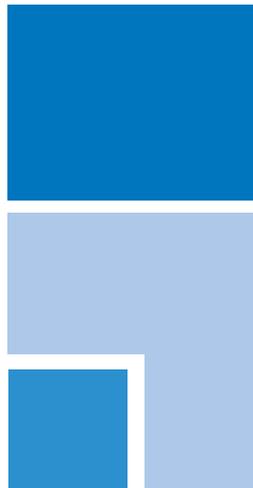

Audiology Services provided at Kingston Hospital, Queen Mary's Hospital and community clinics

Information about your hearing instrument



Living our values *everyday*



SIEMENS

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Introduction

Congratulations on getting a hearing instrument; 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 get the best out of your new digital hearing instrument. It will remind you of what your audiologist explained about how to use and look after your instrument.

You will also find tactics 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.

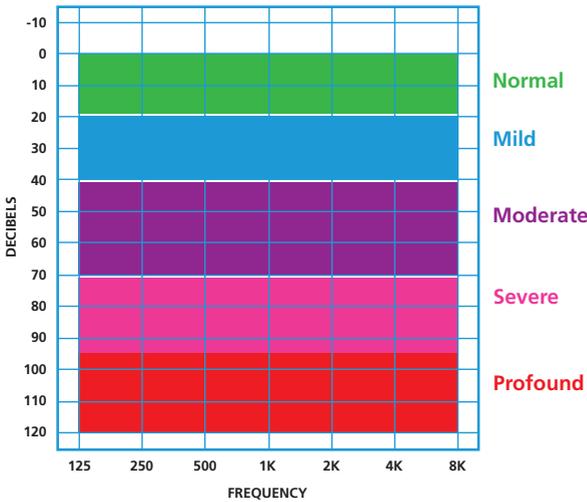
If you have any difficulties that are not solved by this guide, we are here to help.

Your new hearing instrument

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

Types of hearing loss

Your audiogram



Please note:

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

Mild

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

Moderate

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.

Severe

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.

Profound

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.

Hearing instruments

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

Your hearing instrument(s) may look like one of the below:



IMPACT Pro L

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

The instrument(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 instruments may help you to focus better on what you want to listen to.



IMPACT Pro M IMPACT Pro DP IMPACT Pro DSP

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

Ear Mould



LifeTube™

LifeTip™



What will my hearing instruments do?

“ Will I have normal hearing with hearing instruments in? ”

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

“ Will my own voice change by wearing hearing instruments? ”

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 instrument is 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 instruments.

“ Is there anything else that could help, as well as a hearing instrument? ”

Yes, Social Care can give out extra equipment for the TV, the doorbell and the phone. Please see contact details supplied and information in this booklet about Assistive Listening Devices. These can enable you to hear the TV, mobile phone and music.

“ Are there any listening situations that I will still have difficulty hearing, even with my hearing instruments? ”

Your hearing instruments 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.

Continued ...

“ How do I get used to wearing a hearing instrument? ”

By wearing the hearing instruments 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 instruments, the more natural they will feel.

“ I’ve had one hearing instrument 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 instrument, compared to the ear which has had a hearing instrument previously. Similarly to when you received your first hearing instrument, 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 instrument review appointment to allow for this adjustment.

“ I’ve been given two hearing instruments – should I wear them both together? ”

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

“ How much should I be wearing the hearing instruments? ”

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 instruments should not become wet. During showering, heavy rain, at the hairdressers etc, they should be removed to prevent damage. If the instrument is damaged through negligence a charge may be incurred.

Getting started with your hearing instrument

Your hearing instrument - Controls

Turning ON/OFF

Turning the Hearing Instrument ON

- close the battery compartment



Turning the Hearing Instrument OFF

- open the battery compartment

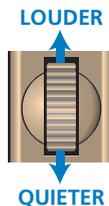


Volume control

You may have a volume control on your hearing instrument. Your hearing instrument has an automatic volume control which adjusts depending on the listening situation you are in. The volume control wheel allows you to make additional adjustments to make the sound more comfortable.

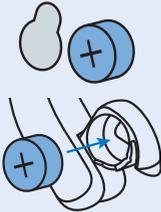
If it has been left on you can roll the wheel up to make it louder.

To make it quieter, you can roll the wheel down.



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.

Please note:

- ▶ When the volume control is at maximum or minimum levels, the hearing instrument will indicate this with beeps. If you continue to roll the volume wheel, the volume will not increase or decrease further.
- ▶ To reset to your prescription volume, turn the instrument 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 instruments.
- ▶ Batteries can be issued by post if you phone the department. Or collected from health clinics listed on the last page.

