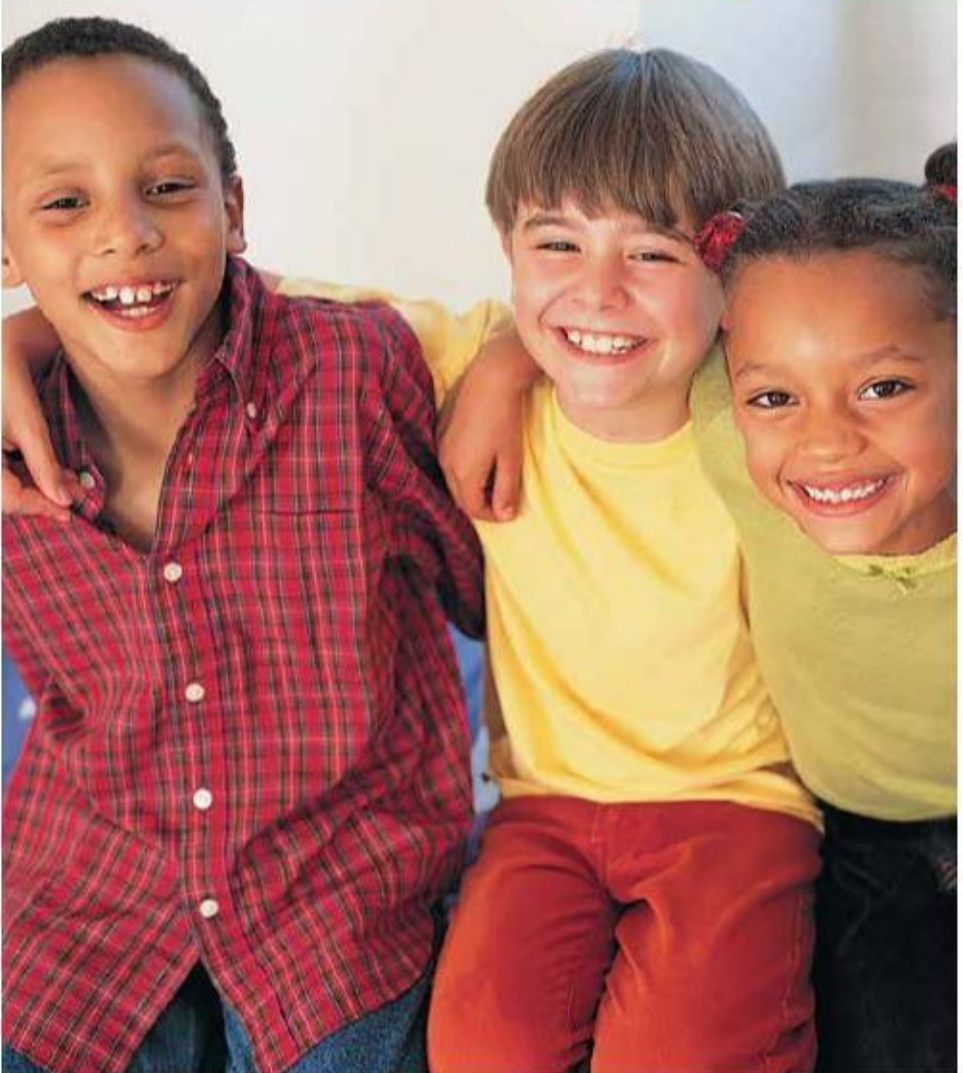


# Paediatric Hearing Aid Information Booklet



# Your hearing aid



# Fitting the hearing aid

1. Turn the hearing instrument off to avoid whistling.
2. Grasp the tubing near the earmould between the thumb and index finger.
3. Bring the hearing instrument to the ear, tilting it forward slightly and carefully place the canal portion of the earmould inside the ear canal.
4. Once the canal portion is in place, twist the earmould back so that it fits into the bowl of your child's ear. Make sure you tuck the top part of the ear mould under the fold at the top of the ear. Tuck the hearing aid behind your child's ear taking care not to twist the tubing.
5. Turn the hearing instrument on.



# Cleaning your hearing aid

1. You can wipe the earmould every day with a baby wipe or anti-bacterial wipe before putting it in your child's ear. The earmould will also need to be washed regularly (roughly once a week). Use regular soap and water.
2. To wash the earmould you need to remove it from the hearing aid. To do this hold onto the tubing with one hand and the hearing aid in the other and ease the two bits apart, as shown in picture 1. You may need to pull it fairly hard but this should not harm the hearing aid. Do not wash the hearing aid in water as this will cause damage, you can however clean it by wiping it with a baby wipe or a damp cloth.
3. After you have washed the earmould there is likely to be some water remaining in the tubing. You can leave the earmould to dry overnight and can use the 'puffer' to blow any water out of the tube before reconnecting the hearing aid.
4. To re-connect the earmould and hearing aid match the curve at the back of the earmould to the curve of the hearing aid and ease the tubing onto the elbow of the aid. Make sure you attach the left mould to the left hearing aid, and vice versa.



