

Looking after your MiniRITE hearing aid

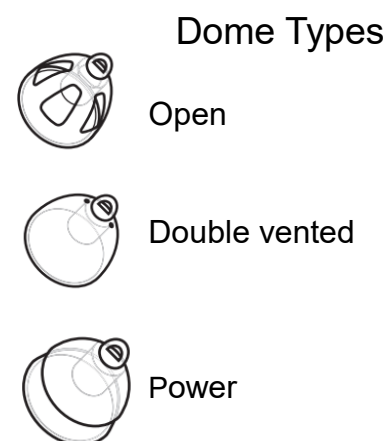
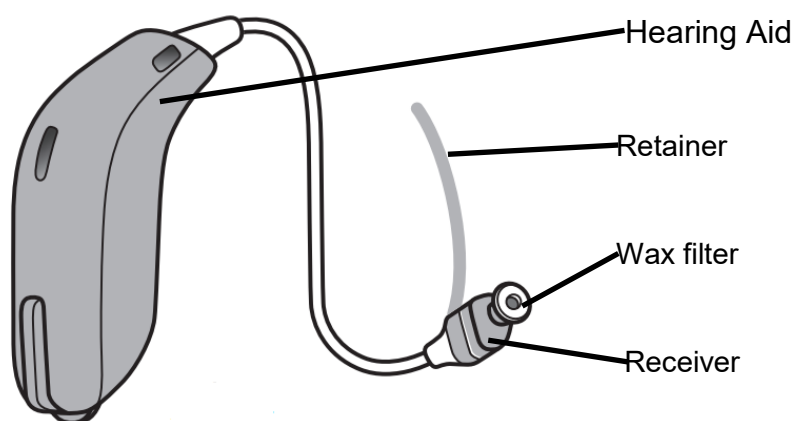
Hearing Services Department

Information for Patients and Carers

Produced: January 2024

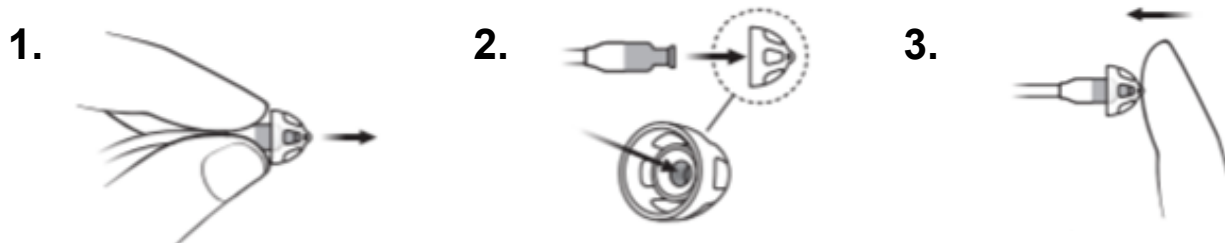
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Changing the dome

The dome needs replacing every 3 months. This is done by removing the old dome and replacing it with a new one, as shown below. For replacement domes contact the Hearing services department



1. Remove the dome
2. Insert the receiver into the middle of the dome
3. Push dome on firmly

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit 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

Changing the wax filter

The speaker has a white wax filter where the dome attaches. The wax filter stops wax and debris from damaging the speaker. If the filter becomes clogged it will need cleaning or replacing.

If the hearing aid does not appear to be working effectively check the filter as wax and debris will also effect the sound. Sometimes brushing over this filter with a small brush or tissue will remove the wax and improve the sound. If this does not help you may wish to replace the wax filter.

To replace the wax filter

1. Remove the dome from the receiver and discard it.
2. Take a new ProWax minifit wax filter (available from The Hearing Services Department),
3. Remove the old wax filter
4. Insert the new filter and discard the old filter
5. Insert a new dome



Cleaning the hearing aid

Wipe the dome with a tissue or a moist wipe every day.

The receiver and hearing aid can be cleaned with a wipe. Do not use an alcohol based wipe as this will damage the case

Troubleshooting guide for hearing aids with earmoulds

No sound:

- Replace the battery. If possible use one from a new packet.
- Replace the dome.
- Replace the wax filter (as shown on page 2)
- Check the receiver wire for fraying or breaks. You can get replacements from the from the Hearing Services department.
- If the hearing aid still does not work you will need to make an appointment to have the hearing aid repaired.

Poor sound quality:

- Have your ears checked by your GP for wax or infection.
- Check your dome and wax filter for blockages of wax or debris. If needed, wipe these over with a moist wipe and replace the dome/wax guards.
- Check the receiver wire for fraying or breaks. You can get replacements from the from the Hearing Services department.
- If the hearing aid still does not work you will need to make an appointment to have the hearing aid repaired.

My hearing aid whistles when it is in my ear:

- Have your ears checked by your GP for wax or infection.
- Check that your receiver is inserted correctly. The receiver wire should sit 'flush' against the side of your ear. Ask your audiologist for advice if you have difficulty fitting your hearing aid.
- Check to see whether the dome is worn or damaged.
- Check the dome fits securely. Over a period of time your ear can change shape.
- Please note that it is perfectly normal for a hearing aid to whistle when it is not in the ear, or when you cover your ear and hearing aid with your hand.

How to get your hearing aid repaired or serviced

Repairs and servicing can be done either

- by post,
- coming to one of our drop-in clinics (the location of this is below)
- or making an appointment to attend one of our repair clinics.

You may be asked to make a repair appointment in order to assess any further treatment needed, or to discuss any other issues that you may have with your hearing aid(s).

Asking for a repair by post

Please send your hearing aid(s) with your yellow appointment card, and a self stamped addressed envelope, to this address.

