







# Information about your hearing aid







East Kent NHS Audiology Services



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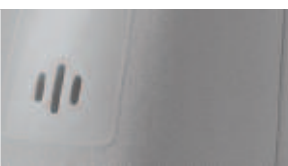
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**Please note:**

For further and more comprehensive safety information please refer to your product user guide and safety guide.



# Introduction

**Congratulations on getting your hearing aid(s), the first step towards better hearing. There is no doubt that, with practice, it will make a real difference towards your quality of life.**

Please take the time to read this guide as it will help you to get the best out of your new digital hearing aid. It will remind you of what your Audiologist explained at your fitting appointment, and also contains extra information about how to use and look after your aid.

You will also find tips that you can use to make it easier to understand what other people are saying. There is also contact information for useful organisations and support services.

If you have any difficulties that are not solved by this guide, your local audiology service is there to help you.



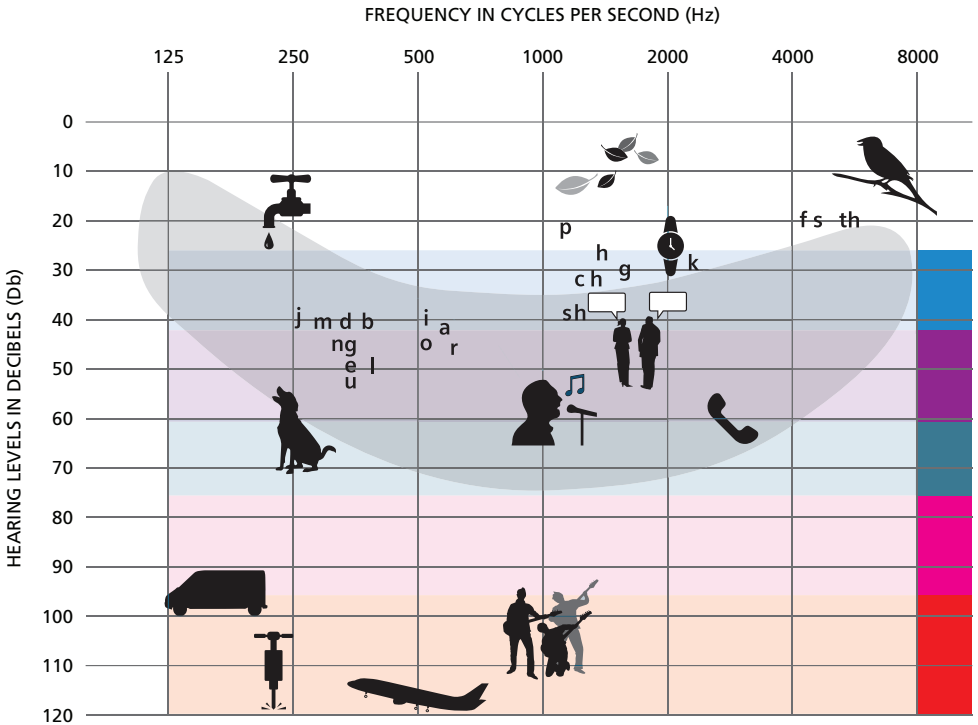
## Your new hearing aid

All hearing aids supplied by the NHS are highly advanced, digital aids. Your hearing aid has been programmed electronically to take into account your individual requirements. This begins with your Audiologist performing a hearing assessment.



# Types of hearing loss

## Audiogram of familiar sounds



**Please note:**

People often have hearing thresholds spanning two or more of these classes of hearing loss in different pitches / ears.

- Mild
- Moderate
- Moderately-severe
- Severe
- Profound



May have difficulty following speech, especially in noisy situations. This type of loss is often noticed by family first rather than the patient.

Often has difficulty following speech and misses other quiet noises. Amplification is very successful for this loss, but the patient also needs to use good hearing tactics.

Unable to hear speech even in quiet surroundings and may not hear general noises such as traffic unless they are loud. Amplification is very successful for this loss, but the patient also needs to use good hearing tactics. Lip-reading classes could benefit people with this hearing level.

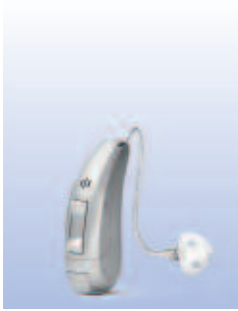
Unable to hear most sounds unless they are very loud. Amplification is often useful, but the patient will also need to rely on good hearing tactics. Lip-reading classes would also be useful for people with this hearing loss. Patients in this category may also use sign language and watch sign assisted programmes.

