

# Moving (transition) from paediatric and young persons clinic to adult services for your hearing aid care

## Hearing Services

Information for Patients, Parents & Carers

Produced: August 2022

Review: August 2025

Leaflet number: 1322 Version: 2



Image courtesy of Phonak Ltd.

**Caution: Hearing aid batteries can be harmful if swallowed.  
Please ensure they are stored out of the reach of children.**

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

## Introduction

As you know, we have been reviewing your hearing every year in the Children's Audiology Clinic. We are aware that over the next few years you will be thinking about leaving school and becoming more independent. In line with this we move (transition) your hearing aid care to the Adult Hearing Services, which means there will be a few changes to the service you receive at present. By going through this booklet and the information given to you in clinics we hope to have you independently managing your hearing aids.

## What happens in my final transition appointments?

Before you are moved over to the Adult hearing services you will be seen in Young Persons Clinic, we will

- review your ability to look after your hearing aid yourself.
- complete a final hearing test, make sure you have the most up-to-date hearing aid model and make any changes to settings as needed.
- make new moulds to be scanned (so they are available for re-printing if needed),
- and any other testing as felt to be needed.

We will also have a chat with you about

- where you are in terms of education or employment,
- what further help or signposting we can offer
- making sure you are happy and comfortable with all aspects of care and maintenance of your hearing aids.

Remember hearing aids are not the be all and end all of any listening needs that you have. We can offer help and advice on any additional equipment/devices that you may find useful with your hearing aids.

## What changes will there be in my hearing aid care?

After you have moved from Young Person Clinic into Adults Hearing Services the following changes will occur:

- Access to a greater number of clinics: As a child you will have gone to the same clinic and probably have been seen by the same audiologists every time you have come for an appointment. Once you move over (transition) to the adult hearing services you will have access to a greater number of clinics both in Leicester city and in Leicestershire county, so you may find a clinic that is much closer to home. Some of the paediatric audiologists also work at the adult clinics so you may see them from time to time when attending the adult hearing services.
- You will no longer be sent an appointment every year. If you feel that there are changes in your hearing or you are having problems with the hearing aids, you will need to contact the department for an appointment. This includes any problems you may have with your earmoulds.
- Although we stress the importance of looking after your hearing aids throughout, it will be very important to do so in the adult hearing services as you will have to pay for lost or damaged hearing aids.

## Checklist

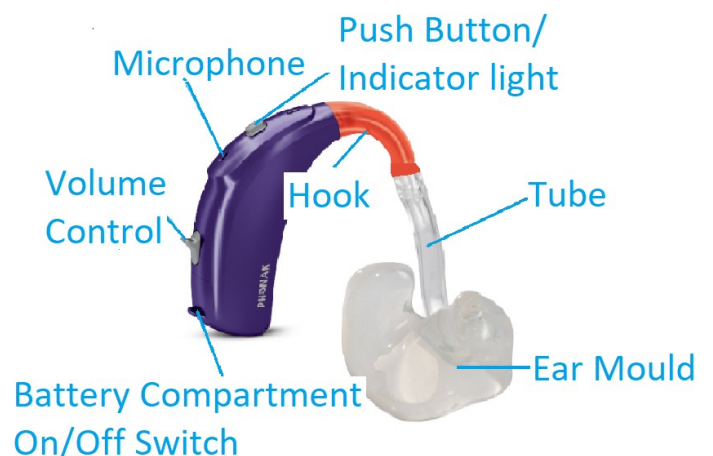
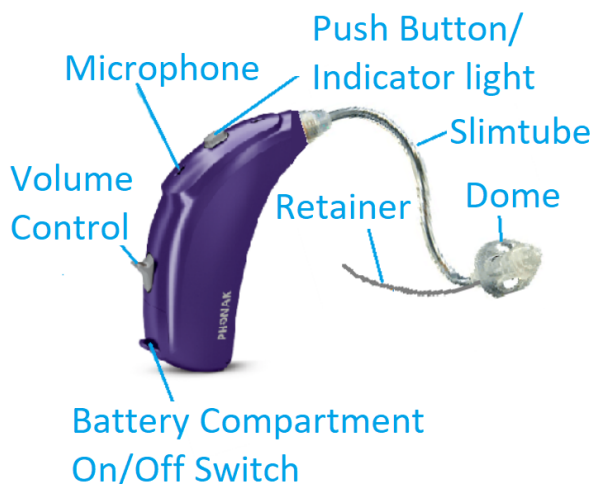
Below is a checklist of things you should be able to do independently before you leave the Paediatric and Young Person's clinic; use this to track your progress and identify any areas where you still need assistance by your audiologist or parent/guardians. Date each item when can do it independently.

