



Royal Berkshire
NHS Foundation Trust

Audiology at the Royal Berkshire Hospital 2018

Advice for care homes

This leaflet outlines the role of Audiology and contains useful information and contacts.

Contents

Page	
2	Useful contacts and drop-in clinics
3	Deaf awareness
4	Referrals to Audiology and hearing aid batteries
5	Obtaining replacement batteries
6-8	Useful tips: how to put a hearing aid in
9	Keeping hearing aids safe
10-11	Troubleshooting

Useful contacts

Audiology Department	Telephone: (0118) 322 7238 Fax: (0118) 322 7075 Email: audiology.royalberkshire@nhs.net
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Drop-in clinics

Patients who have hearing aids from the Audiology Department at the Royal Berkshire Hospital can attend the drop-in clinics shown below if they experience any issues with their hearing aids. Alternatively, a family member or carer can attend the clinic on their behalf. If you are unsure whether a patient's hearing aids have been supplied by the Royal Berkshire Hospital please call 0118 322 7238.

Venue	Days	Times
Audiology 3, Royal Berkshire Hospital	Mon-Fri	9am-4.30pm
West Berkshire Community Hospital	Tue & Wed	9am-12 noon 2pm-4pm
Wokingham Community Hospital	Mon	2pm-4pm
	Thurs	9am-12 noon
Bracknell Healthspace	Wed	9am-12 noon
Townlands Memorial Hospital, Henley	Fri	9am-12 noon 2pm-4pm
Wallingford Community Hospital	Thurs	9am-12 noon
Wantage Mobile Unit	Thurs	By appt only

Are you deaf aware?

Being deaf aware is not difficult – but it is very important. You could unintentionally be excluding those with a hearing loss or making their access to information or treatment more difficult. Communicating with someone who is deaf or hard of hearing does not need to be difficult. Below are some tips to help make communication easier for both of you:

- Make sure the person you are talking to can see your face. Ensure that your face is well-lit.
- Get the person's attention before you begin to talk. You can do this by saying their name or perhaps lightly touching them on their arm.
- Speak clearly and at a normal pace. It is important that you do not speak too fast.
- Do not exaggerate your lip movements - it's harder to read someone's lips if the lip patterns are exaggerated.
- Don't shout! It can be uncomfortable for some hearing aid users and can appear aggressive.
- If they don't understand what you have said, try saying it in another way rather than simply repeating it.

And remember... even if someone is wearing hearing aids, it doesn't mean that they can hear you perfectly. Ask if they have understood you or would like anything repeated.

Being referred to Audiology

If you feel that someone you care for has a hearing loss you may be able to speak to their GP. If appropriate, their GP can then make a referral to the Audiology Department to arrange a hearing test. In order for a hearing test to take place, the ears need to be clear of wax. A GP or the Practice Nurse will be able to check the ears for wax and give advice on how to treat any wax.

Hearing aid batteries

There are four main types of hearing aid battery:

Yellow (10), Brown (312), Orange (13) and Blue (675)

 **Size 10 (or 230)**

 **Size 312**

 **Size 13**

 **Size 675**



For information regarding what size battery a hearing aid requires, please refer to the inside page of your patient's Battery Issue Card (shown on page 5). If in doubt, you can also compare the size of the current hearing aid battery to ensure you replace it with the correct one.

Obtaining replacement batteries

When a patient is fitted with hearing aids from the Royal Berkshire Hospital Audiology Department they are given a Battery Issue Card (shown below).



Battery Issue Card

Name: _____

Address: _____

Valid for 3 years from: _____

Please present this card when obtaining batteries. Provision of batteries cannot be guaranteed without production of this card. If you require a replacement please contact Audiology on 0118 322 7238 or ask when attending your next repairs/maintenance session.

The NHS covers the cost of batteries for NHS hearing aid users but a valid Battery Issue Card must be shown. The Battery Issue Card should be kept in a safe place. It may be given to a patient's family member who can then present it when they collect batteries on behalf of the patient.

Replacement batteries can be collected from local GP surgeries as well as the drop-in clinic locations listed on page 2. Batteries are available at the reception in each location (please be aware that not all receptions and collection locations are open at the weekends). For more information about where you can collect batteries, call the Audiology Department on 0118 322 7238.

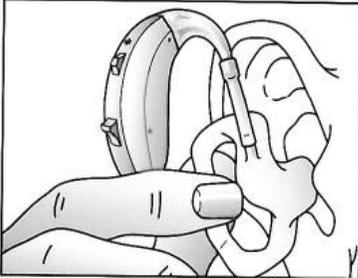
Useful tips

- Store batteries in a cool and dry location.
- Take the tab off and leave the battery for one minute before putting it in the hearing aid to allow the air to activate the battery.
- If unsure, please refer to the hearing aid's instruction booklet for further guidance on how to change the battery.
- Did you know that you can recycle hearing aid batteries? Hearing aid batteries should not be disposed of in general household waste. Recycling points can be found in most recycling centres, supermarkets and at your local Audiology Department.
- Audiology can provide patients with an individual Audiology Care Plan. These can be printed off and added to your patient's notes. They contain useful information such as an explanation of their degree of hearing loss. They also indicate what you can expect your patient to be able to hear and what they may struggle to hear.