Will need to wear appropriate amplification technology (e.g. hearing aids, cochlear implant, FM) in order to hear conversational speech.

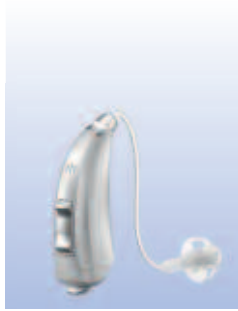
# Hearing aids

If your hearing is suitable, you will be offered digital hearing aids. This means that they are programmed with a computer to a prescription suitable for your loss.

Your hearing aid(s) may look like one of these:



Contrast™ R+



Contrast™ S+

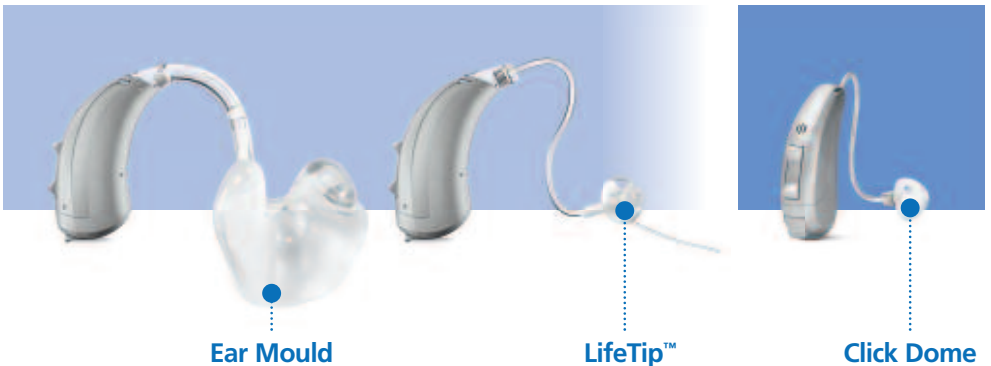


Contrast™ HP+



Contrast™ SP+

*Either an Ear Mould, LifeTip or Click Dome has been prescribed for you, depending on your hearing loss.*







A hearing aid cannot give you perfect hearing but they should help you to hear everyday sounds like clocks ticking, birds singing, etc.

The aid(s) should also make speech a bit clearer for you, so you don't have to listen as hard. It should help you hear when people are speaking to you and give you more confidence.

In noisy places the background noise will still be there as it is for someone who has normal hearing. You will probably find that it is helpful to watch people's faces in noisy places like high streets and restaurants.

You may still find it difficult to follow what people are saying and, if both ears are impaired, wearing two aids may help you to focus better on what you want to listen to.

## Frequently asked questions

### **Will I have normal hearing with hearing aids in?**

No, the hearing aids can only work with the hearing that you have left. It will sound strange to start off with, but with perseverance it will sound more natural. It should take the strain out of listening though.

### **Will my own voice change by wearing hearing aids?**

It is very common that your own voice may sound slightly different to what you are used to hearing, this is because you have been used to hearing your own voice with a hearing loss. When the aid(s) are initially fitted the sound of your own voice can sound a little strange as it is now being amplified. Your own voice may appear a little quieter to others.

### **What if I don't like the sound of my own voice?**

To start with, your voice may sound unfamiliar to you but after 2-6 weeks this should subside with regular use of the hearing aids. For some patients this may take longer than 2-6 weeks.

### **Is there anything else that could help, as well as a hearing aid?**

Yes, social care can give out extra equipment for the TV, the doorbell and the phone. Please see the contact details and information supplied in this booklet.



## **Are there any listening situations that I will still have difficulty hearing, even with my hearing aids?**

Your hearing aids are programmed to automatically adjust to suit the environment that you are in, however there are limitations to the technology. Sometimes manual programs can be added to help specifically with environments that you find especially hard to hear in. These options can be discussed with your Audiologist.

## **How do I get used to wearing a hearing aid?**

By wearing the hearing aids you are teaching yourself to listen again. When your hearing deteriorates it takes time to get used to all the new background noises and hearing speech can be strange to start with. Just like glasses, it takes time to get used to the physical fit. The more you wear the hearing aids, the more natural they will feel.