	Yes with some help	Yes independently	Comments
<b>Can you:</b>			
Put the hearing aid in your ear.			
Change the battery weekly or when needed			
Clean the mould every day			
Wash the mould every week			
Use the puffer when needed.			
Use the drying pot (if applicable).			
Change the tube (every 3 to 6 months)			
Collect more batteries.			
Tell people about how your hearing loss and hearing aids impact your daily life			
Tell people about your hearing loss history (eg how long have you had it, have you had any operations, is it the same all the time or does it change)			
<b>Do you know:</b>			
When the battery has run out or hearing aid is not working properly.			
When you need a new earmould.			
Your hearing loss type and levels			
How often you have your hearing and hearing aids checked in both paediatric and adult clinics.			
Keep your own calendar note for when your appointments are booked or when maintenance needs to be completed on hearing aids			
What additional help is available for you in education or when starting work as well as your hearing aids (eg microphones, adaptations to work places).			

## Do you know your hearing aids?

It is important for you to get to know your hearing and hearing aids so that you are comfortable in understanding your hearing needs and how your hearing aids are helping you. You may also be asked for these details by professionals, educators or employers. It is also a good idea for you to know the make of hearing aids you have should you want to look into technology that you can use with your hearing aids at home, school, or work. (fill this in on final appointment)

	Right	Left
<b>Hearing aid details</b>		
Model name and colour		
Hook (Elbow) type and		
Band type and colour and skin colour (BAHI)		
Mute (BAHI only)		
Programme (detail if more than one).		
Volume setting		
Battery type		
<b>Mould / slimtube details</b>		
Earmould Type		
Adaptions colour/ vent		
Tubing type		
Slimtube		

