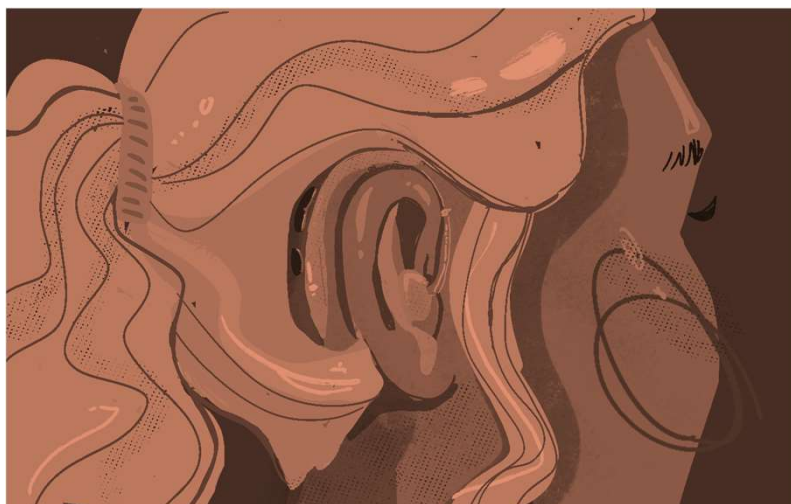


## Hearing Aid Masterclass



1

## Aims

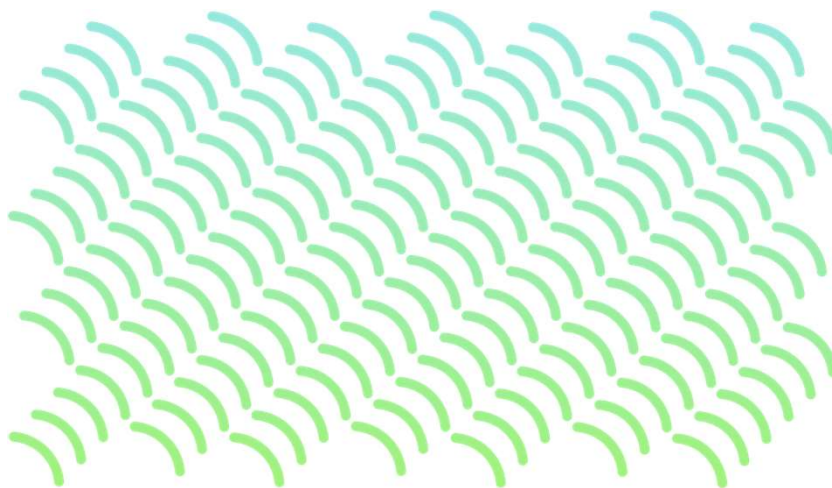
2

- Improve your confidence in maintaining your device(s) independently
- Learn more about your hearing system
- Learn how to maintain your hearing aid(s).
- Learn how to troubleshoot problems with your hearing aid(s)
- Learn how to use the Bluetooth function on your hearing aid.
- Exchange experiences with others dealing with similar hearing difficulties.

2

## Ear Health

3



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3

## Ear wax

4

- Ear wax helps to protect your ear against dust and other irritants (foreign bodies).
- It is not 'dirty'.
- It constantly travels towards the ear canal entrance where it can drop out (naturally).
- If it does not fall out/blocks the ear, ear drops can be used. Consult a pharmacist in the first instance
- Do not use fingers/cotton buds to remove ear wax
- Seek medical attention if:
  - ✓ It does not clear 10 – 14 days of using ear drops
  - ✓ You have a hole in the eardrum (perforation)
  - ✓ Ear is badly blocked and affecting hearing.



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## Hearing aid parts

5



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5

## About your hearing aids

### Sound delivery options for Behind the ear (BTE) hearing aids

6

Earmoulds



Slim tubes



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**About your hearing aids**  
Hearing aid parts – Mould