## Frequently asked questions

### **I've had one hearing aid for a long time and now I have been given two, one for each ear. What will this feel like?**

The newly aided ear may take a while to get used to wearing a hearing aid, compared to the ear which has had a hearing aid previously. Similarly to when you received your first hearing aid, your brain needs time to adjust to hearing from this side again as it is learning to use both ears together. To start with it may sound less natural but please persevere with it until your hearing aid review appointment to allow for this adjustment.

### **I've been given two hearing aids – should I wear them both together?**

Wearing two hearing aids gives a much more balanced, more natural sound. It will also be easier to locate where sounds are coming from when both hearing aids are worn. The hearing aids have been programmed as a pair and if you only wear one aid the settings may be incorrect for your hearing loss.

### **How often should I be wearing the hearing aids?**

Ideally all day every day – the more they are in the ears, the better. Sometimes it may not be obvious how much you can hear with it but persevere as much as you can. Remember, you never know when you might need to hear something, for example, the doorbell or telephone, etc.



***Please note:***

*The hearing aids should not get wet. During showering, heavy rain, at the hairdressers etc., they should be removed to prevent damage. If the aid is damaged through negligence a charge may be incurred.*

# Getting started with your hearing aids

## Turning ON/OFF



### Turning the hearing aid ON

- close the battery compartment



### Turning the hearing aid OFF

- open the battery compartment

You **may** have an alternative ON/OFF on your hearing aid. Ask your Audiologist for further details:



*Rocker Switch*



*Push Button*



*Remote Control*

## Changing the battery

- 1 Open the battery compartment.



- 2 Remove coloured sticker from new battery, place battery in drawer with + symbol on battery + side up. (You should only remove the protective sticker when you actually use the battery).

- 3 Close battery door



Your battery size is:

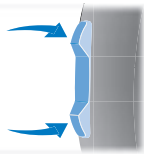
312  13  675



With the controls you can, for example, adjust the volume or switch hearing programs. Your hearing instruments may have a push button or rocker switch. Your audiologist has assigned your desired functions to the controls. With two hearing aids these can be set to adjust the volume on one side and switch hearing programs on the other.

## Volume control

You **may** have a volume control on your hearing aid. Your hearing aid has an automatic volume control which adjusts depending on the listening situation you are in.

 **□** You can use the rocker switch to make additional volume adjustments to make the sound more comfortable. Press up to increase volume and press down to decrease volume.

*Please refer to the 'controls' section of your User Guide for your specific controls configuration.*



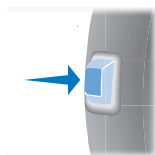
### *Please note:*

- *When the volume control is at maximum or minimum levels, the hearing aid will indicate this with beeps. If you continue to press the volume button, the volume will not increase or decrease further.*
- *To reset to your prescription volume, turn the aid off and on again.*
- *Batteries last for up to 2 weeks. Beeping will sound 40 minutes before they run out. Do not wait for the battery to completely run out, change at this time – or both batteries if there are 2 hearing aids.*
- *Battery replacement service is available - see page [40]*

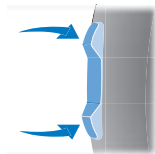
# Getting started with your hearing aids

## Programs

- To change program press the push button briefly.



- If using a rocker switch, changing the program may be a brief press of the up or down rocker switch or long press if the rocker switch is configured to change both volume and program change.



*Please refer to the 'controls' section of your User Guide for your specific controls configuration.*

### □ **Everyday Listening**

Upon switching the hearing aid on, program one is active. This program automatically and continually adjusts the digital features of the hearing aid for you, to ensure that speech is comfortable and audible from all directions.

### □ **Noisy Environment**

This program reduces noise from behind the listener and focuses more on speech from the front.

### □ **Loop System/Telecoil**

This program allows the listener to hear sound directly from a microphone e.g. banks, theatres, supermarkets, churches or anywhere you see this symbol:







## Using the telephone

- 1 Leave your hearing aid in your ear and working normally.
- 2 Put the telephone receiver to the hearing aid towards the top of your ear as shown in the picture bottom right.  
This will make the voice of the person calling louder for you.

### Telephone program

You may prefer a certain volume when using the telephone. Ask your Audiologist to configure a telephone program.

- Switch to the telephone program whenever you are on the phone.



