GIG CYMRU NHS WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

My Hearing Aid

Aneurin Bevan Children's Audiology Department

01495 353050
Text: 07814610009
Email: Community.Audiology.ABB@wales.nhs.uk
Website: abuhb.nhs.wales/hospitals/a-z-of-services/audiology/

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My hearing aid/s

My hearing aid(s) model	Right	
	Left	
Programmes	1.	
	2.	
	3.	
Volume control	Active Inactive	
Batteries size/type	Brown	
	Orange	
	Blue	

Q3
Caribbean Pirate

T3
Precious Pink

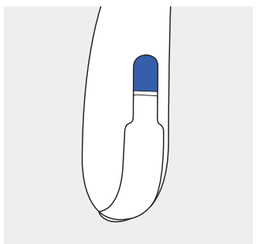
P8
Velvet Black

How to use your hearing aids

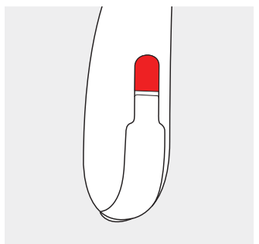
Hearing aids often have colour markers to tell them apart.

A small coloured mark can be found either **inside the battery door** or **on the outside near the battery door hinge.**

BLUE indicates the LEFT hearing aid



RED indicates the RIGHT hearing aid

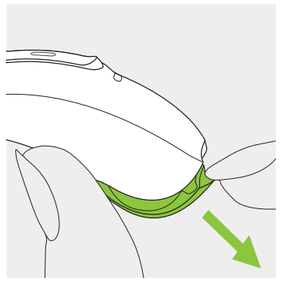


Turning the hearing aid off and on

When not in use, the hearing aids should be turned off to save the battery

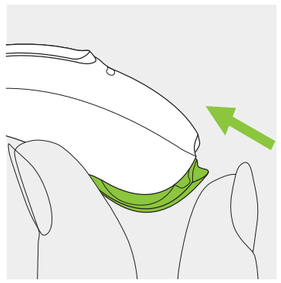
Turning the hearing aid OFF

Open the battery compartment so it is slightly open



Turning the hearing aid ON

Close the battery compartment fully



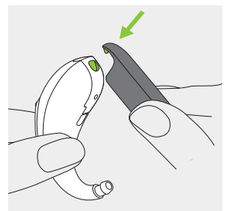
How to change the batteries

A lockable battery door is available to all hearing aid users.

This is especially useful for children under 5 years old, and for children with additional needs.

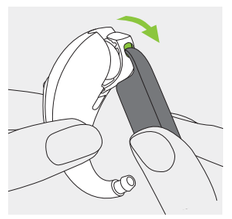
Opening the battery door

1. Place the tip of the tool in the small hole at the bottom of the hearing aid.

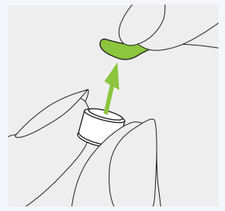


2. Use the tool as a lever to open the battery door with force in the direction of the green arrow.

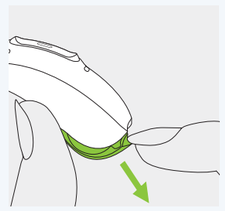
More tools can be given if needed.



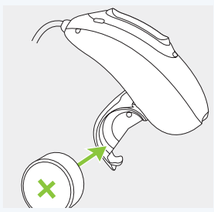
Batteries last around 7 days; however, they won't last as long if the hearing aids are connecting to devices via Bluetooth® or if a radio aid is being used. A beeping sound will be heard approximately 40 minutes before the batteries run out.



1. Remove the sticker from the new battery and wait 2 minutes.



2. Open the battery door.



3. Place battery in the battery door with the flat side facing upwards.

4. Close the battery door.

If the battery door won't close, check the battery is in the right way.
The flat side should face up and show a "+" sign.
If it's in wrong, the hearing aid won't work and the door could break.

Battery safety

IMPORTANT NOTICE

Keep Batteries Safe

Batteries can be very dangerous if swallowed or put in the nose or ears. Keep hearing aid batteries where children and pets can't see or reach them. You can put them in a high cupboard or one with a child lock.

If you drop a battery, pick it up straight away.

If a child swallows a battery or puts one in their nose or ear, go to the nearest hospital right away. If a pet eats a battery, take them to the vet as soon as you can.