Programme button



Everyday Listening

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

Noisy Environment

When the programme button is pressed once, you will hear two beeps indicating a move onto programme two. This programme reduces noise from behind the listener, and focuses more on speech from in front.

Loop System / Telecoil

When the programme button is pressed again, you will hear three beeps indicating a move onto programme three. This programme allows the listener to hear sound directly from a microphone e.g. banks, theatres, supermarkets, churches or anywhere you see this symbol:



Please note:

- ▶ To reset to your hearing instrument to the original programme (1), press the programme button until only one beep is heard or alternatively, to reset all settings, turn the instrument 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.

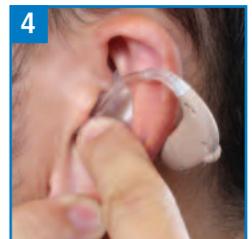
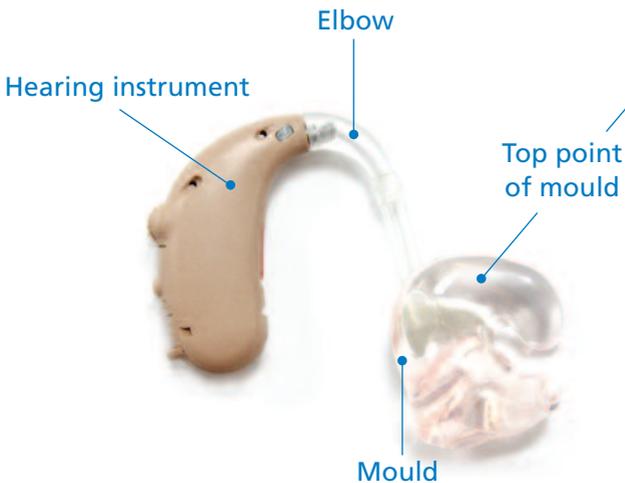
Your programmes

1.
2.
3.
4.
5.

Ear mould hearing instruments

Putting your hearing instrument in

1. Raise the instrument 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 instrument over the top of your ear.



Please note:

- ▶ Do not wash your hearing instrument; a wipe over with a baby wipe is sufficient.
- ▶ Your ear mould should be serviced every 6-9 months.

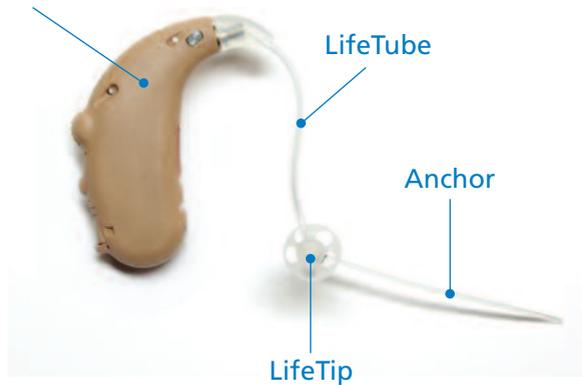
LifeTip™ hearing instruments



Putting your hearing instrument in

1. Lift the hearing instrument 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 LifeTip and flick it into the bowl of your ear to aid retention to the LifeTip. Turn the hearing instrument on.

Hearing instrument



Please note:

- ▶ Lifetip tubing will need to be replaced every 2 months. Spare tubing can be issued from the audiology department to save patients from returning for each replacement.
- ▶ For removal of any blockages, a cleaning wire can be inserted in to the end of the LifeTube which attaches to the hearing instrument and fed through to the LifeTip. Insertion into the LifeTip could push a blockage further in to the tubing.

What to do if the instrument stops working

Has your hearing instrument stopped amplifying sound?

Turn the instrument off and on again. You may have accidentally altered the program or volume. This should reset the instrument.

Try a new battery. Battery power can vary between 1-2 weeks.

Try separating the tubing from the instrument and cup the instrument in your hand. The instrument 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.

Remember to:

- ▶ Turn OFF and ON
- ▶ Check for blockages
- ▶ Change the battery

Does your hearing instrument 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 instrument to feedback. See your GP about removal.

Check your tubing for discoloration or cracks. The tubing may need to be changed.

Should you continue to experience difficulty please attend a walk-in clinic for further advice. (see page 18)

Communication tactics

1

Make sure you can see people's faces clearly when they are talking to you. It is harder to lipread when someone has their hand over their mouth or there is light shining in your face.