7

Elbow /  
Tone hook

Your control  
1. Volume  
2. Programs

On / Off Door Function

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7

**About your hearing aids**  
Hearing aid parts – Open Fit

8

Slim tube

Controls  
1. Volume  
2. Programs

On / Off Door  
Function

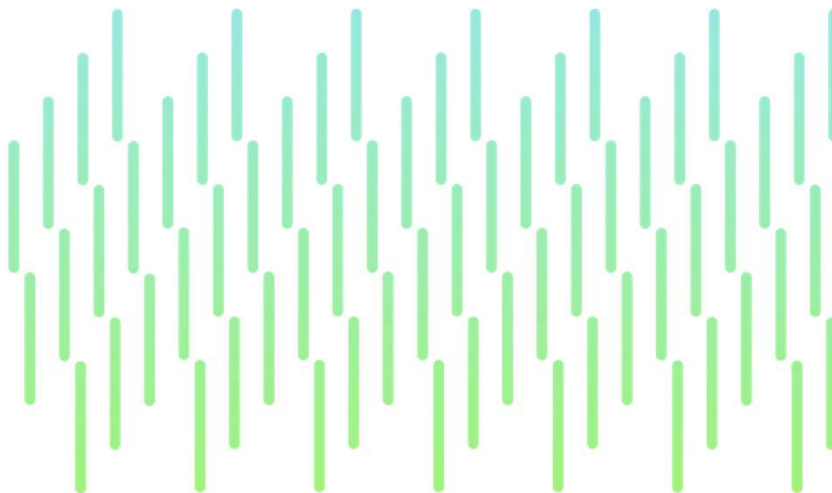
Dome

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## Insertion

9



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## About your hearing aid(s) Poor fitting earpiece.

10

- Pain / discomfort
- Noises (feedback)

= Slimtube/dome as well as mould problem or wax problem


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10

**Insertion**  
**Slim tube**


11




1. Firstly, place the instrument over your ear.




2. This should leave the slim tip in place in front of your ear canal




3. Now take the end of the slim tubing and push it firmly down your ear




4. The dome should be placed far enough into the ear so that the tube lies flush against your head.



5. Now take the retention wire and bend it around the bowl of your ear (sometimes this retention wire may be cut off for your convenience)




Correct insertion




11

**• Insertion**  
**• Mould**

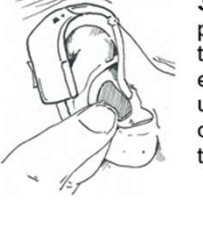
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1. Hold the earmould at the back with your finger and thumb. Pull it back past your ear.




2. Place the part going down the ear into position.



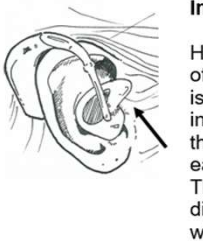
3. Ensure you put in place the top part of the earmould, underneath the crease at the top of your ear.



4. If you need to, use your other hand to pull your lobe back and ensure the whole of the mould is firmly in place.




✓ Correctly fitted hearing aid.



**Incorrect**  
Here the top part of the hearing aid is not correctly inserted under the crease of the ear. This can cause discomfort and whistling from the hearing aid.

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## About your hearing aids

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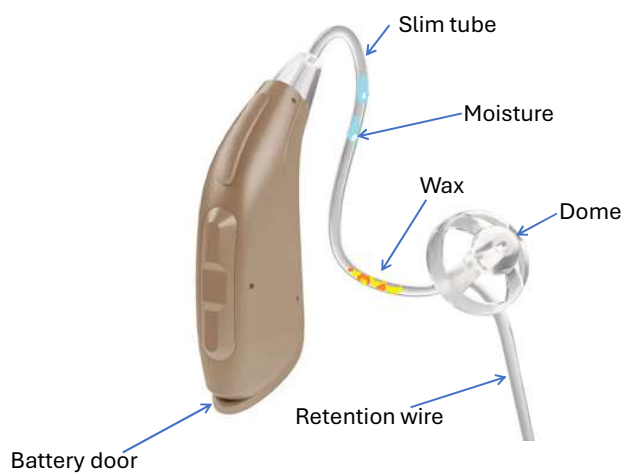


13

## About your hearing aids

14

Troubleshooting when there's no sound / intermittent sound / reduced sound / distorted sound



- Battery, ok?

- Battery door, ok?

Battery door opens and shuts easily?

Any corrosion in the battery door from a leaked battery?

- Hearing aid, ok?

Casing cracked/broken?

- Tubing, ok?

Any kinks?

Any debris/wax?

- Listening check

Whole aid / without slim tube and dome

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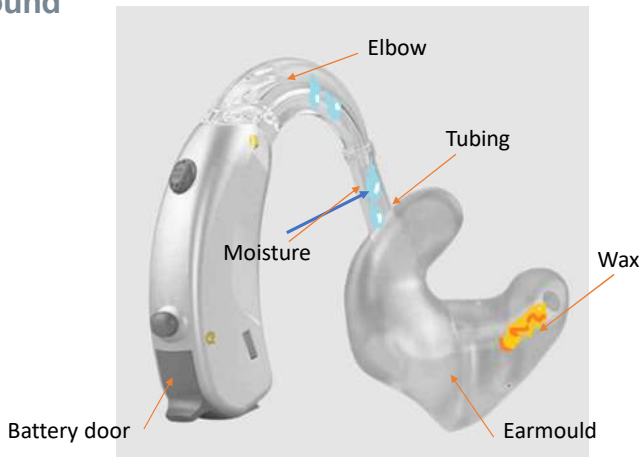


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## About your hearing aids

### Troubleshooting when there's no sound / intermittent sound / reduced sound / distorted sound



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- Battery, ok?