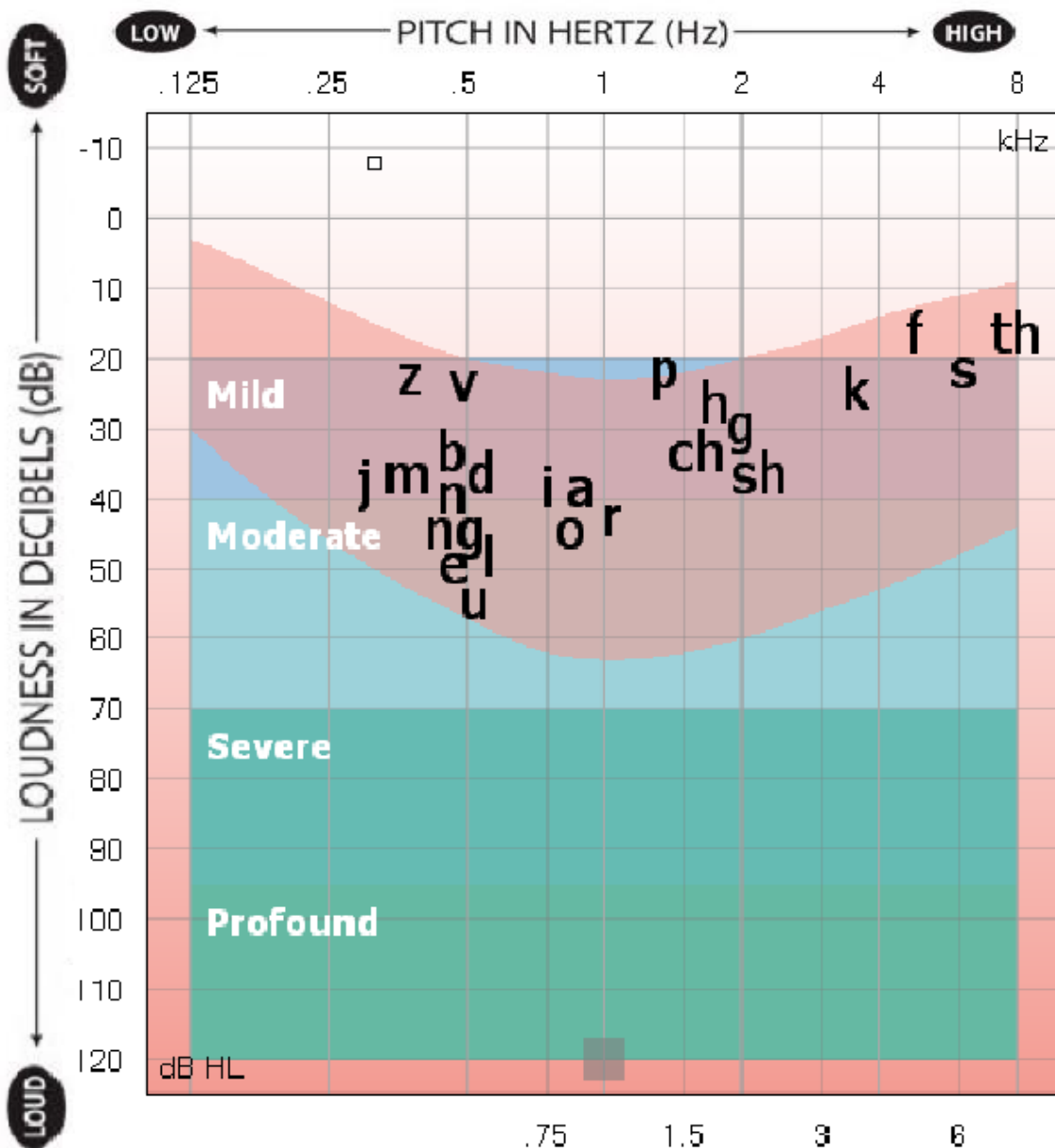


## Your hearing test

Do you understand what your hearing test shows?

The results of your hearing test are drawn on the graph below. It is important that you understand this and ask questions if you feel not sure about any of the details. You may be asked to describe your hearing test in person, over the phone, or to write it down on a form for university, a workplace, or even other healthcare professionals. (Filled in on final appointment)

Hearing loss description: \_\_\_\_\_



**Key:**

O — Right

X — Left

Δ — Bone Conduction

[ — Masked Bone Conduction

## Re-tubing

Your earmould should be re-tubed at least every 3 to 6 months, sooner if you see that the tubing is beginning to become quite hard. This needs to be changed as the condition of the tubing can affect the quality of sound that comes through the hearing aid. If the tubing becomes blocked, too hard or has too many kinks in you will not hear very well, or clearly with the hearing aid. Here is a useful step by step video available at: [https://www.youtube.com/watch?v=778LRkZYa\\_Q](https://www.youtube.com/watch?v=778LRkZYa_Q)

If you continue to have difficulty please get in touch to arrange an appointment.



Hold the tube in one hand and the hearing aid hook in the other, twist and pull firmly apart.



Pull the old piece of tubing out of the mould. **Keep this piece of tubing.**



Cut the new piece of tubing to a long thin point.



Insert the pointed end into the earmould as shown. If there are two holes in the mould you should use the top one.



Pull the tubing through until it reaches the bend.



Cut off the point 'flush' with the earmould using a sharp pair of scissors.



Using a sharp knife can create a closer cut. Place the mould down on a hard surface if using a knife.



Use the old piece of tube as a measure for the new piece.



Push the end the hearing aid hook firmly inside the new piece of tubing.

## Is your hearing aid working properly?

Hearing aids can stop working sometimes and so it is important to get to know them well so you know the common problems to look out for.

Should your hearing aid stop working then please use the list below to check for solutions. If this does not solve the problems you are having, please contact Hearing Services at the Leicester Royal Infirmary to be advised of the repair sessions for an Audiologist to check the hearing aid for you.

Problem	Check	Solution
The hearing aid stops working	Is the battery working and inserted the correct way?	Change the battery ensuring it is inserted the correct way and is in date.
	Is the earmould blocked with wax?	Separate the earmould from the hearing aid and clean.
	Is there condensation in the tubing?	Clear out any condensation with a puffer, ensuring the end of the tubing is not
	Is the tubing kinked or hard?	Retube the earmould if confident doing it yourself or consult an audiologist if help is required (or look up video online)
	Remove the hook (elbow) (if able), does it now work?	Replace elbow hook (request from Hearing services).
The hearing aid keeps whistling	Is the earmould inserted correctly?	Re-insert the earmould.
	Is the earmould blocked?	Remove the earmould and clean.
	Is the earmould too loose or is the mould or hook damaged?	Attend a repairs session to have an audiologist look at this for you.
	Is the tubing coming out of the earmould?	Re-tube the earmould.
	Could you have a build up of wax or infection?	See your GP to have the ears checked and cleared of wax if necessary, or contact hearing services if your GP does not offer this service.

