

Looking after your hearing aid and slimtube

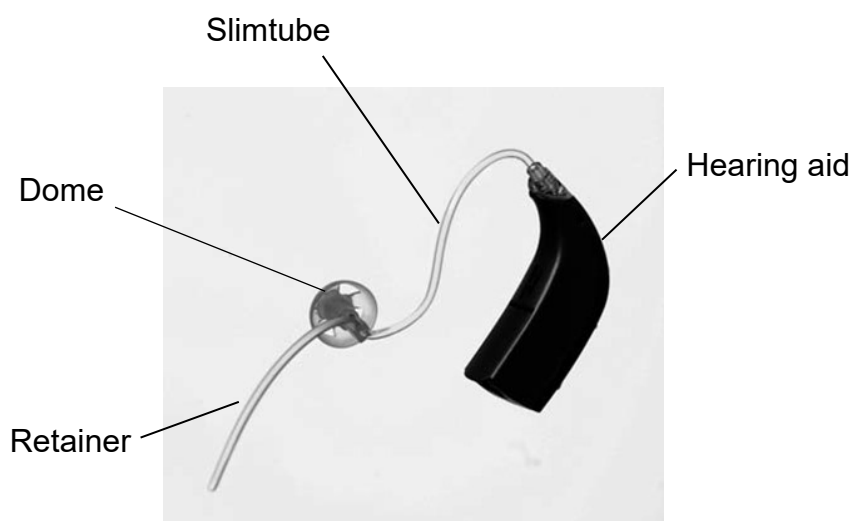
Hearing Services Department

Information for Patients and Carers

Last reviewed: January 2023

Next review: January 2026

Leaflet number: 356 Version: 3



Warning:

Do not disconnect the dome from the slimtube

Your slimtube needs replacing in:

January	February	March
April	May	June
July	August	September
October	November	December

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

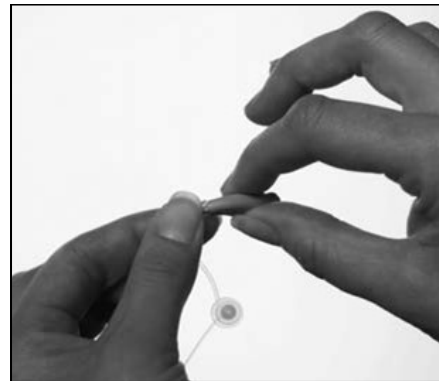
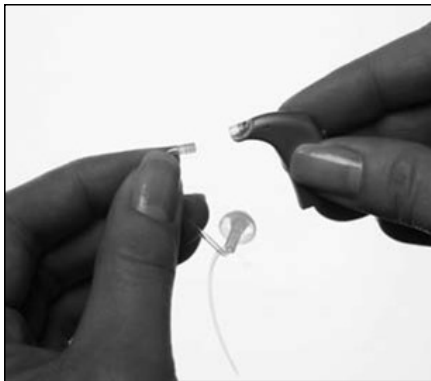
Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

Cleaning

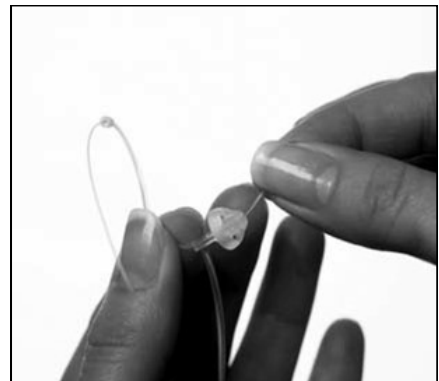
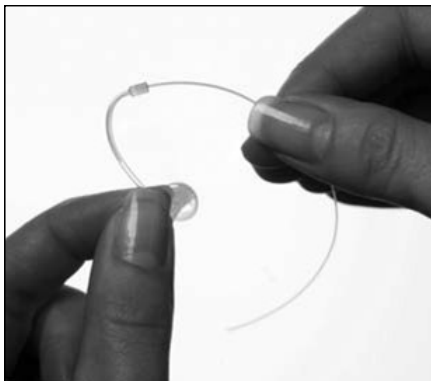
Wipe the tube and dome daily with a tissue or a moist wipe to keep it clean.

In order to provide the best sound quality, your slimtube should be removed and cleaned regularly, using the tool provided. This is usually a little plastic wire.

Remove the slimtube from the hearing aid either by pulling or unscrewing it **depending on the model of your hearing aid**. Please refer to the manufacturer's handbook for precise instructions.



Thread the plastic cleaning tool all the way through the slimtube, starting from the end that attaches to the hearing aid. Pull it all the way through and wipe the cleaning tool with a tissue and repeat if necessary. Push or screw the tube back on after cleaning.



Avoid taking the dome and the slimtube apart regularly as this weakens the connection. The tube and dome would then be more likely to separate inside your ear.

If you do need to replace the dome, hold the slimtube in one hand and the dome in the other. Pull firmly apart. Push the new dome firmly into place.



Troubleshooting guide for hearing aids with slimtubes

No sound:

- Replace the battery, preferably with one from a new packet.
- Do not remove the tabs until batteries are needed.
- Separate the hearing aid from the slimtube, switch the aid on and close your hand over the aid. If the aid now whistles it would suggest that there is a blockage in the slimtube or dome. Follow the instructions for cleaning the tube and dome.
- 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 slimtube for moisture or blockages of wax or debris.
- Check the tube for bends or breaks. Replace if needed.
- If you continue to have problems, you will need to make an appointment to have it repaired.