# Getting started with your hearing aids

## Your programs

Depending on how your audiologist has programmed your hearing aid(s) will determine what program you select. When the program button is pressed once, you will hear two beeps indicating a move onto program two. If the program button is pressed again, you will hear three beeps and so on.

1.
2.
3.
4.
5.
6.



### ***Please note:***

- *To reset your hearing aid to the original program (1), press the program button until only one beep is heard or alternatively to reset all settings, turn the aid off and on again.*
- *Do not use the loop setting (3) unless you are in the vicinity of a loop system. If the loop setting is active at any other time, the amplified sound will be reduced.*

## Remote controls

A remote control may also be used to change the volume and hearing programs. The **easyPocket™** remote control is available as an optional accessory for all Contrast models.

The **miniPocket™** is an ultra small size remote control which is small enough to carry on a key ring yet powerful enough to control all essential features.

The **easyTek™** audio streamer is available for all Contrast+ hearing aids. easyTek provides audio streaming for devices such as smartphones, tablets and televisions direct to the Teneo+ hearing aids. The **easyTek App™** provides an ultra discreet, easy way for you to control your Contrast+ hearing aid.

All Contrast+ hearing aids also are compatible with the **touchControl App™** which provides simple volume and program adjustments and is available to download for free from the Google Play and Apple App stores.



*easyPocket*  
(Contrast models)



*miniPocket*  
(Contrast models)



*easyTek*  
(Contrast models)

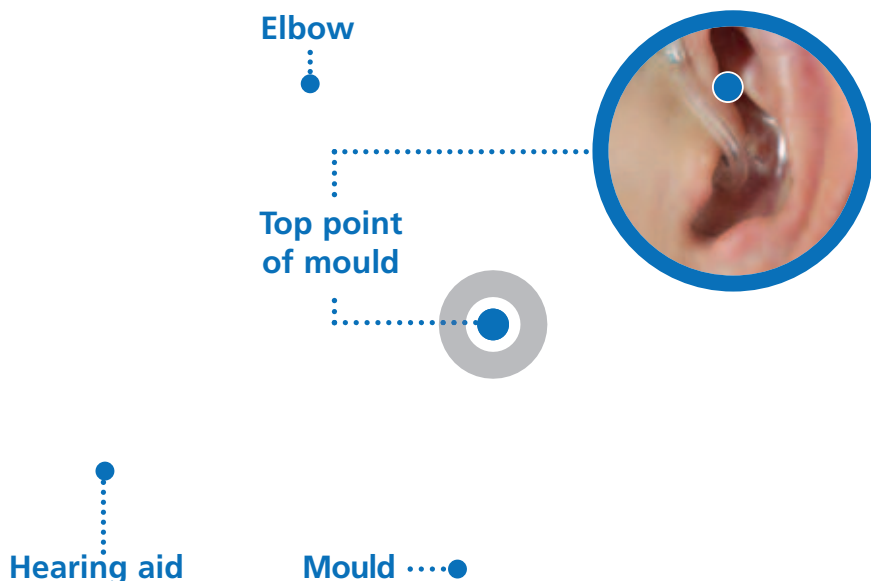
*If you or easyTek would assist you please ask your Audiologist for further details. Please note these devices would have to be funded by the patient.*

*Please refer to the 'controls' section of your User Guide for your specific controls configuration.*

# Ear mould hearing aids

## Putting your hearing aid in

- 1 Raise the aid to your ear as shown. Tuck the top point of the mould into the fold of your ear.
- 2 Put the bottom half of the mould down into your ear.
- 3 Press the mould piece firmly into your ear.
- 4 You may need to use your other hand to stretch your ear to ease fitting.
- 5 Hook the aid over the top of your ear. Turn the hearing aid on.



Please refer to your User Guide for specific safety information and your user control configuration. Follow the safety information to avoid damage and injury.