# Retubing your hearing aid

Your child's ear moulds are attached to the hearing aid by a tube. This tube will need to be replaced every 4-6 months, if the tubing goes hard, or if the colour changes. If the tube becomes blocked with wax and debris, or the tubing tears, it will also need to be changed.

1. Pull the old tubing out of the earmould. Do not throw the old tubing away as you will need it later.



2. Take the tapered end and push in into the earmould.



3. Thread the tubing through the earmould.



4. Pull the tube until the bend reaches the earmould.



5. Cut the tapered end as close as possible to the earmould. Any tube sticking out could rub your child's ear and make it sore.



6. Take the old piece of tubing you saved and line it up with the newly threaded tube. Cut the new tube to the same length as the old tube. If in doubt leave it a little long, you can always cut more off later.



7. Push the end of the tubing onto the plastic hook on your hearing aid.

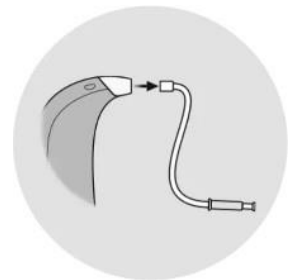
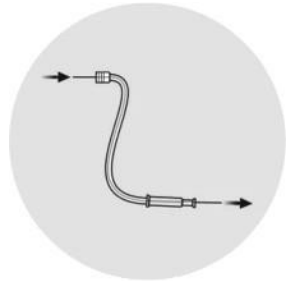
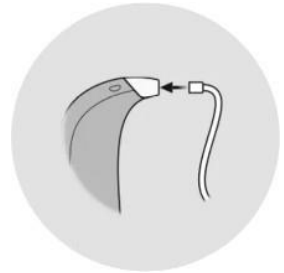


8. Make sure that it bends in the right direction, as shown in the picture.



# Cleaning Slim tubes

1. Twist the adaptor hook anticlockwise to remove the slim tube from the hearing aid
2. Use a tissue or cloth to clean the dome and remove it from the slim tube
3. Push the cleaning wire through the slim tube
4. Reconnect the slimtube by twisting the adaptor hook clockwise into the socket on the top of the hearing aid
5. A video for cleaning slim tubes can be found on:  
<https://youtu.be/oJ7VPj7IVBs>



# Troubleshooting of a broken hearing aid/whistling

No sound from the hearing aid, intermittent sound or sound is not loud enough:

- Check that the hearing aid is switched on properly (battery door fully closed).
- Change the battery and make sure it is in the right way around. If the battery is in correctly and working you should be able to hear a high-pitched whistling sound when the aid is on but out of the ear. Cupping your hand over the end of the earmould can emphasise this whistling. Alternatively, you can use the listening loop provided in your paediatric care kit.
- The earmould tube may be blocked by wax. If this is the case, you can attempt to remove it using a pin. If this is not successful, try retubing the earmould (If we have shown you how to do this and given you spare tubing). If you are not able to retube the hearing aid yourself, please contact Audiology for advice.
- The earmould tubing may be blocked by condensation. Detach the earmould from the hearing aid and use the 'puffer' to dry the tubing, reattaching when clear.
- The earmould may not be inserted properly. Try reinserting the earmould using the guide in this booklet.
- If your child complains that the hearing aid is not loud enough; the hearing aid may be faulty, they may have a build-up of wax, or their hearing may have changed. If you suspect any of these causes, please contact Audiology for advice.

Sound from the hearing aid is not clear or sounds distorted:

- The battery may be running out. Try replacing the battery with a new one.
- The earmould may not be inserted properly. Try reinserting the earmould using the guide in this booklet.
- This may happen if the earmould is not fitting into the ear well or if the hearing aid is damaged or faulty. If you suspect either of these causes, please contact Paediatric Audiology for advice.



- This may be caused by a loose ear mould (if your child has grown) or a faulty or damaged hearing aid. Contact the audiology department for further advice, you may need to book an appointment.

### Feedback (whistling) from the hearing aid:

- The earmould may not be inserted properly. Try reinserting the earmould using the guide in this booklet.
- This may also be caused by a build-up of wax in your child's ears, the earmould being too loose or if the settings of the hearing aid need adjustment. If you suspect the above, please contact Paediatric Audiology for advice.