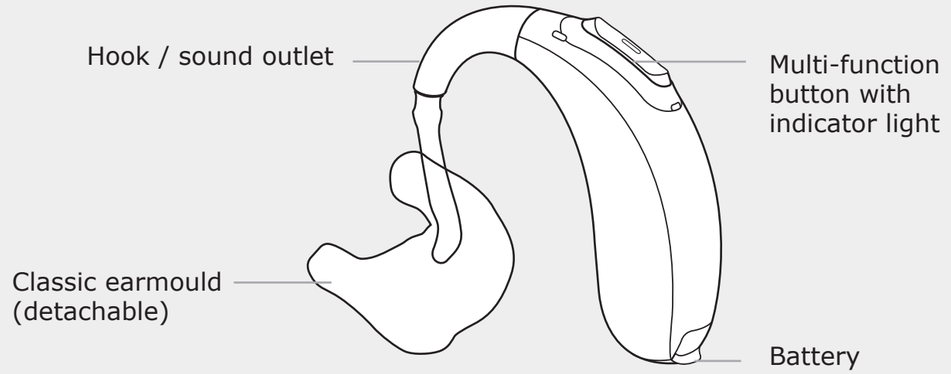
You can bring used batteries back to the clinic. Many big shops also have battery recycling bins.

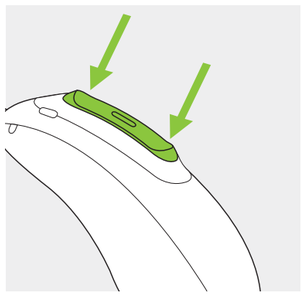
Ordering batteries

You should have been given a supply of batteries at the hearing aid fitting appointment.

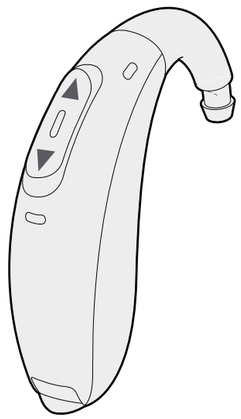
Once this supply runs out, you can order more online through our website. **www.abuhb.nhs.wales/batteries**

Multi-function button





The button at the top of the hearing aid has multiple functions. It functions as a volume control and/or a program change depending on how the hearing aid has been set up.



Short press

Volume (with L/R sync)
±10 dB (±5 steps)

Long press

Program change
A AutoSense Sky OS 5… (Startup)
Up button has same function

Indicator light

The hearing aid includes a built-in indicator light. This light is part of the multi-function button and gives a quick visual cue about the device's status – so you always know it's working properly.

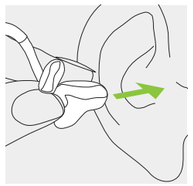
We will go through the full list of status alerts with you and mark which ones have been activated for your child's hearing aid/s.

	Status hearing aid	Indicator light pattern
☐	Hearing aid is powered on	Repeating single blink ● ○ ○ ○
☐	Hearing aid is powered on and Roger™ is accessible	Repeating double blink ●● ○○ ○○
☐	Low battery	Continuous blink ●●●●●●
☐	Volume level change *(either initiated by a remote control, myPhonak Junior or by the multi-function button)*	Single blink *per volume change* ●
☐	Program change *(either initiated by a remote control, myPhonak Junior or by the multi-function button)*	Single blink *per program change* ●

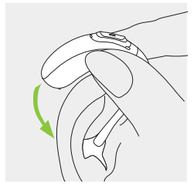
Fitting and removing the earmould

Fitting the earmould

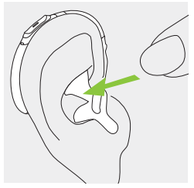
1. Take the earmould up to your ear and place the ear canal part into your ear canal.



2. Place the hearing aid behind your ear.

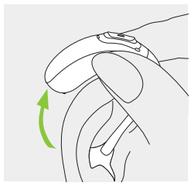


3. Insert the upper part of the earmould into the upper part of the bowl of your ear.



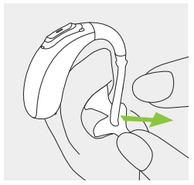
Removing the earmould

1. Lift the hearing aid above the upper part of your ear.



2. Grab the earmould with your fingers and gently remove it.

Do not pull the tubing to remove the hearing aid.