# Ear mould hearing aids

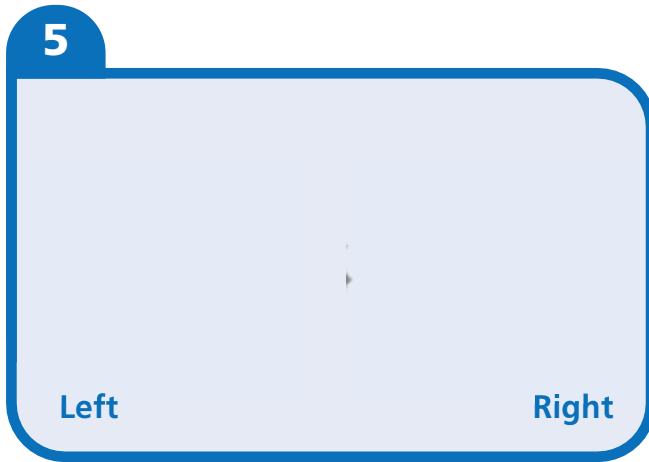
## Cleaning and maintenance of your ear mould

- 1 Carefully remove the ear mould from the hearing aid.
- 2 Carefully wash the ear mould under a running tap.
- 3 Carefully dry the ear mould either with a soft cloth or a gentle shake. To dry the tubing either use an air blower or leave to dry naturally. Please do not reconnect the ear mould until completely dry. Please ask your Audiologist for more information about a cleaning kit which you may purchase from the Audiology Department.
- 4 Carefully reconnect the ear mould to the hearing aid.
- 5 Ensure the ear mould and hearing aid are connected correctly. Align correctly by placing the ear mould curve to the inside curve of the hearing aid.



### ***Please note:***

- *When the tubing becomes discoloured – contact the Audiology Department and they will replace it for you.*
- *Do not wash your hearing aid; a wipe over with a baby wipe is sufficient.*
- *Your ear mould should be serviced every 6-9 months.*

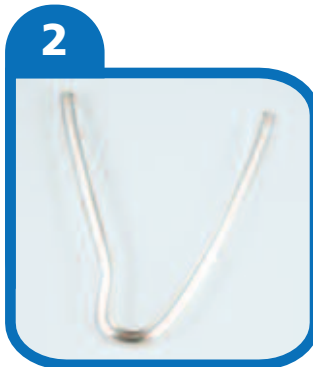


# Ear mould hearing aids

## How to retube your ear mould



**1**  
Pull old tubing out and keep for later



**2**



**3**  
Cut end off new tubing into a taper

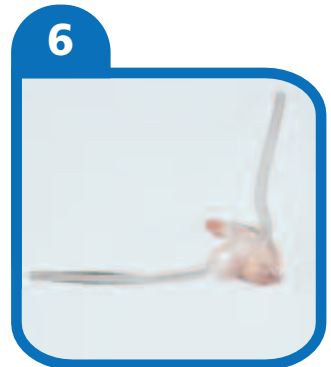


**4**



**5**

Push tapered end into ear mould and feed through the hole. If there are two holes in your ear mould, use the top hole



**6**

Feed through until bend reaches ear mould and tube is in an upright position





**7**



Cut tapered end close to the ear mould

**8**



Line up with old tubing and cut...

