Daily

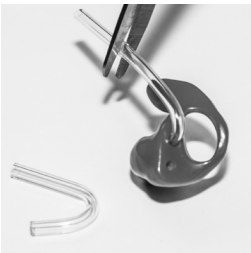
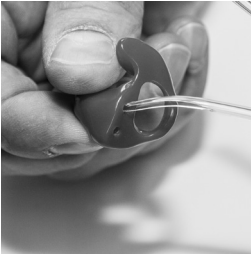
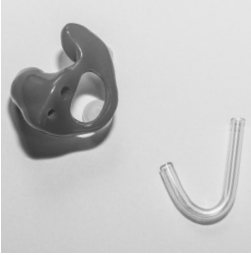
- Wipe down the hearing aid with a wet wipe and allow it to dry.
- Wipe down the mould (the piece that goes into your ear) with a wet wipe and allow it to dry.

Every 6 months

- You will need a new tube.
- You can replace the tubing yourself (by following the steps below), or by visiting one of the local drop-in services or by making an appointment at RCHC.

How to retube a mould

1. Cut the tube so the shorter section is to a point.
2. Pull the mould off the elbow/hearing aid.
3. Pull the old tubing out of the mould, save this for later.
4. From the flatter/outer part of the mould, push the new tube with the point you've cut to a point. It needs to be in the top hole. Stop pulling it through when it sits straight upwards.
5. Trim the tubing, ensuring its flush with the bottom of the mould.
6. Using your old tube measure this up the old piece of tubing.
7. Attach the new mould/tubing onto the hearing aid.



Useful websites

www.earcarecentre.com
www.therotherham.ft.nhs.uk
www.nhs.uk
www.gov.uk
www.patient.co.uk

Connevans

www.connvevans.co.uk

Action on Hearing Loss

www.actiononhearingloss.org.uk

British Tinnitus Association

www.tinnitus.org.uk

Sight and Sound

www.srsb.org.uk/Our-Services/Rotherham-Sight-and-Sound/

C2Hear

c2hearonline.com

We value your comments

If you have any comments or concerns about the services we have provided please let us know, or alternatively you can contact the Patient Experience Team.

Patient Experience Team

The Oldfield Centre,
The Rotherham NHS Foundation Trust,
Rotherham Hospital, Moorgate Road, Rotherham, S60 2UD
Telephone: 01709 424461
Monday to Friday, 9.00am until 4.00pm
Email: yourexperience@rothgen.nhs.uk

How to contact us

Rotherham Community Health Centre

Ear Care & Audiology Department
Greasbrough Road
S60 1RY

Appointment only.

Clinics are held in the green area.

Batteries can be collected from reception Monday to Friday, 9.00am - 4.30pm

Rotherham Hospital

Audiology Department
Level C - Outpatients Department
Rotherham Hospital
Moorgate Road
S60 2UD

Appointment only.

We're the first left when you enter via the main entrance, just after reception D on your right-hand side. We do not have a reception so please ensure you let someone know you are there.

Rotherham Sight and Sound

8 Ship Hill
Rotherham
S60 2HG
Repairs and battery collection
9.30am to 3.30pm

Useful contact numbers

For any enquiries please ring one of the following, please leave a message with your name and contact number.

Ear Care and Audiology

Telephone 01709 423207
Telephone 01709 423145
rgh-tr.earcarecentre@nhs.net

Action on Hearing Loss

Lorraine Briscoe 07770511462
Lorraine.briscoe@hearingloss.org.uk

Sensory Services Department

Telephone 01709 822330

Connevans

Telephone 01737 247571

Rotherham Hospital Switchboard

Telephone 01709 820000

Please be aware that the information you send will be through a non-secure email service and this may affect the confidentiality of the content. We advise that you only state your name and date of birth as a means of protecting your personal data.

NHS 111 Service

Telephone 111

Health Info

Telephone 01709 427190

Stop Smoking Service

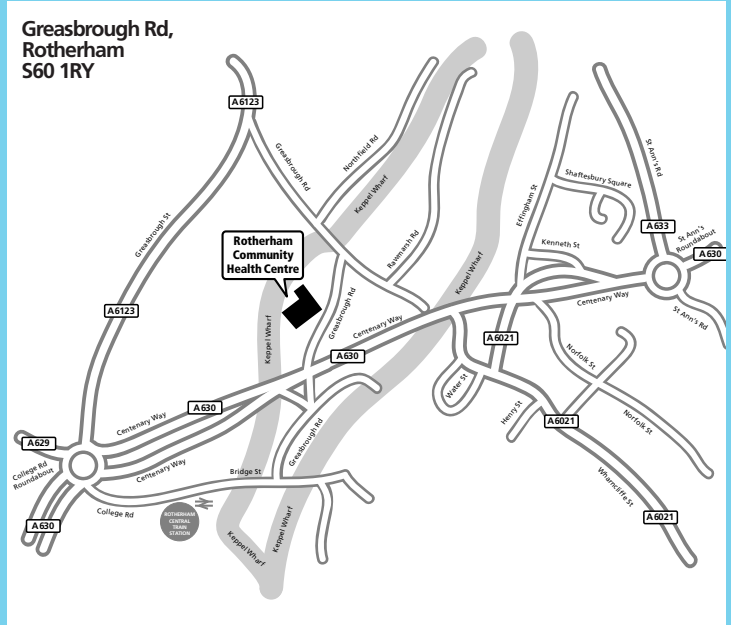
Telephone 01709 422444

A&E

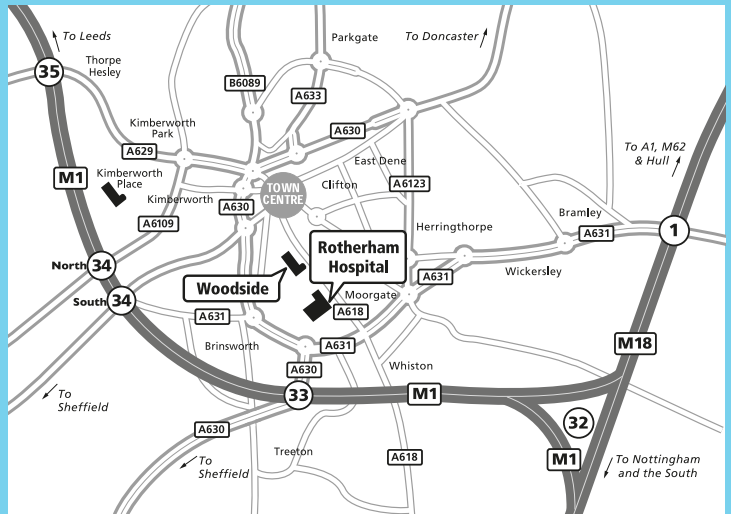
Telephone 01709 424455

How to find us

Rotherham Community Centre
main routes



Rotherham main routes





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The Rotherham
NHS Foundation Trust

Rotherham Hospital
Moorgate Road
Oakwood
Rotherham
S60 2UD

Telephone 01709 820000
www.therotherhamft.nhs.uk