Hearing aid maintenance

Cleaning the earmould

We recommend that you do not remove the tubing from the hearing aid. To keep it clean, wipe the earmould (while it's still attached to the hearing aid) with a wet wipe every night. To clean the hearing aid (the part behind your ear), just wipe it gently with a dry cloth.

Do not get the hearing aid wet.

If the tube on the hearing aid gets blocked with wax, you can try to clean it using a wet wipe or the brush/tool that came in the hearing aid pouch.

If this doesn't work, please contact the department for help.

DataLogging

Phonak hearing aids have a smart feature called DataLogging.
It keeps track of:

- How many hours your child wears their hearing aids each day
- What listening settings or programs they use
- If they change the volume

This helps us to understand how the hearing aids are being used. At follow-up appointments, this information can help make sure the hearing aids are working well and are set up just right for your child.

We will ask for your permission before turning on DataLogging.

Hearing aid repair and maintenance

We offer a drop-in service for earmould retubing, hearing aid repairs and hearing aid replacements.

Drop-in Hearing Aid Repair Clinics (without an appointment)		
Weekdays 9am until 12 noon only, excluding Bank Holidays Please note if you drop in outside these times you will not be seen.		
Nevill Hall Hospital Audiology Department Brecon Road Abergavenny NP7 7EG	**Ysbyty Ystrad Fawr** Audiology Department Ystrad Fawr Way Ystrad Mynach CF82 7GP	**Royal Gwent Hospital** Hearing & Balance Unit E Block Cardiff Road Newport NP20 2UB

Earmoulds

A good-fitting earmould is very important for the hearing aids to work well. New earmould impressions will be taken during regular appointments but if you think the earmoulds aren't fitting properly, or if they are broken or lost, please follow the advice below:

Children over 5 years:
Attend your local drop-in clinic to have new impressions taken for replacement earmoulds.

Children under 5 years:
Contact the department via the contact details below to arrange an appointment:

Phone: 01495 353050

Email: Community.Audiology.ABB@wales.nhs.uk

Connectivity

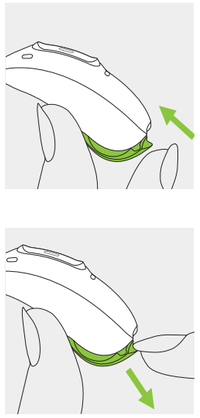
The hearing aids have Bluetooth® so they can be connected to devices like phones or tablets that have Bluetooth®.

How to pair your hearing aids with your device:

1. On your device, turn on Bluetooth® and go to the settings to search for Bluetooth® devices.

2. Turn the hearing aids off and then back on. You have 3 minutes to pair them with your device.

3. When your device shows a list of Bluetooth® devices, you'll only see one hearing aid listed. Select it. This will connect both hearing aids to your device. You'll hear a beep when pairing is successful.



Phonak battery operated hearing aid

Scan the QR code to access Phonak How to videos

SCAN ME

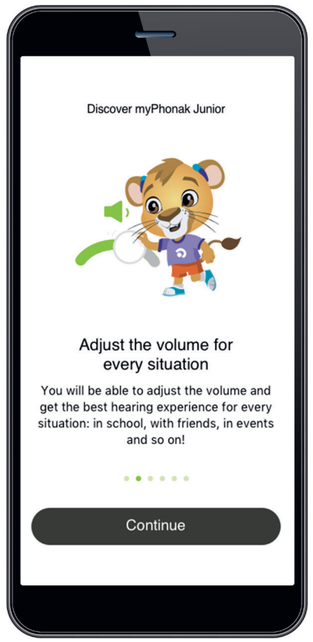
MyPhonak Junior App

The myPhonak Junior app works on smartphones with Bluetooth® and with hearing aids that have Bluetooth® connectivity.

The app helps your child take part in managing their hearing. Designed just for kids, myPhonak Junior lets them adjust their hearing aid settings to fit different places – all while you keep an eye on things.

To learn more about myPhonak Junior app. please visit the webpage **www.phonak.com/junior-ug** or scan the QR code.

To install myPhonak Junior app, please scan the QR code.



Troubleshooting

Problem	Reason	Solution
No sound	Dead battery	Change the battery
	Hearing aid on wrong program	Turn aid off and on to reset
	Blocked sound channel	Clean earmould and/or retube earmould
	Volume is turned down	Turn aid off and on to reset
Whistling	Volume too high	Reduce volume. If hearing aid sounds too quiet, contact us or attend drop-in repairs
	Blocked sound channel	Clean earmould and/or retube earmould
	Ear wax in the ear canal	Attend drop-in repairs to check the ears
	Stiff earmould tubing	Change tubing or attend drop-in repairs
	Earmould too loose	Attend drop-in repairs if over 5 years old. Contact us if under 5 years old.
	Earmould not in the ear correctly	Reinsert mould. See page 9 for correct insertion.