My hearing aid whistles when it is in my ear:

- Have your ears checked by your GP for wax or infection.
- Check that the slimtube/ dome is inserted correctly. The tube should sit 'flush' against the side of the ear. Ask your audiologist for advice if you have difficulty fitting the slimtube or dome.
- Check that the tube is not broken or bent.
- Please note that it is perfectly normal for the hearing aid to whistle when it is not in the ear, or when you cover the ear and hearing aid with your hand.

My tube or dome will not stay securely in my ear:

- You may need a retainer for your tube to hold it securely in place (see picture on the first page of this leaflet). Retainers are optional and slide over the tube. You can collect retainers when you collect replacement tubes and domes.
- Tubes and domes come in different sizes, so you may need a different size. Please contact Hearing Services to arrange an appointment if you think this is the case.

Replacing your slimtube and dome

The slimtube and plastic dome should be **replaced every 3 to 6 months**, depending upon its condition. You can collect replacements from the Hearing Services Department at the Leicester Royal Infirmary by taking your yellow appointment card to the reception desk.

You can also request these by post. Please enclose your yellow appointment card and a self-addressed stamped envelope with **a large letter stamp**. If you also request replacement batteries with your tubes and domes, you will need **2 large letter stamps** for the weight and thickness of the return envelope.

Insufficient postage may result in a delay in your requested items reaching you, and additional charges from the post office.

How to get your hearing aid repaired or serviced

Repairs and servicing can be done either by post, attending one of our drop-in clinics (there is only 1 locations for this) 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 about your hearing aid(s).

Repairing your hearing aid by post:

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

You will need **at least 2 large letter stamps** due to the thickness and weight of the envelope. If you are not sure, please check with 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.

<p>Hearing Services Department Leicester Royal Infirmary Leicester LE1 5WW</p>
--

Attending a drop-in clinic for repair or servicing:

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

Belgrave

25 Buller Road

Leicester LE4 5GB

Every other Wednesday, 9.30am to 12pm - please check at the site for the next session.

Making an appointment for repair or servicing:

You can make an appointment to have your hearing aid(s) serviced or repaired at your convenience. 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 open Monday, Tuesday, Thursday and Friday - 9am to 12pm 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

Coalville Health Centre

1 Market Street
Coalville LE67 3DX

Glenfield Hospital

Groby Road
Leicester LE3 9QP

Hinckley Hospital – Outpatient’s Department

Mount Road (entrance on Hill Street)
Hinckley LE10 1AG

Hynca Lodge

St Francis Close (just off Tudor Road)
Hinckley LE10 0EW

Leicester Royal Infirmary

Hearing Services Department
Leicester Royal Infirmary
Leicester LE1 5WW

Loughborough Hospital

Epinal Way (entrance 2)
Loughborough LE11 5YJ

Melton St Mary’s Hospital

Thorpe Road
Melton Mowbray
Leicestershire LE13 1SJ

Rutland Memorial Hospital

Cold Overton Road
Oakham LE15 6NT

Field Street Surgery

18 Field Street
Shepshed LE12 9AL

St Luke’s Treatment Centre

33 Leicester Road
Market Harborough LE16 7BN

System Health Centre

Melton Road
System
Leicestershire LE7 2EQ

Two Steeples Medical Centre

Abington Close
Wigston
Leicestershire LE18 2EW

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 slimtube 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 two 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. Therefore it is still important to use your hearing aid(s) for clearer sound even if you can turn the volume up on your telephone.

Mobile phones:

Many mobile phone manufacturers now produce portable loop systems for use with your hearing aid(s). Contact any mobile phone shop or search the internet for further details. This can be particularly useful in noisy situations or when used as a 'hands free' accessory.

Loop systems:

You can use your hearing aid(s) on the loop program with the telephone. This can be helpful when listening in background noise, for example when using a public telephone or in a busy office.

You must check that the telephone that you are using is hearing aid compatible by either looking for the loop symbol printed somewhere on the telephone or by referring to the manufacturer's handbook.

Loop systems are also found in public buildings and 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.

They can be also used to **reduce background noise** in busy public areas, especially if you are trying to communicate through a glass screen in a post office or a bank.

You can only use the loop setting when you see this sign:

Most NHS hearing aids are able to switch to a 'loop program'. You will need to refer to your hearing aid instruction leaflet to make sure that this has been activated by your audiologist.

The loop program is usually activated by pressing a small button on the back of your digital hearing aid.

Personal loop systems can also be used with mobile phones, televisions and in the workplace. Some loop systems can be provided by Social Services and are sometimes free of charge.



Streaming/ Bluetooth devices:

Some NHS hearing aids are compatible with Bluetooth streaming devices. Streamers can connect your hearing aid wirelessly to a variety of Bluetooth compatible devices, such as mobile phones, computers or tablets. Please ask your audiologist for further information. Please note that streamers are not provided by the NHS and need to be purchased separately.

Loss or damage to your NHS hearing aid

Any NHS hearing aid is issued on a permanent loan basis and 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.

Further information

Please ask your audiologist for further 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

