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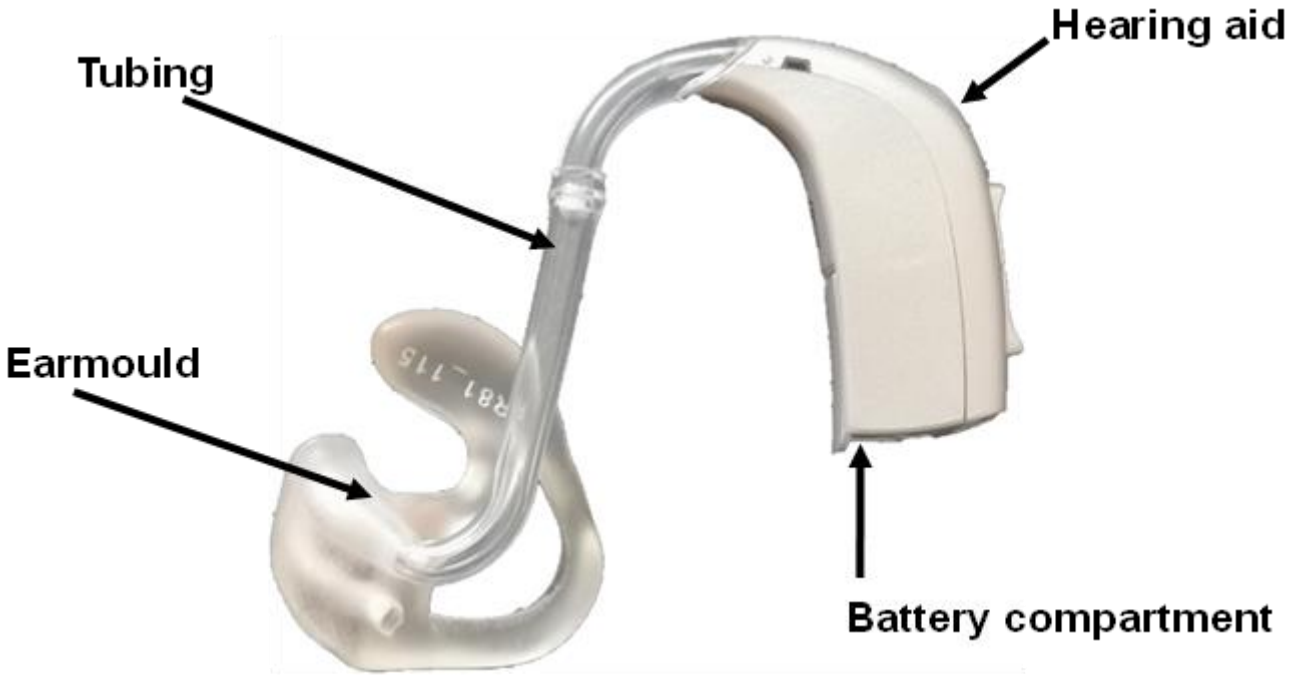
Looking after your hearing aid and earmould