## Useful information

### Hearing Support Service:

Your child will be referred to a local hearing support teacher (Teacher of the Deaf). This is a specialist who provides extra support for your child's hearing needs at home, nursery, or school. Every service will offer a different level of support. Please discuss this with your local service.

At Great Ormond Street Hospital, we are fortunate to have an in-house hearing support teacher that can provide helpful information and support during your appointments if required.

### Follow up appointments:

After your hearing aid fitting appointment your audiologist will arrange a follow up appointment. This may be from 6 weeks to 6 months after your initial appointment, depending on your child's age and what type of hearing aid you have been fitted with. It is important that your child is brought to this appointment as their hearing aid(s) may need to be adjusted.

### Your child may need to attend multiple appointments:

Some children are unable to complete a hearing test during one appointment. Your child may need to attend several appointments to ensure the best possible hearing aid fitting.

### Enquiries:

If you have an enquiry or would like to request hearing aid accessories, such as batteries, you can email our department at [Audiology.Info@gosh.nhs.uk](mailto:Audiology.Info@gosh.nhs.uk)

Due to the large volume of emails, you may not receive an immediate response.

Alternatively, you can contact the Audiology Department through telephone: [020 7813 8315](tel:02078138315).

### Repair service

If you are unable to resolve an issue with the hearing aid, or your child requires new ear moulds please contact via email or telephone to arrange an appointment.

### Batteries

If the aids need new batteries these can be collected from the department. If you are unable to come into the centre the batteries can be posted out to you. You will need to phone or email the department to arrange this.

### Using your hearing aid(s) with the phone

The most important thing to remember when your child is using the phone is that they should hold the receiver to their hearing aid(s) and NOT to their ear. The picture opposite shows an example of how to achieve this. Remember, sound must pass through your child's hearing aid before it reaches their ear.



# Connectivity

## Oticon OPN Play Hearing Aids

### Pairing your hearing aids to your iPhone

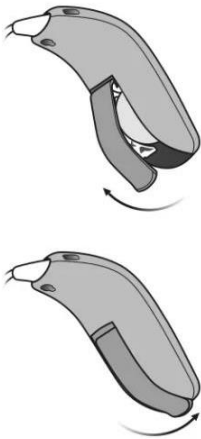
You can pair your Oticon Bluetooth hearing aids to your Android device through Oticon ON. After that, you'll be able to control your hearing aids from your phone's screen. You can also control your hearing aids by using the accessibility shortcut (press the power button three times).



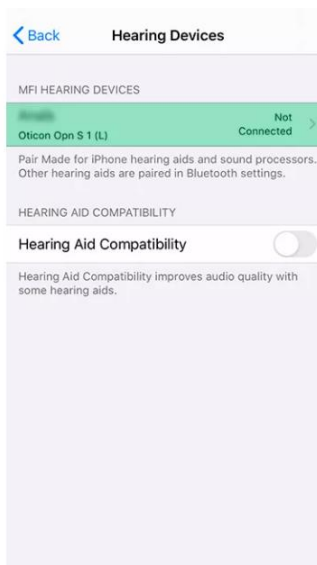
1. Go to **Settings** via your phone's home screen. Make sure Bluetooth is turned on.

2. Scroll down a little and then select **Accessibility**.

3. From the options on the Accessibility menu, select **Hearing Devices**.



4. At this point, restart your hearing aids and place them close to your device. They will remain in pairing mode for around 3 minutes.



5. Once detected by your phone, tap the name of the Oticon hearing aids that you want to connect and confirm pairing in the pop-up. If you want to connect more than one hearing aid, repeat this step for the second hearing aid.

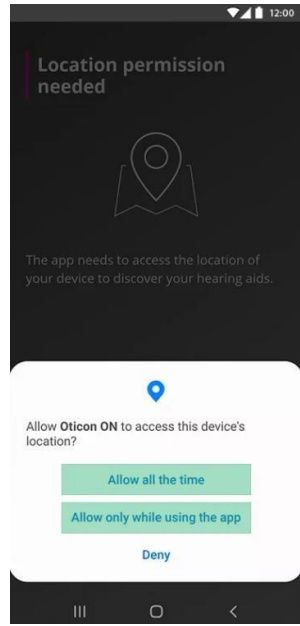
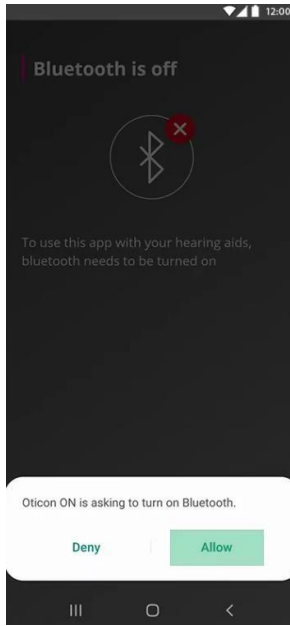


6. Finally, when the devices have been connected, download Oticon ON from the App Store®. Once installed and opened, it will automatically detect your paired hearing aids and you'll be in full control.