2

Minimise background noise. Background noise, such as television or radio, can disrupt clarity of speech. Choosing an appropriate location can be very beneficial.

3

Speak one at a time. This ensures that you can face the speaker at all times. Having several speakers at once will increase background noise and make it more difficult for you to follow the conversation.

4

Speak up, but do not shout. Often hearing instrument users lack clarity of speech, but not volume. Shouting will distort speech signals and could be painful.

5

Use hand gestures and facial expressions appropriately. A lot of the emotion of a conversation is gained from body language.

6

Slow down speech, however do not exaggerate words. This can disrupt the natural rhythm of speech, making it more difficult to follow the context of the conversation.

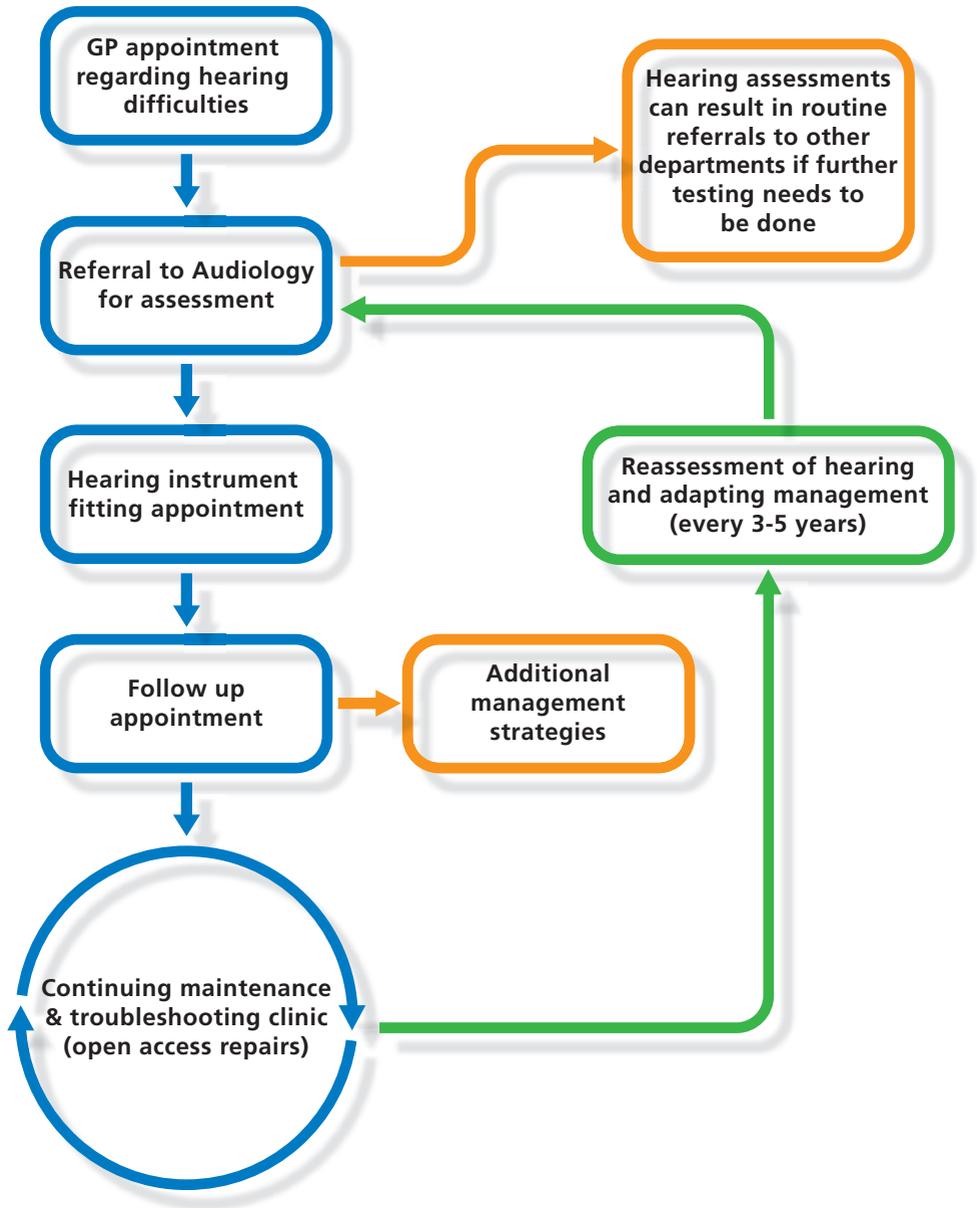
7

Tell the speaker you have difficulty hearing them. The speaker needs to be aware that you have a hearing loss before beginning a conversation so that they can adapt their communication tactics for your needs.