Hearing Services

Information for Patients and Carers

Last reviewed: August 2026
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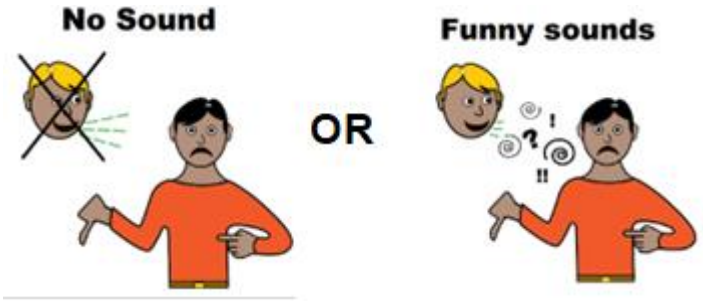
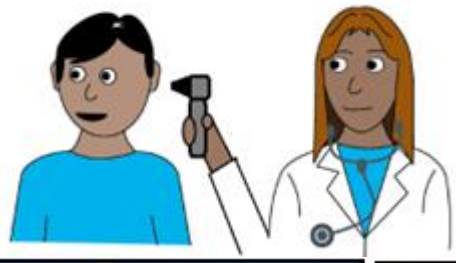
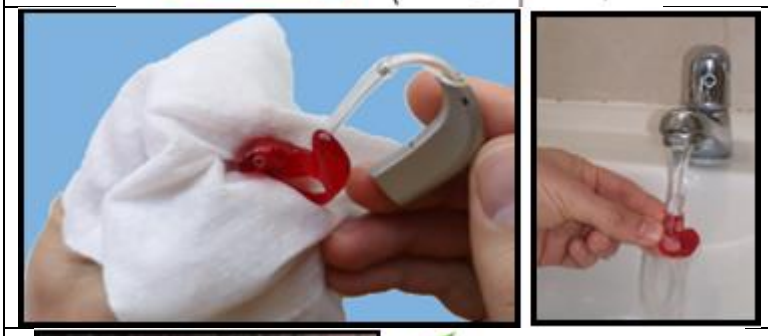
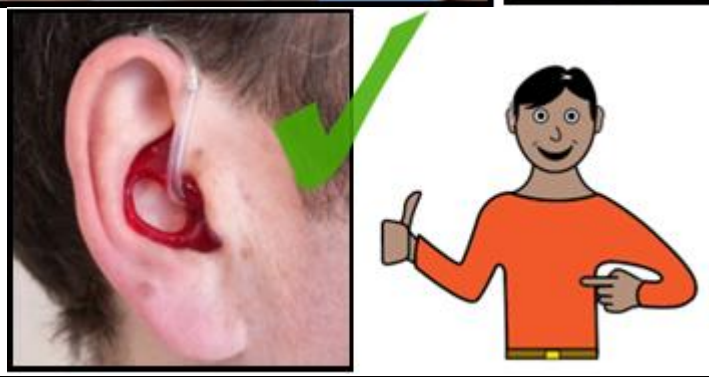
For videos on how to look after and clean your hearing aid, search on YouTube for Hearing Services Department Leicester.





Some people will need someone to help them to go through this information so that they understand it.

This person may be a member of staff, a family member or a friend.

What to do if your hearing aid is not working	
	If your hearing aid is not making any noise, or making a strange noise, there are some things you should do.
	Change the battery.
	Have your doctor check your ears for wax.
	Clean the earmould and tube (look at page 3 for how to do this).
	Make sure the earmould is in correctly (look at page 2 for how to do this).
	If the hearing aid is still not working then contact the Hearing Services Department for a repair appointment.

How to clean the hearing aid and the earmould

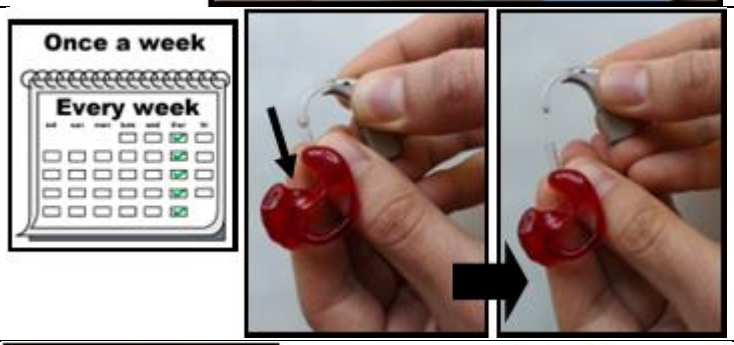


Your earmould and the tubing need to be cleaned.

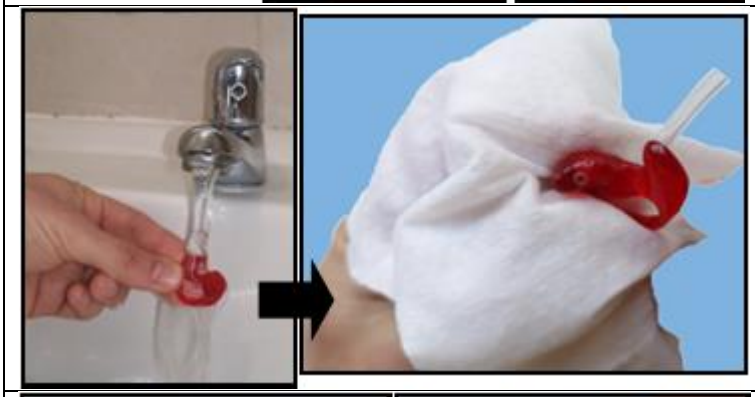
Cleaning makes them sound clearer.



Wipe your earmould everyday with a clean cloth or wet wipe.