## Oticon OPN Play Hearing Aids

### Pairing your hearing aids to your Android Phone

You can pair your Oticon Bluetooth hearing aids to your Android device through Oticon ON. After that, you'll be able to control your hearing aids from your phone's screen. If you have hearing aids and a phone that support **Audio Streaming for Hearing Aids (ASHA)**, you can stream sound directly from your device to your hearing aids. In other cases, you can still do that using ConnectClip®.



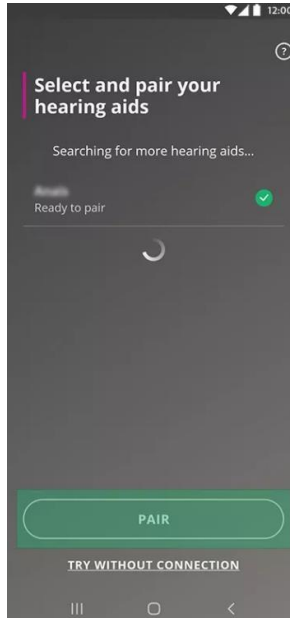
1. Download Oticon ON from the Google Play Store™ and open it on your device.

2. Make sure your phone is set to allow Bluetooth.

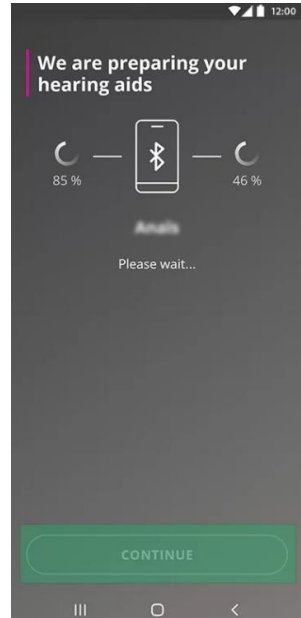
3. Give Oticon ON location permission (required for Bluetooth to function).



4. Restart the hearing aids and place them close to your phone. They will remain in pairing mode for about 3 minutes.



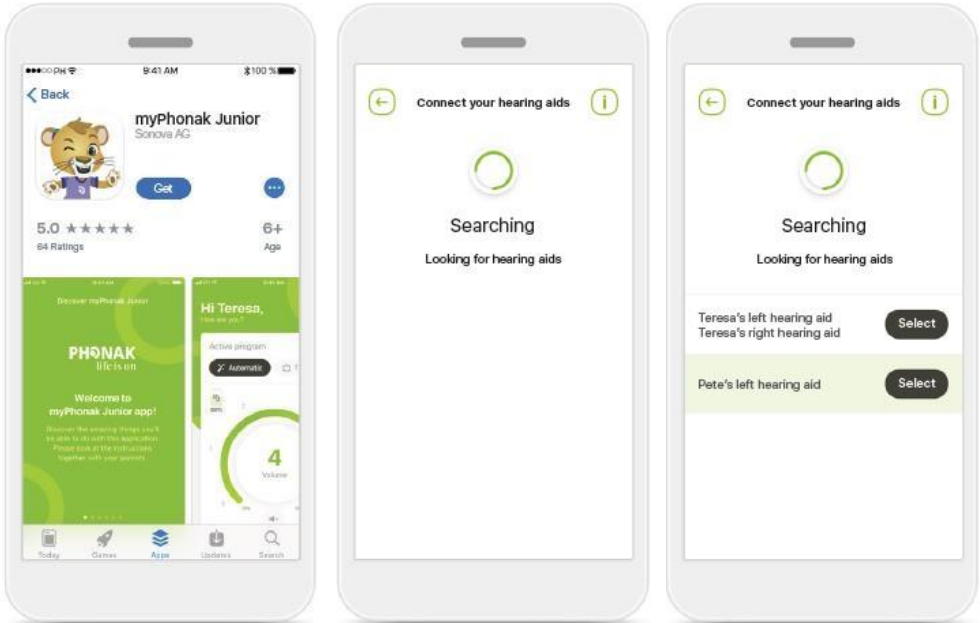
5. Once detected, the name of your hearing aids will appear on the screen; select **PAIR**.



