

Looking after your hearing aid and slimtube

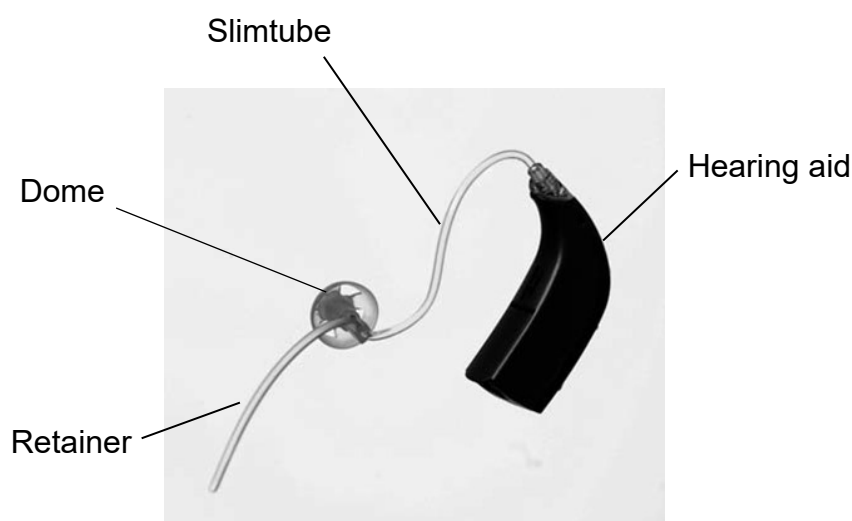
Hearing Services Department

Information for Patients and Carers

Last reviewed: March 2026

Next review: March 2029

Leaflet number: 356 Version: 4



Warning:

Do not disconnect the dome from the slimtube

Your slimtube needs replacing in:

| | | | | | |
|---------|--------------------------|----------|--------------------------|-----------|--------------------------|
| January | <input type="checkbox"/> | February | <input type="checkbox"/> | March | <input type="checkbox"/> |
| April | <input type="checkbox"/> | May | <input type="checkbox"/> | June | <input type="checkbox"/> |
| July | <input type="checkbox"/> | August | <input type="checkbox"/> | September | <input type="checkbox"/> |
| October | <input type="checkbox"/> | November | <input type="checkbox"/> | December | <input type="checkbox"/> |

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

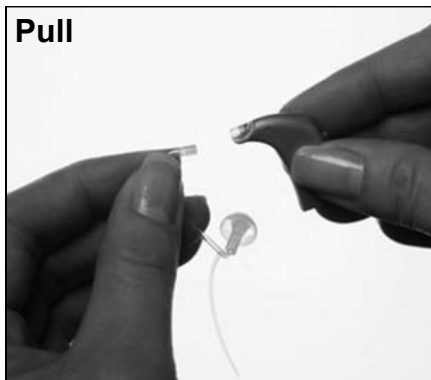
Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net

Cleaning

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

To have the best sound quality, you should remove and clean your slimtube regularly using the tool provided. This is often a little plastic wire.

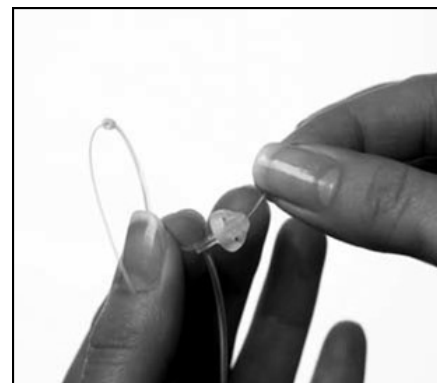
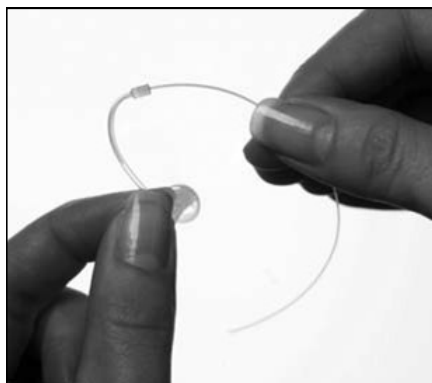
Remove the slimtube from the hearing aid either by pulling or unscrewing it. **This depends on the model of your hearing aid.** Please look at the manufacturer's handbook for precise instructions.



or

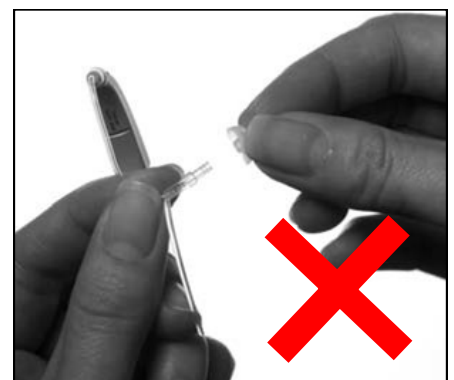


Thread the plastic cleaning tool all the way through the slimtube. Start from the end that attaches to the hearing aid. Pull it all the way through and wipe the cleaning tool with a tissue and repeat if needed. Push or screw the tube back on after cleaning.



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.



Common problems with the hearing aids and how to fix them

No sound:

- Replace the battery. It is best to do this with a battery 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 may mean 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 on 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 send us 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 cause a delay in your requested items reaching you. You may also get charges from the post office.

How to get your hearing aid repaired or serviced

You can get repairs and servicing done by post or by attending one of our drop-in clinics. There is only 1 location for this. You can also make an appointment to attend one of our repair clinics.

You may be asked to make a repair appointment to assess if you need more treatment, or to talk about 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:

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

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 given.

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

Belgrave Neighbourhood Centre,
Rothley Street,
Leicester LE4 6LF

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 to book repair appointments at the named clinics below. When booking please say which clinic you would like to attend from the list below.

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: uhl-tr.hearingservices@nhs.net

Clinic locations for repairs and servicing by appointment only:

Braunstone Health and 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

Syston Health Centre

Melton Road
Syston
Leicestershire LE7 2EQ

Two Steeples Medical Centre

Abington Close
Wigston
Leicestershire LE18 2EW

Using your hearing aid with the telephone

Hold the receiver (phone) to the hearing aid as shown in the picture. Try not to hold it to your ear. This is because 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 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.

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 more details. This can be 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, like 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. For example 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 often 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 more 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.

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 4286

<https://firstcontactplus.org.uk>

- **Care Access Management Service:**

For people living in the city of Leicester.

Telephone: 0116 454 1000 (ask for the duty desk) / <https://adultsocialcare.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: 0781 726 0140 / 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 330 9250 / Textphone: 0300 330 9252 / www.sense.org.uk

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

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 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

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