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- Battery door, ok?

Battery door opens and shuts easily?

No corrosion in the battery door from a leaked battery

- Hearing aid, ok?

Casing cracked/broken?

- Elbow, ok?

Blocked? (it can sometimes have a little white filter in – it should be there)

- Tubing, ok?

Soft, not blocked

- Earmould, ok?

Discolouration is ok, cracks, tears, broken/sharp bits are not

- Listening check

Whole aid, without mould, without elbow



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## • Hearing aid Kits

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- Battery checker
- Puffer
- Dry store container and dry store capsules
- Cleaning wipes
- Threader
- Pliers
- Personalised parts: Tubing and Tonehooks/Domes (if applicable)

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## Cleaning and maintenance

### • Life tube

- ✓ Adding retention wire (only for Oticon aids)
- ✓ Changing tubing
- ✓ Changing dome
- ✓ Using cleaning wire

### • Ear mould

- ✓ Changing tone hooks
- ✓ Changing tubing
- ✓ Wash the earmould (remember to keep the aid dry!)

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## About your hearing aids

### When to see Audiology

18

- Need help with the hearing aid(s)
- Hearing reassessment needed:
  - ✓ You feel your hearing has changed
  - ✓ Aids very old (over 5 years)
  - ✓ No hearing test in past 5 years

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## Support Networks

### Hearing impaired services in the surrounding areas

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Adult Sensory Services Teams				
Borough	Address	Email	Telephone Number	Hours of Operation
Wandsworth Sensory and Physical Disability team	90 Putney Bridge Road London SW18 1HR	<a href="mailto:accessteam@wandsworth.gov.uk">accessteam@wandsworth.gov.uk</a>	020 8871 7707 Minicom: 020 8871 8485	Monday to Friday 9am-5pm
Merton Sensory Impairment Team	Adult Access Team 11 <sup>th</sup> Floor Community & Housing Civic Centre London Road Morden Surrey, SM4 5DX	<a href="mailto:adultaccessteam@merton.gov.uk">adultaccessteam@merton.gov.uk</a>	020 8545 4430	Office Opening Hours Monday to Friday 08:30am – 5:30pm  Drop in session (BSL Users): Wednesdays 2-4pm
Lambeth Adults' and Community Services	Phoenix House 10 Wandsworth Road London SW8 2LL	<a href="mailto:acs@lambeth.gov.uk">acs@lambeth.gov.uk</a>	020 7926 5555	Monday to Friday 9 – 5
Surrey County Council Deaf Services Team	First Point Fairmount House Bull Hill Leatherhead Surrey KT22 7AH	<a href="mailto:firstpoint@surreycc.gov.uk">firstpoint@surreycc.gov.uk</a>	Voice/Minicom: 01372 376558 SMS: 07854 238787 Fax: 01372 360224	Monday to Friday 9 – 5
Kingston upon Thames Social services – Hearing Impairment	Royal Borough of Kingston Guildhall 1 High Street Kingston, KT1 1EU	<a href="mailto:adults@rbk.kingston.gov.uk">adults@rbk.kingston.gov.uk</a>	020 8547 5005	Monday to Friday 9 – 5

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## Bluetooth connectivity

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## Bluetooth connectivity

### Connecting your hearing aid(s) to phone / other Bluetooth device

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1. Enable Bluetooth on your phone/other Bluetooth device (in connectivity settings)
2. Switch your hearing aids off and on. You now have 3 minutes to pair your hearing aids with your device.



3. Choose your hearing aid on your Bluetooth device's list of enabled devices. You will only see one hearing aid but both will pair. A beep confirms successful pairing
4. After your hearing aids have been paired to your device, they will automatically connect again when switched on.