6. Wait for Oticon ON to connect to your hearing aids. If requested, allow permissions for your device to pair with your hearing aids. Once hearing aids are connected, press **CONTINUE**.

## Phonak Sky Marvel Hearing Aids

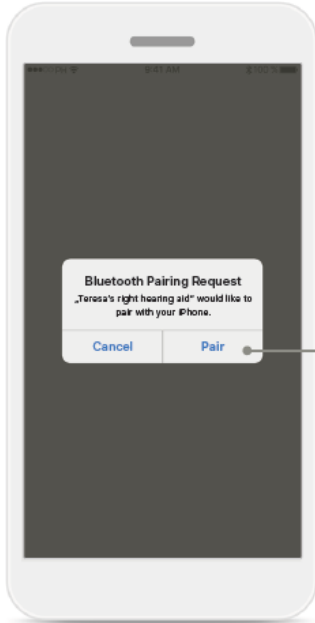
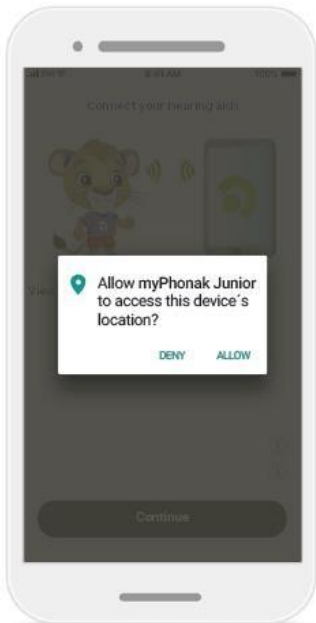
Pairing your hearing aids to your Bluetooth Device such as Smart Phones and Tablets



1. Download myPhonak Junior app from the App Store® or Google Play Store™ and open it on your device.

2. Make sure your phone is set to allow Bluetooth. The app will start searching for compatible hearing aids and will display them once they are detected.

3. Tap “Select” when your hearing aids appear on the screen, if multiple hearing aids detected, you can highlight your hearing aid by pushing the program button/rocker switch on the hearing aid.



4. On Android devices, you must enable location services when pairing Bluetooth devices for the first time. After the initial setup you can disable the location service again.

5. On Apple devices, confirm pairing for each device by tapping "Pair" in the popup for each device separately.

6. Both hearing aids are now paired. The app will guide you to the next step to familiarise with the controls in the app.



## Tactics for good communication



### Get my attention

Before you start to speak you must ensure you are in the same room as your child and you have their full attention.



### Don't speak too fast

Your child will understand you better if you don't speak too quickly.



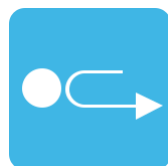
### Face them

Always turn and face your child as it helps them pick up any visual clues you may give them such as lip-reading.



### Don't shout

You should keep your voice at a normal, clear level. Shouting will make your voice less clear.



### Don't turn away

Find a suitable place to talk with good lighting and away from noise and distractions.



### Don't cover your mouth

Speak clearly and use normal lip movements, natural facial expressions and gestures.

## Further support

**NDCS – For paediatrics or young people** (National Deaf Children's Society)  
15 Dufferin Street,  
London,  
EC1Y 8UR  
**T:** 020 7490 8656  
**F:** 020 7251 5020  
**E:** [ndcs@ndcs.org.uk](mailto:ndcs@ndcs.org.uk)  
**W:** [www.ndcs.org.uk](http://www.ndcs.org.uk)

**Action on Hearing Loss**  
19 - 23 Featherstone Street,  
London,  
EC17 8SL  
**T:** 020 7296 8000  
**F:** 020 7296 8199  
**W:** [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

**RAD – Royal Association For Deaf People**  
Century House North,  
Riverside Office Centre, South,  
N Station Rd, Colchester  
CO1 1RE  
**T:** 03006882525  
**E:** [info@royaldeaf.org.uk](mailto:info@royaldeaf.org.uk)  
**W:** [www.royaldeaf.org.uk](http://www.royaldeaf.org.uk)

**Connevans**  
Bridge House,  
1 Nutfield Rd,  
Merstham, Redhill,  
RH1 3EB  
**T:** 01737 247571  
**E:** [info@connevans.com](mailto:info@connevans.com)  
**W:** [www.connevans.co.uk](http://www.connevans.co.uk)

**Audiology Department**

Lower Ground, Sight and Sound Centre

Great Ormond Street Hospital

40-41 Queen Square

London

WC1N 3AJ

**This document must be read in conjunction with all  
Great Ormond Street Hospital NHS Trust Policies and Procedures**

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