**9**



...to same length

**10**



Reattach hearing aid to ear mould

**11**

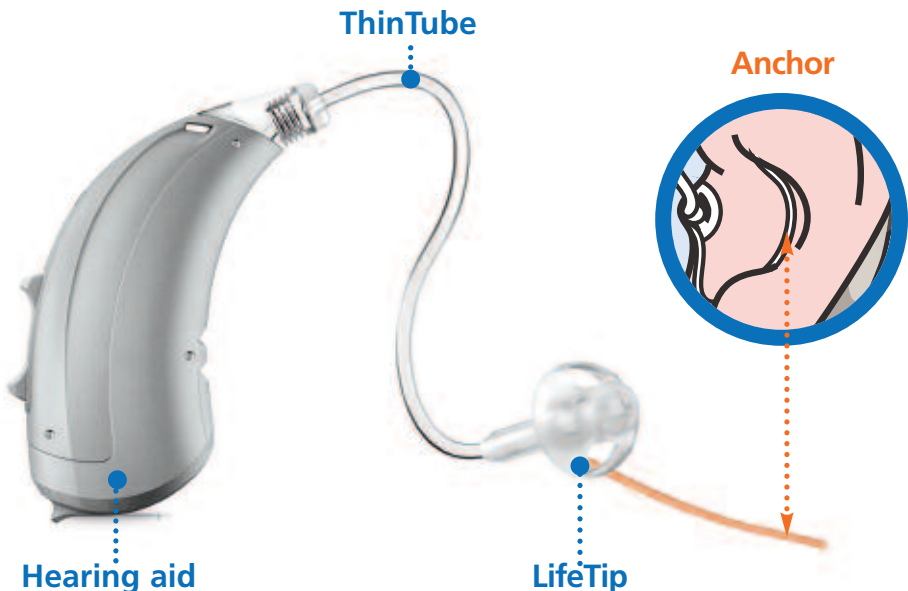


Curve of the ear mould should line up with curve of the hearing aid

# LifeTip hearing aids

## Putting your hearing aid in

- 1 Lift the hearing aid over the back of the ear to secure it into place.
- 2 Hold the LifeTip between the thumb and forefinger and insert the LifeTip into your ear canal. Gently work it into position to make sure it is firmly in your ear.
- 3 Take the anchor of the ThinTube and flick it into the bowl of your ear to improve the retention of the LifeTip. Turn the hearing aid on.



Please refer to your User Guide for specific safety information and your user control configuration. Follow the safety information to avoid damage and injury.



1



2



3



4



# LifeTip hearing aids

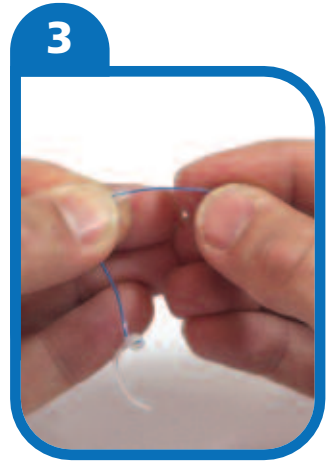
## Cleaning and maintenance of your ThinTube/Tip

- 1 Carefully wipe the LifeTip with a soft damp cloth.
- 2 Carefully unscrew the ThinTube from the hearing aid.
- 3 Insert the cleaning wire into the ThinTube from the end that has been unscrewed from the hearing aid.
- 4 Wipe the cleaning wire with a soft cloth.
- 5 Carefully screw the ThinTube to the hearing aid to reconnect.



### **Please note:**

- **Do not remove LifeTip.** It should be replaced by an Audiologist unless you have been shown how to do so.
- ThinTubes will need to be replaced every 3-6 months. Spare tubing can be issued from the Audiology Department to save patients from returning for each replacement. LifeTips should be replaced every 1 to 2 months or as needed.
- For removal of any blockages, a cleaning wire can be inserted in to the end of the ThinTube which attaches to the hearing aid and fed through to the LifeTip. Insertion into the LifeTip could push a blockage further in to the tubing.



# Communication tactics

## How to be a human hearing instrument

Here are some tactics your family and friends can use to help you hear more easily. It may be helpful to introduce them to your family and friends.



### *Please note:*

If you are experiencing difficulties communicating with a particular person or in a specific situation, the best thing to do is explain these tactics to them as it's likely they are not aware. Once they understand this they can help make the situation easier for you.



### **Don't speak too fast**

If someone doesn't understand what you are saying, try and say it in a different way and slow down.



### **Face me**

Always turn and face the person as it helps them pick up any visual clues you might give them.



### **Get to the point**

Use plain language and don't waffle.



### Don't shout

Keep your voice at a normal level. It is uncomfortable for a hearing instrument user if you shout and it looks aggressive.



### Don't turn away

Find a suitable place to talk, with good lighting, away from noise and distractions.



### Don't cover your mouth

Speak clearly, not too slowly and use normal lip movements, natural facial expressions and gestures.



### Think Distance

The ideal distance for hearing is between 3 to 6 metres. The further away the more difficult it is to hear.



### Get my attention

Before you start to speak ensure you are in the same room as the person and you have their full attention.