8

Repeat, rephrase or write it down. If you are finding a situation difficult, having a different strategy may make it easier for you to be included.

The Patient Journey



General notes on safety

Choking hazard posed by small parts.

- Keep batteries, hearing instruments 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 instruments ensure adequate supervision.
- Check the condition and operation of the hearing instrument regularly.
- Consult your NHS audiologist if the casing is deformed.
- Keep the battery compartment locked.

Leaking batteries damage hearing instruments

- Turn the hearing instruments off when not in use to preserve battery life.
- Remove battery when instruments 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 NHS audiologist.

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

- Do not expose your hearing instrument 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 instrument when you are exposed to short-waves, a strong magnetic field, a high frequency field or x-rays.
- Do not place your hearing instruments in a microwave oven.

WARNING!

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

Hazard of explosion

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

Battery Collection Service for the Kingston Area

Hawks Road Clinic

Hawks Road, Surrey KT1 3EW

Age Concern

Raleigh House Day Centre,
14 Nelson Road,
New Malden KT3 5WA

Manor Drive Practice

3 Manor Drive,
Worcester Park KT4 7LG

Alfriston Day Centre

3 Berrylands Road,
Surbiton, Surrey KT5 8RB

~~Tel: 020 8399 4289~~

Claremont Medical Centre

2a Glenbuck Road, Surbiton,
Surrey KT6 6BS

Surbiton Hospital

Ewell Road, Surbiton KT6 6EZ

~~Tel: 020 8399 7111~~

Emberbrook Health Centre

14 Raphael Road
Thames Ditton KT7 0EB

~~Tel: 020 8398 0914~~

Molesey Clinic

The Forum, Walton Road KT8 2HZ

The Civic Centre

High Street, Esher KT10 9SD

Claygate Day Centre

Elm Road, Esher KT10 0EH

Lantern Surgery

3 Station Approach,
Hinchley Wood KT10 0FP

Cobham Centre

Oakdene Road, Cobham KT11 2LY

Battery Collection Service for the Wandsworth and Richmond areas

The Surgery

22 Castlenau, Barnes SW13 9RU

~~Tel: 020 8748 7574~~

Eileen Lecky Clinic

2 Clarendon Drive,
Putney SW15 1AA

Teddington Clinic

18 Queens Road,
Teddington TW12 2TZ

St. Johns Health Centre

Oak Lane, Twickenham TW1 3PA

Richmond Rehabilitation Unit

22 Evelyn Road, Richmond TW9 2TF

Ham Clinic

Ashburnham Road, Ham TW10 7NF

Centre House

68 Sheen Lane,
East Sheen SW14 8LP

Westmoor Clinic

248 Roehampton Lane,
Putney SW15 4AA

Tudor Lodge Health Centre

8c Victoria Drive,
Wimbledon SW19 6AE

Repair times

At both Kingston and Queen Mary's we offer walk-in clinics for hearing aid repairs and servicing. The times of these clinics are shown below for both sites:

Kingston Hospital

Monday	9.30am – 12 noon
Tuesday	1.30pm – 4pm
Thursdays	9.30am – 12 noon

Queen Mary's Hospital

Monday	9.30am – 12 noon
Wednesday	1.30pm – 4pm
Friday	9.30am – 12 noon

Additional walk-in services are offered at local health centres and GP surgeries. Please contact the department for more information.



What to do if you lose your hearing instrument

NHS hearing instruments are issued on a loan basis for a period of use (usually life-long). Lost or damaged hearing instruments are usually repaired or replaced free of charge. In cases where damage or loss is through carelessness, an administration charge will apply. Further guidance is available from your audiologist.

**Kingston Hospital
NHS Foundation Trust**

Galsworthy Road,
Kingston Upon Thames,
Surrey KT2 7QB

Audiology Department:

Tel: 020 8934 2540

Fax: 020 8934 3380

Email:

audiology@kingstonhospital.nhs.uk

Website:

www.kingstonhospital.nhs.uk

Queen Mary's Hospital

Roehampton Lane,
Roehampton,
London SW15 5PN

Audiology Department:

Tel: 020 8487 6289

Fax: 020 8487 6304