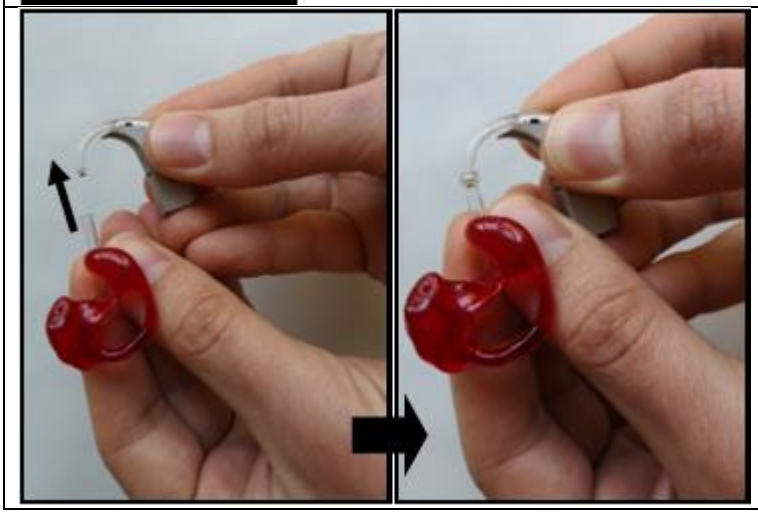
Remove the earmould from the hearing aid once a week.



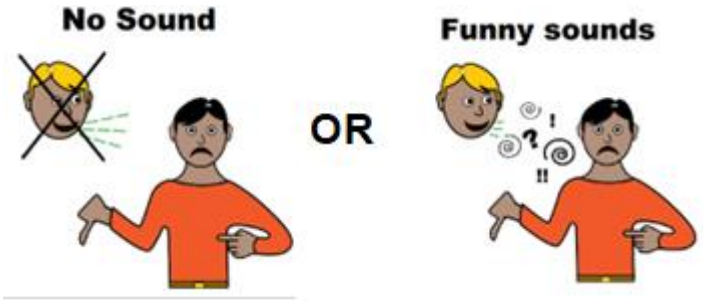
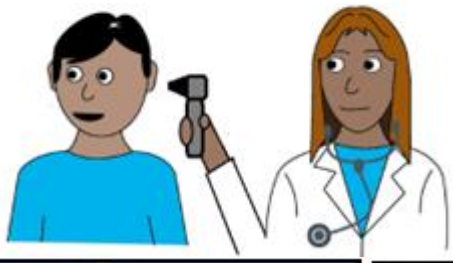
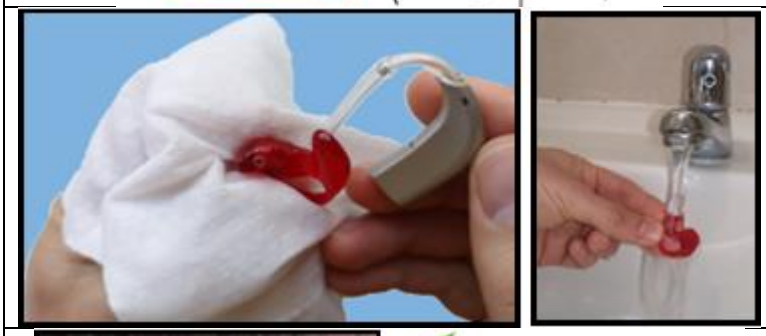
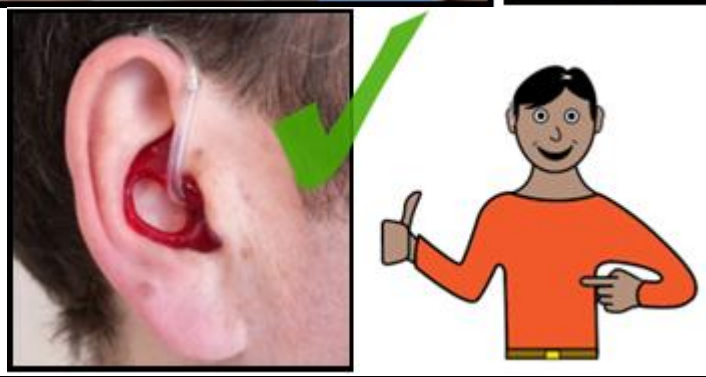
Wash the earmould in a bowl of soapy water.

Rinse through with water from the tap.

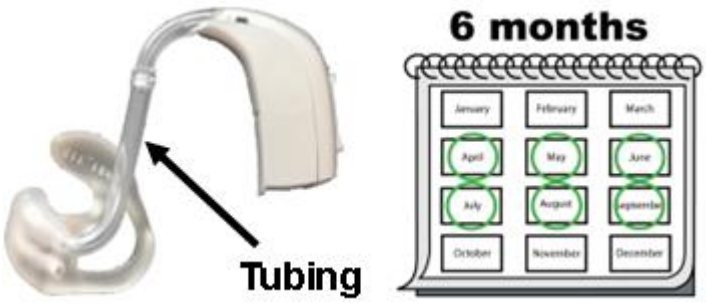
Dry with a cloth.