# The patient journey

Hearing assessment

Hearing aid fitting

Follow-Up

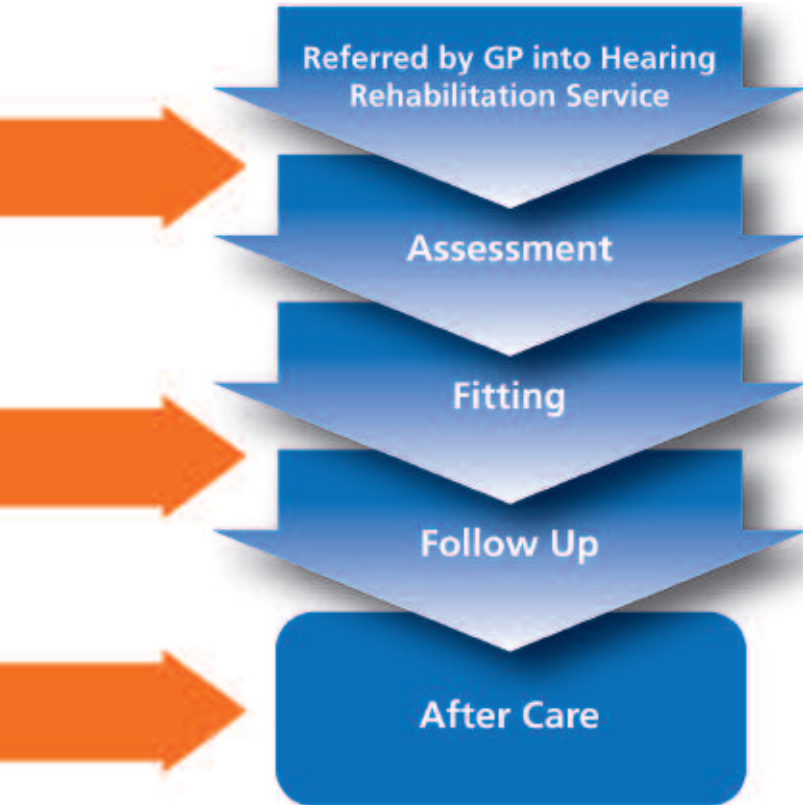
Aftercare includes batteries,  
repair and fitting advice

## After care

Your hearing aid is expected to remain appropriate for several years. If your needs change, assessments are available through your Audiology team. Please contact us on **01227 864252** to arrange an appointment.

**Our telephone opening times are:**  
**10am - 12 noon & 2pm - 4pm.**





# General notes on safety

*(For further and more comprehensive safety information please refer to your product user guide and safety guide.)*

## Choking hazard posed by small parts.

- Keep batteries, hearing aids and accessories out of children's reach.
- If swallowed, consult a physician or hospital immediately.
- If infants, small children or disabled persons need to wear hearing aids ensure adequate supervision.
- Keep the battery compartment locked.

## Important

Regularly check the condition of your hearing aid and consult your Audiologist if it fails to operate correctly or the case becomes damaged or deformed.

## Leaking batteries damage hearing aids

- Turn the hearing aids off when not in use to preserve battery life.
- Remove battery when aids are not in use for a prolonged period of time.

## Batteries contain harmful substances that pollute the environment.

- Do not throw away batteries into household refuse.
- Dispose batteries according to national regulations or return them to your Audiologist.



## Your hearing aids are sensitive to extreme heat, high humidity, strong magnetic fields, x-rays and mechanical stress.

- Do not expose your hearing aid to extremes in temperature or humidity.
- Do not leave them in direct sunlight.
- Do not wear them in the shower or while applying make-up, perfume, aftershave, hair spray or suntan lotion.
- Do not wear your hearing aid when you are exposed to short-waves, a strong magnetic field, a high frequency field or x-rays.
- Do not place your hearing aids in a microwave oven.



### **WARNING!**

Connect the audio input only to equipment which conforms to the safety requirements of EN 60065.

## Hazard of explosion

Do not use your hearing aids in areas where there is danger of explosion e.g. mining.



### ***Please note:***

- *Check the condition and operation of the hearing aid regularly.*
- *Consult your NHS Audiologist if the casing is deformed.*

# What to do if the aid stops working

## Has your hearing aid stopped amplifying sound?

- Turn the aid off and on again. You may have accidentally altered the program or volume. This should reset the aid.
- Try a new battery. Battery power can vary between 1-2 weeks.
- Try separating the tubing from the aid and cup the aid in your hand. The aid should whistle:
  - If it whistles, check the tubing and mould/ LifeTip for signs of blockage. You may need to contact the Audiology Department to change tubing/ LifeTip.
  - If it does not whistle, attend the open access clinic in your area.

## Does your hearing aid whistle when it is in your ear?

- Check that the ear mould/LifeTip is inserted correctly and fully into your ear.
- You may have excess wax, which can cause your hearing aid to feedback. See your GP about removal.
- Check your tubing for discolouration or cracks. The tubing may need to be changed.



## Remember to:

- 1 Turn OFF and ON
- 2 Check for blockages
- 3 Change the battery

If none of this solves the problem, contact Audiology to see if it needs to be repaired.

