

Information for Patients

The Hearing Aid Check



Child / Young person:

.....

Hearing aid type:

.....

Volume Control:

.....

On /off control:

.....

Where spare aid is kept:

.....

Audiologist:

.....

Hearing Aid Listening Checks

- Attach the listening stick to the hearing aid and if possible, turn the volume down.
 - Switch the hearing aid on.
 - Turn the volume up to a comfortable listening level.
 - Talk at a normal level whilst gently squeezing the aid. Move the volume control and switches up and down in order to check they are working correctly. Any crackling, hissing or going on and off means there is a major fault.
 - If a major fault occurs take the hearing aid off the child and contact the Teacher of the Deaf (ToD).
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Faults and Possible Causes

No Sound

- A flat battery or battery not put in correctly - **Check/Change battery**
 - Aid on wrong programme - **Turn aid off and on again**
 - Wax/cream in ear mould - **Wash/puff out ear mould**
 - Drops of water (Condensation) in tubing - **Puff out ear mould**
 - Dirt in hook filter - **Replace**
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Reduced Power

- Drops of water (Condensation) in tubing - **Puff out ear mould**
- Aid on wrong programme - **Turn aid off and on again**
- Wax/cream in ear mould - **Clean and puff out ear mould**
- Dirt in hook filter - **Replace with spare**
- Dirt in microphone covers - **Replace**

Feedback/Whistling

- Ear mould incorrectly fitted - **Check fitting**
 - Poorly fitting ear mould - **Contact ToD**
 - Cracked tubing - **Re-tube**
 - Cracked hook/elbow - **Replace**
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Intermittent Sound/Crackling

- Drops of water (Condensation) in aid - **Leave in a warm place, mould detached and battery drawer open**
- Drops of water (Condensation) in tubing - **Puff out ear mould**

If these steps do not work, please contact the Teacher of the Deaf (ToD).



Contact us

SEND and Inclusion

6th Floor (B) Darby House, Lawn Central
Telford, TF3 4JA

Email: SENDandInclusion@telford.gov.uk

Shropshire Deaf Childrens' Society

Email: chair@sdcs.org.uk

Shropshire Audiology services

Princess Royal Hospital

Royal Shrewsbury Hospital

Tel: 01743 261482

Mobile texting: 07913 798467

E-mail: sath.audiology@nhs.net

Website: www.sath.nhs.uk/services/audiology

Further information is available from:



Feedback

We appreciate and encourage feedback which can be shared in a number of ways through the hospital website. Scan the QR code to give feedback. www.sath.nhs.uk/patients-visitors/patient-experience/feedback-hub/

Patient Advice and Liaison Service (PALS)

PALS will act on your behalf when handling patient and family concerns, they can also help you get support from other local or national agencies. PALS, is a confidential service.

Royal Shrewsbury Hospital, Tel: [0800 783 0057](tel:08007830057) or [01743 261691](tel:01743261691)

Princess Royal Hospital, Tel: [01952 282888](tel:01952282888)

Other Sources of Information

NHS 111

A fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days of the year.

111 (free from a landline or mobile) www.nhs.uk

Self Help & Support Groups

A selection of websites providing access to good quality health information, local organisations and community groups is available from the library. www.library.sath.nhs.uk/find/patients/

Information in Other Languages or Formats

If you require this information in a different way such as easy read, a different language, larger print, audio or braille please tell a member of staff or contact the Patient Experience Team;

sath.patientexperience@nhs.net or [01743 261000](tel:01743261000) ext. 2503.

Your information

Information about you and your healthcare is held by the NHS. You can find out more about how we hold your information and how it is used on our website: www.sath.nhs.uk

Website: www.sath.nhs.uk

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