Frequently asked questions

How long should the hearing aids be worn?

The more your child wears their hearing aids, the better they will hear and the easier it will be to get used to them. Start by letting your child wear them for as long as they feel comfortable, then gradually increase the time.

Try to keep your child busy with fun activities like reading or playing after putting the hearing aids in their ears to help them get used to wearing them.

It's okay if your child needs a break – let them rest and try again later.

If you stay positive about the hearing aids, your child will be more likely to feel good about wearing them.

Can the hearing aid be worn when bathing or swimming?

No – hearing aids are water-resistant, not waterproof. They can handle light moisture like sweat or rain, but should never be worn in the bath or pool as water can damage them.

Can the hearing aid be worn when playing sports?

Hearing aids can usually be worn when playing most sports. To keep hearing aids secure, a hearing aid retainer or a sports headband could be used. For contact sports like football or rugby, consider using a scrum cap for added protection.

For more information scan the below QR code:

SenCom Support Service for d/ Deaf Children & Young People

During the hearing aid fitting, we will ask you to consent to a referral to SenCom.

SenCom is an educational service that helps people understand how to support deaf children and young people. Its goal is to remove barriers caused by deafness by making sure the right support and adjustments are in place. This helps deaf children and young people reach their full potential and learn important life skills. SenCom offers special training and advice to schools and preschools, and also supports families of deaf children. The service works to build the confidence of staff so they can better meet the needs of deaf learners.

The service offers specialist assessments, support, and guidance based on how a child or young person's deafness affects their learning, progress, and wellbeing. Some children may get regular help or short-term support, while others are placed on 'Advice on Request', which means schools and parents can ask the service for advice whenever they have concerns, and the family and school will be sent a Guidance Report with strategies to support their access in school. The amount of support can change depending on the child's needs.

The service runs a special weekly playgroup during term time at Malpas Court Primary School in Newport. Every half term, there is a social evening called 'Listen Up', held alternately at Nant Celyn Primary in Torfaen and St James ICC in Caerphilly.

To join these events, please fill out the registration form by scanning the QR code below:

SCAN ME

Please scan the QR code to view the SenCom Facebook page:

If you would like further information, please contact SenCom via telephone on **01633 648888** or email **sencom@torfaen.gov.uk**

Useful contacts

Where can I find more information about hearing?

In the Children's Audiology Section on the Aneurin Bevan University Health Board website, you will find useful information and links to other websites including:

The National Deaf Children's Society (NDCS)

The NDCS is a charity that helps deaf children and their families. They give advice, support, and information to help deaf children do well at home, in school, and in life. They also work with teachers, doctors, and other professionals to make sure deaf children get the help they need.

Website: **https://www.ndcs.org.uk/**

Phone: **0808 800 8880**
(Monday to Thursday, 9am to 5pm.

Text: **0786 00 22 888**
(Monday to Thursday, 9am to 5pm)

Speech and Language Therapy in Gwent

For more information regarding Speech and Language Therapy in ABUHB, please visit:

Website:
https://abuhb.nhs.wales/hospitals/a-z-of-services/speech-and-language-therapy/

Tinnitus UK

Tinnitus UK is a registered charity dedicated to supporting people affected by tinnitus and promoting research into its causes and treatments.

Website: **https://tinnitus.org.uk/**

Phone: **0800 018 0527**
(Monday to Friday, 10am to 4pm)

Text: **07537 416841**

Email: **helpline@tinnitus.org.uk**

British Sign Language

This website offers a self-paced introduction to British Sign Language (BSL), suitable for beginners and those looking to improve their communication with individuals who use Sign Language.

Website (online only):
https://www.british-sign.co.uk/

C2Hear

C2Hear is a free online resource designed to help people who are new to hearing aids. It offers short, easy-to-follow videos that explain how to use and care for hearing aids, improve communication, and manage everyday listening situations.

Website (online only):
https://c2hearonline.com/

Notes

Notes

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Website: https://abuhb.nhs.wales/hospitals/a-z-of-services/audiology1/