## Adult Hearing Services Repairs

You will continue to attend the Paediatric Hearing Services as usual until you are discharged into Adult Services.

The Adult Repairs Service is available at the Leicester Royal Infirmary and many outreach clinics across the city and county. The repairs service is a clinic where the audiologist will be able to help with:

- new earmoulds.
- providing extra tubing and batteries.
- mending broken hearing aids.
- replacing lost hearing aids.

To use this service please contact the repair line on the details below. The staff member will offer support over the phone or will book an appointment if needed. Please tell the staff member where you would like your appointment to be.

Telephone: 0116 258 5120, select option 1 (Monday, Tuesday, Thursday, or Friday - 9am to 12.30pm or 1.30pm to 5.00pm)

Email: [hearingservices@uhl-tr.nhs.uk](mailto:hearingservices@uhl-tr.nhs.uk)

Text only: 07729 188421

## Further information for Assistive Listening Devices (ALDs)

Below are a few website links that you may wish to look at for equipment that you can use with your hearing aids to make listening environments/situations a little easier or comfortable. Should you have any questions please feel free to ask your audiologist for advice.

Connevans: <https://www.connevans.co.uk/>

Phonak: <https://www.phonak.com/uk/en/hearing-aids/accessories/>

Oticon: <https://www.oticon.co.uk/hearing-aid-users/hearing-aids/accessories/connectivity>



## Useful contacts

Remember there may also be online groups/forums on Facebook and Twitter.

Organisation	Other contact details
Access to Work or help with equipment and support in work.	0345 2688 489 <a href="http://www.gov.uk/access-to-work">www.gov.uk/access-to-work</a>
Action Deafness / Leicester	0116 253 3200 or fill out online query form <a href="http://www.actiondeafness.org.uk/">www.actiondeafness.org.uk/</a> <a href="https://mychoice.leicester.gov.uk/Services/1002/Action-Deafness-Lei">https://mychoice.leicester.gov.uk/Services/1002/Action-Deafness-Lei</a>
British Deaf Association	<b>07795 410 724</b> <a href="http://www.bda.org.uk/">www.bda.org.uk/</a> Email: <a href="mailto:bda@bda.org.uk">bda@bda.org.uk</a>
British Tinnitus Association	0800 018 0527 / text only 07537 416841 <a href="http://www.tinnitus.org.uk/">www.tinnitus.org.uk/</a> Email: <a href="mailto:helpline@tinnitus.org.uk">helpline@tinnitus.org.uk</a>
Hearing Link	01844 348111 <a href="http://www.hearinglink.org/">www.hearinglink.org/</a> Email <a href="mailto:enquiries@hearinglink.org">enquiries@hearinglink.org</a>
Leicester Connexions Centre and Leicester Employment Hub For help with job seeking	0116 454 1770 <a href="http://leicesteremploymenthub.co.uk/">leicesteremploymenthub.co.uk/</a> Email: <a href="mailto:employmenthub@leicester.gov.uk">employmenthub@leicester.gov.uk</a>
The Leicester Deaf Action Group (LDAG)	<a href="http://ldag.btck.co.uk/">http://ldag.btck.co.uk/</a>
National Deaf Children's Society (NDCS)	020 7490 8656 Helpline: 0808 800 8880 <a href="http://www.ndcs.org.uk/">www.ndcs.org.uk/</a>
Royal National Institute for Deaf People (RNID).	0808 808 0123 <a href="https://rnid.org.uk/">https://rnid.org.uk/</a> Email: <a href="mailto:information@rnid.org.uk">information@rnid.org.uk</a>
Social Care (Leicestershire County council) Leicester City Council Additional support / benefits	0116 305 0004 / 07949 633 788 (text) <a href="https://www.leicestershire.gov.uk/adult-social-care-and-health/living-independently-at-home/get-the-right-help-if-you-have-a-sight-and-or-hearing-impairment">https://www.leicestershire.gov.uk/adult-social-care-and-health/living-independently-at-home/get-the-right-help-if-you-have-a-sight-and-or-hearing-impairment</a> <a href="https://www.leicester.gov.uk/health-and-social-care/adult-social-care/">https://www.leicester.gov.uk/health-and-social-care/adult-social-care/</a>

If you have any questions write them down here to remind you what to ask:

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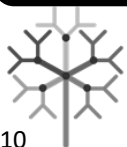
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اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل  
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।  
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)



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