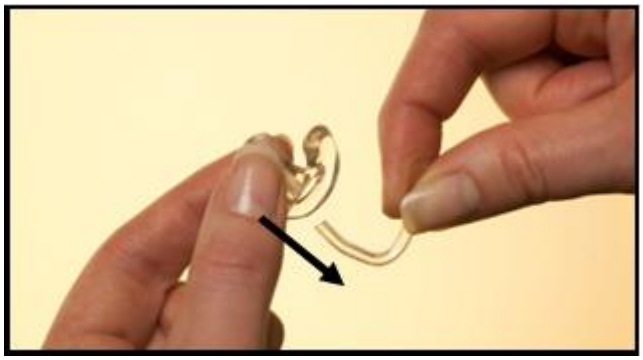
When dry, push the earmould tube back onto the hearing aid.

What to do if your hearing aid is not working	
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	Change the battery.
	Have your doctor check your ears for wax.
	Clean the earmould and tube (look at page 3 for how to do this).
	Make sure the earmould is in correctly (look at page 2 for how to do this).
	If the hearing aid is still not working then contact the Hearing Services Department for a repair appointment.

How to change the earmould tubing



The tube needs to be changed every 6 months.

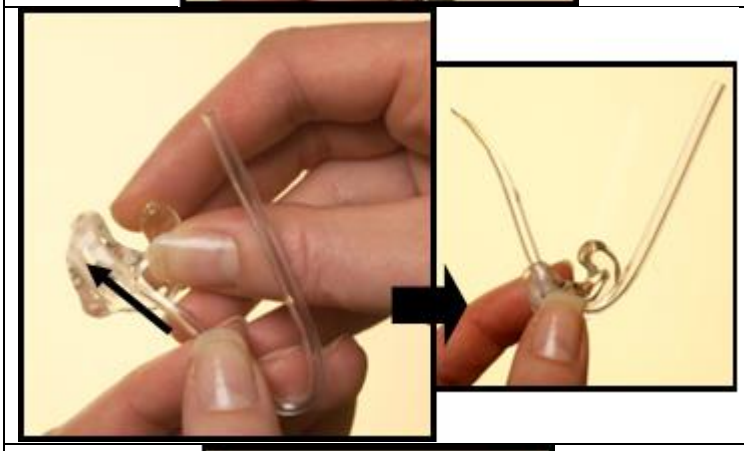


Pull the hearing aid off the tubing (look at page 3 for how to do this).

Keep the old tubing until you have finished.

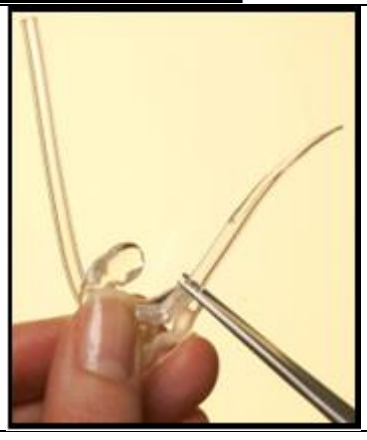


Cut a new tube at one end to make a point.



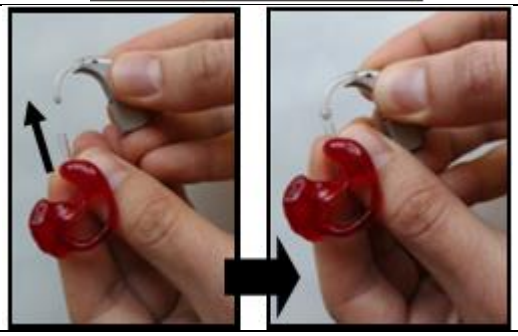
Thread the new tubing through the hole in the earmould.

The tubing point should come out of the end.



Cut off the pointed end of the tube.

(instructions continue on next page)

How to change the earmould tubing continued ….	
	Place an old tube next to the new tube then cut the tubing.
	Push the earmould back onto the hearing aid.

Contact details

Hearing Services Department, Leicester Royal Infirmary, LE1 5WW

Email: uhl-tr.hearingservices@nhs.net Tel: 0116 258 6230 Text: 07729 188421

If you want more help:

www.nhs.uk

111 for help that is not urgent

Health information and support is available at www.nhs.uk or call 111 for non-emergency medical advice
Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals.
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہِ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
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If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email uhl-tr.equalitymailbox@nhs.net

We are a research hospital and you may be asked to take part in research

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