You will need **at least 2 large letter stamps** due to the thickness and weight of the envelope. If you are not sure, please ask your local post office for exact postage costs.

We will post your hearing aid(s) back to you in the self-addressed stamped envelope that you provide.

**Hearing Services Department
Leicester Royal Infirmary
Leicester
LE1 5WW**

Attending a drop-in clinic for repair or servicing:

If you need your hearing aid repaired or serviced, we offer a walk-in repair clinic where you can be seen without an appointment. We offer this service at the location below:

Belgrave

25 Buller road

Leicester LE4 5GB

Every other Wednesday, Between 9:30am and 12pm. Please check at site for next session

Making an appointment for repair or servicing:

You can make an appointment to have your hearing aid(s) serviced or repaired at a time to suit you. The Hearing Services Department has a dedicated telephone line in order to book repair appointments at the named clinics below; please state which clinic you would like to attend.

The telephone line is currently open Monday, Tuesday, Thursday and Friday - 9am to 12.00pm and 1.30pm to 5pm

Telephone: 0116 258 5120 **Text (only):** 0772 918 8421

Email: hearingservices@uhl-tr.nhs.uk

Clinic locations for repairs and servicing - by appointment only:

Braunstone Health & Social Care Centre 33 Hockley Farm Road Leicester LE3 1HN	Hinckley Hospital – Outpatient’s Department Mount Rd (entrance on Hill Street) Hinckley LE10 1AG	Loughborough Hospital Epinal Way (entrance 2) Loughborough LE11 5YJ	St Luke’s Treatment Centre 33 Leicester Rd Market Harborough LE16 7BN
Burbage Surgery Tilton Road, Burbage LE10 1AG	Hynca Lodge St Francis Close (just off Tudor Road) Hinckley LE10 0EW	Melton St Mary’s Hospital Thorpe Rd Melton Mowbray LE13 1SJ	Syston Health Centre Melton Rd LE7 2EQ
Coalville Health Centre 1 Market Street Coalville LE67 3DX	Leicester Royal Infirmary Hearing Services Department Leicester Royal Infirmary Leicester LE1 5WW	Rutland Memorial Hospital Cold Overton Rd Oakham LE15 6NT	Two Steeples Medical Centre Abington Close Wigston LE18 2 EQ
Glenfield Hospital Groby Road Leicester LE3 9QP		Field St Surgery Shepshed LE12 9AL	

Using your hearing aid with the telephone

Hold the receiver to the hearing aid as shown and not to your ear, as sound cannot pass easily through your receiver and dome.



Speakerphone:

You may find it easier to use a telephone with speakerphone.

You can listen through a speaker on the telephone, without having to lift the receiver to the ear. This can be helpful if you have 2 hearing aids.

Volume control:

Whilst having the volume louder can be helpful, often the problem is that sounds are not clear rather than that they are not loud enough. It is still important to use your hearing aid(s) for clearer sound even if you can turn the volume up on your telephone.

Bluetooth:

Your NHS hearing aid(s) have Bluetooth. They can connect to most Android and Apple smart phone/tablets. To control the hearing aids from one of these devices we recommend you download the OTICON Companion APP from your app store and follow the pairing instructions.

Please note that currently only Apple devices stream sound directly from the phone/tablet to the hearing aids. Android devices need extra equipment in order to do this. Please contact the hearing services department if you want any more information about this. Please note that this equipment is not provided by the NHS.

Loop systems:

Loop systems are found in public buildings. They are designed to assist hearing aid users in difficult listening situations, such as theatres, cinemas and churches, where the speaker may be some distance away from you.

Unfortunately, due to the design of these particular hearing aids the loop is not compatible with these devices.

Loss or damage to your NHS hearing aid

Any NHS hearing aid is issued on a permanent loan basis. It should be returned if no longer needed. If you lose or damage your NHS aid you will be charged an administration fee of £70 when it is replaced. Some patients may not need to pay charges for medical reasons.

More information

Please ask your audiologist for more details about assistive listening devices (ALDs), such as vibrating smoke alarms and phone flashers, or contact Social Services on the numbers below:

- **Services for Deaf and Hard of Hearing People:**

For people living in the county of Leicestershire and Rutland.

Telephone: 0116 305 0004 Text: 0794 9633 788

www.leics.gov.uk/physical_sensory_hearing.htm

- **Care Access Management Service:**

For people living in the city of Leicester.

Telephone: 0116 454100 (ask for the duty desk) www.leicester.gov.uk

- **Action Deafness (AD):**

Provides interpreting services, and advice and guidance for people who are deaf and hard of hearing.

1st Floor, Peepul Centre, Orchardson Avenue, Leicester, LE4 6DP

Telephone: 0844 593 8440 Text: 07817 260140 www.actiondeafness.org.uk

Other useful contacts:

- **Action on Hearing Loss:**

Telephone: 0808 808 0123 (freephone) SMS: 0780 000 0360

Email: information@hearingloss.org.uk

- **The British Tinnitus Association:**

Freephone: 0800 018 0527 Email: helpline@tinnitus.org.uk www.tinnitus.org.uk

- **SENSE:**

A national charity that supports and campaigns for people who are 'deafblind'

Telephone: 0300 3309250 Textphone: 0300 330 9252 www.sense.org.uk

Contact details

Email: Hearingservices@uhl-tr.nhs.uk

Phone: 0116 258 6230

Mobile/Text only: 07729 188 421

Address: Hearing Services, LRI, NHS Trust Leicester, LE1 5WW

Space for any questions you may have

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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 بلغة 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 ਵਿਚ 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

Previous reference:

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