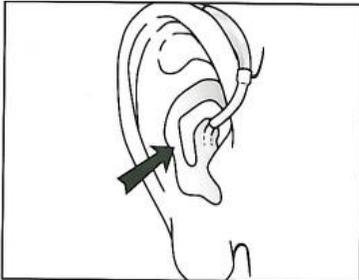
How to put a hearing aid in

Hearing aids with an earmould

1. Hold the curve at the back of the earmould between your finger and thumb and position the end so that it is down the ear canal.

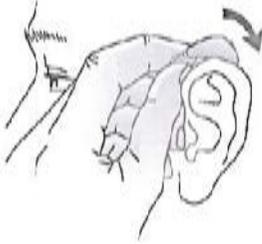


2. Slide the earmould into the ear so that the top prong tucks under the fold of skin above the ear canal. It may help to gently pull on the back of the ear as this opens up the ear canal.
3. Give the earmould a gentle push so that it lies flat in the ear.
4. Tuck the hearing aid over the top of the ear.

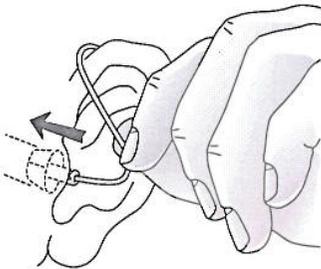


Hearing aids with thin tubes

1. Place the hearing aid over the top of the ear



2. Grip the thin tube between your finger and thumb and position the dome so that it is pointing down the ear canal.



3. Gently pull on the back of the ear and push the dome down the ear canal. The tube should sit close to the side of the ear.



Keeping hearing aids safe

Hearing aids can easily be lost or mixed up with other possessions, e.g. wrapped up in a tissue and put into a pocket and subsequently thrown away. Some people may find it useful to have a clearly labelled box beside the bed or somewhere noticeable which reminds them where to keep their hearing aids when not in use. All patients are provided with hearing aid pouches.



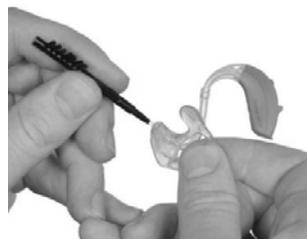
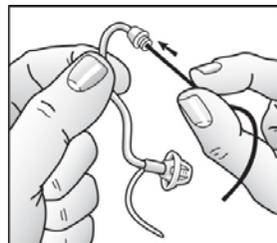
Hearing aid clips can be used if there is a risk that a patient's hearing aid(s) may be lost or dropped if a patient is prone to pulling them out of their ears. These clips attach to the wearer's collar and mean that if a hearing aid is taken out or dropped, it remains attached and easily found.



Troubleshooting

No sound from hearing aid

- Check that it is switched on properly, with the battery compartment fully closed.
- Try a new battery or check that it is inserted properly with the positive side (flat side) upwards.
- Check that the sound outlet is not blocked with wax or condensation. If it is, try to clean it out carefully with the brush, hook or cleaning wires provided in the black wallet.
- Check the microphone ports aren't blocked with wax or debris.



Sound from the hearing aid is unclear or distorted

- The battery may be weak. Try replacing it.
- The earmould may not be inserted correctly.
- The tubing may need replacing. Please attend a drop-in repairs clinic (see page 2).
- The hearing aid may be damaged. Please attend the repairs drop-in clinic (see page 2).
- Your hearing levels may have changed. Please attend a drop-in repairs clinic for further advice (see page 2).

Sound from the hearing aid is not loud enough

- The earmould and tubing may not be inserted correctly.
- The battery may be weak. Try replacing it.
- If you have a volume control, the volume may be set too low. Try increasing it.

- The ear may be blocked with wax. Get them examined at their GP surgery or the drop-in repairs clinic (see page 2).
- Check that the sound outlet is not blocked with wax or condensation. If it is, try to clean it out carefully with the cleaning wire provided in the black wallet (see page 10 for picture).
- Check the microphone ports aren't blocked with wax or debris.
- The tube may have become rigid or kinked due to its age. Attend a drop-in repairs clinic to replace the tubes.
- Your hearing levels may have changed. Please attend drop-in repairs clinics for further advice (see page 2).

The hearing aid is whistling, squealing or buzzing

- The earmould, tube or dome may not be inserted correctly.
- The ears may be blocked with wax. Get them examined at your GP surgery or a drop-in repairs clinic (see page 2).
- The earmould tubing may need replacing. Please attend a drop-in repairs clinic (see page 2).
- If you hear a static 'buzzing' sound, check that you have not switched the aid to the telecoil/loop program by accident.

Booklet compiled with thanks to GN ReSound who provided some of the illustrations.

For Trust information, visit www.royalberkshire.nhs.uk

If you would like this leaflet in other languages or formats (e.g. large print, Braille or audio), please contact the Audiology Department.

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