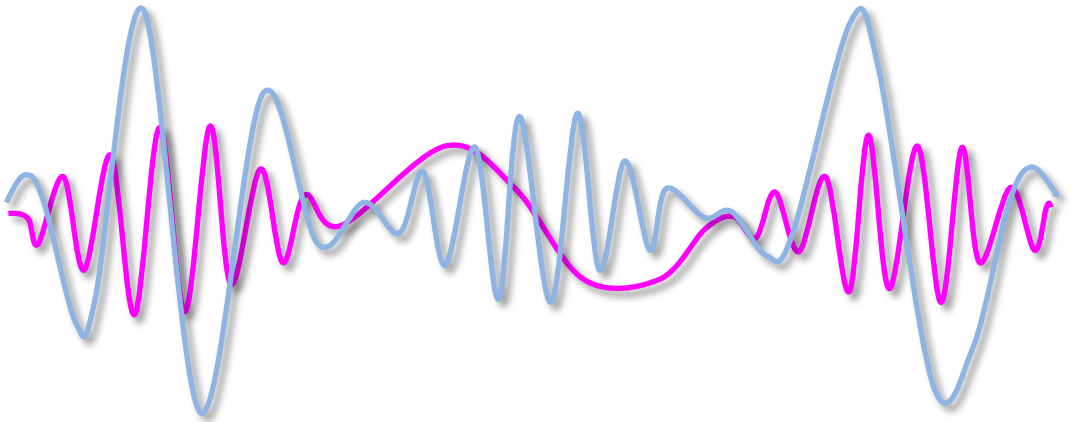


A quick guide for carers or parents of children with hearing aids



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A quick guide for carers or parents of children with hearing aids

Daily checks

- Inspect aid and mould. Use a tissue or wet wipe to remove any wax or dirt.
- Ensure there is no wax or moisture in the earmould tubing and clean as necessary.
- Switch aid on, cup it in your hand and wait for a few seconds to ensure the aid is 'whistling'.
- At night-time switch the aid off and store in the drying pot provided.

Weekly checks

- Inspect the aid, replace any missing microphone covers.
- Change the battery (unless your child is reliably able to report a flat battery).
- Wash the earmould following the separate instruction card. Use the puffer to dry the tubing.
- Inspect the earmould tubing and replace if it is becoming hard or discoloured or if it is pulling easily out of the earmould.
- Connect the hearing aid to the hearing aid listener. Switch on and listen to the aid, check for distortion, press the casing to ensure there is no intermittency.

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Troubleshooting

If the aid is not whistling when switched on:

1. Change the battery and/or use the battery tested supplied in the care kit to check it is fully charged.
2. Check the mould is not blocked with wax or moisture.
3. If the aid is still not working contact the Audiology department on 01392 402223 to arrange for a prompt replacement.

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Useful information

Repair Clinics

We offer walk-in (open) repair clinics at two of our Exeter sites, and appointment only (bookable) repair clinics at several of our localities. This is for servicing of hearing aids and simple repairs (e.g. ear mould re-tubing, ear mould modifications and replacement aids).

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Wonford (RD&E)	Open	Open	Open	Open	Open	Bookable
CHC Queen St. Exeter	Open	Open	Open	Open	Open	Open
Budleigh					Bookable	
Crediton 2nd & 4th Friday					Bookable	
Cullompton 2nd Friday					Bookable	
Exmouth			Bookable			
Honiton					Bookable	
Okehampton				Bookable		
Seaton		Bookable				
Sidmouth				Bookable		
Tiverton	Bookable					

If your personal details change, please inform us directly.

Address: Chime Social Enterprise, Audiology Department,
Royal Devon & Exeter Hospital (Wonford),
Barrack Road, Exeter, Devon, EX2 5DW

Tel: 01392 402223

E-Mail: cse.audiology@nhs.net

www.chimehealth.co.uk

Chime provides NHS Audiology Services for NHS Devon - Mid, East and Exeter areas. From 1st May 2011 the existing audiology department including staff and equipment transferred to Chime - the new Social Enterprise Company. Chime is located at the RD&E Foundation Trust (but is separately managed).

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