## Repair service

Walk-in hearing aid repairs are available Friday mornings between 9am and 11am at the Kent and Canterbury Hospital and William Harvey Hospital. Thursday mornings between 9am and 11am at the Royal Victoria Hospital, Folkestone.

If more time is needed we may have to book you an appointment.



***Please note:***

*These clinics can be busy at times so please be prepared to wait.*



A booked hearing aid repair and follow up service is also available. Please ask your audiologist for details.



## What is a repair?

- Check hearing aid is working correctly
- New tubes or hooks
- Cleaning of NHS hearing aids
- Replace faulty aid as appropriate

## Hearing aid enquiries

**Please call 01227 864252**

**Fax:** 01227 868607

**Text:** 07972 638883

**Email:** [EKH-TR.audiology@nhs.net](mailto:EKH-TR.audiology@nhs.net)

**Our telephone opening times are:**  
**10am - 12 noon & 2pm - 4pm.**

## Hi Kent Retube and Battery Issue Service

Please see attached document or  
see Contacts page for details.

## Replacement battery service



Please see the attached list for your local battery replacement service.







## Sources of further information

### Action on Hearing Loss

**Information:**

**Telephone:** 0808 808 0123 (freephone)

**Textphone:** 0808 808 9000 (freephone)

**Head Office:**

19-23 Featherstone Street, London EC1Y 8SL

**Telephone:** 020 7296 8000

**Textphone:** 020 7296 8001

**Email:** [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

**Website:** [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

### British Tinnitus Association

**Information:**

**Telephone:** 0800 018 0527 free of charge within the UK

0114 250 9922 national rate within the UK

+44 (0)114 250 9922 outside the UK

**Head Office:**

Ground Floor, Unit 5, Acorn Business Park,

Woodseats Close, Sheffield, S8 0TB

**Email:** [info@tinnitus.org.uk](mailto:info@tinnitus.org.uk)

**Website:** [www.tinnitus.org.uk](http://www.tinnitus.org.uk)

## Sources of further information

### Canterbury Hi Kent Resource Centre

Hi Kent, 46 Northgate, Canterbury, Kent, CT1 1BE

**Telephone:** 01227 760046

**Email:** [j.lambert@hikent.org.uk](mailto:j.lambert@hikent.org.uk)

### Hearing Link

#### Information:

Hearing Link is here to give you advice, information and support. Please contact our Helpdesk by phone.

**Telephone:** 0300 111 1113

#### Head Office:

27-28 The Waterfront, Eastbourne, East Sussex, BN23 5UZ

**SMS:** 07526 123255

**Email:** [enquiries@hearinglink.org](mailto:enquiries@hearinglink.org)

**Website:** [www.hearinglink.org/contactus](http://www.hearinglink.org/contactus)



## SENSE

### Information:

For deafblind people

**Telephone:** 0300 330 9256 or 020 7520 0972

**Textphone:** 0300 330 9256 or 020 7520 0972

**Fax:** 0300 330 9251

### Head Office:

101 Pentonville Road, London N1 9LG

**Email:** [info@sense.org.uk](mailto:info@sense.org.uk)

**Website:** [www.sense.org.uk](http://www.sense.org.uk)

## Signia Hearing Aids

**Website:** [www.signia-hearing.co.uk](http://www.signia-hearing.co.uk)



# Contacts

## East Kent NHS Audiology Services

### Kent and Canterbury Hospital

Ethelbert Road, Canterbury,  
Kent, CT1 3NG

### Royal Victoria Hospital, Folkestone

Radnor Park Avenue,  
Folkestone, Kent, CT19 5BN

### William Harvey Hospital

Kennington Road,  
Willesborough, Ashford,  
Kent, TN24 0LZ

### Queen Elizabeth The Queen Mother Hospital, Margate

St Peters Road, Margate,  
Kent, CT9 4AN

### Buckland Hospital

Coombe Valley Road,  
Dover, Kent, CT17 0HD

**Tel:** 01227 864252

**Text:** 07972 638883

**Fax:** 01227 868607

**Email:** [EKH-TR.audiology@nhs.net](mailto:EKH-TR.audiology@nhs.net)

**[www.ekhft.nhs.uk](http://www.ekhft.nhs.uk)**

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**10am - 12 noon & 2pm - 4pm.**