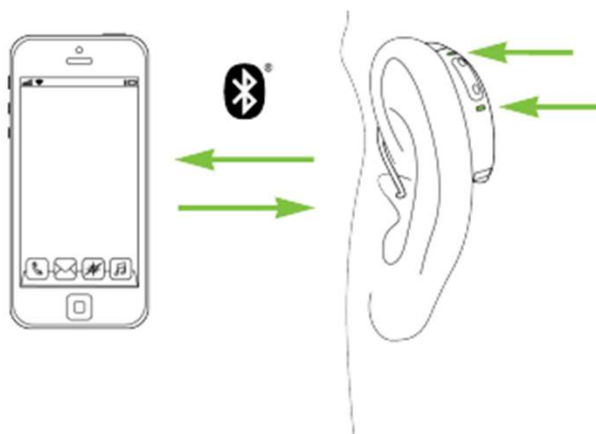
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## Bluetooth connectivity

### Phone Calls





Your hearing aids connect directly with Bluetooth® enabled phones. When paired and connected to your phone, you will hear the caller's voice directly in your hearing aids. Your hearing aids pick up your voice through its own microphones, so you do not need to speak into your phone to be heard down the line.

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### Bluetooth connectivity Phone Calls

- **Accept call:**  
Short press on upper or lower part of the multi-function button
- **End call:**  
Long press on upper or lower part of the multi-function button
- **Reject incoming call:**  
Long press upper or lower part of the multi-function button

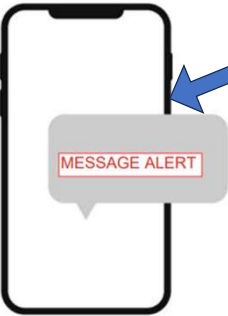
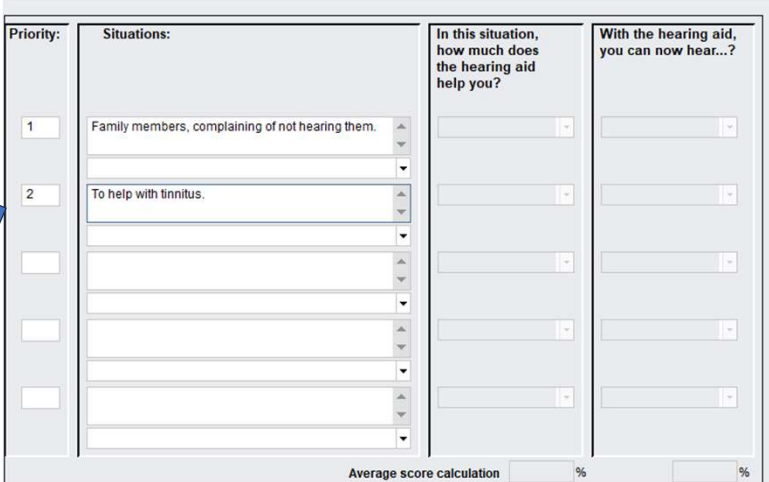
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- **Questionnaire (COSI).**
- Client Oriented Scale of Improvement Questionnaire

Please look out for a message from St Georges Hospital on your phone – this will help us measure how effective the amplification has been in addressing the issues that were identified at the initial assessment.

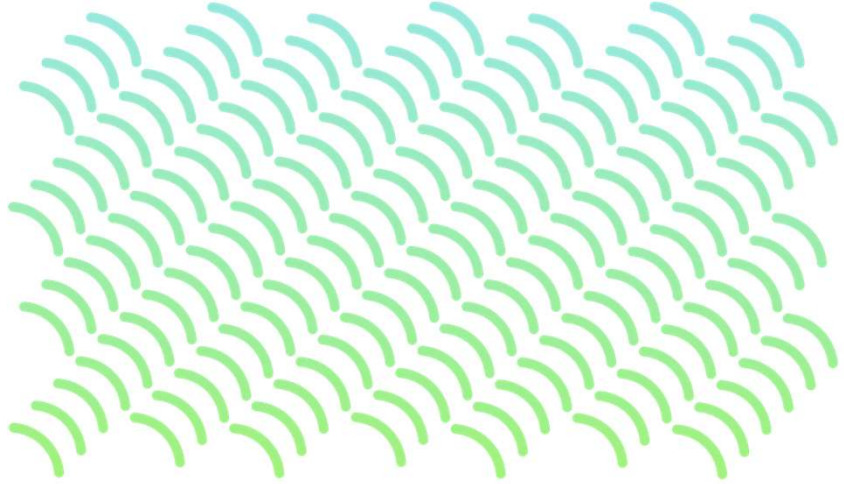
Priority:	Situations:	In this situation, how much does the hearing aid help you?	With the hearing aid, you can now hear...?
1	Family members, complaining of not hearing them.		
2	To help with tinnitus.		
Average score calculation		%	%



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Thank you

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