York and Scarborough Teaching Hospitals
NHS Foundation Trust

Information About Your Child's Hearing Aid

Information for patients, relatives and carers

ⓘ For more information, please contact:

Audiology Department
York and Scarborough Teaching Hospitals
Phone: 01904 726741
Hearing Aid Enquiries: yhs-tr.HearingAidRepairs@nhs.net
Appointment Enquiries: yhs-tr.AudiologyAdmin@nhs.net

Contents **Page**

Welcome to Audiology 3
Meet the team 4
Understanding hearing loss 5
An introduction to hearing aids 9
How to care for your child's hearing aid/s 10
Issue Pack 11
Left and right hearing aid markings 12
Opening a lockable battery compartment 12
Battery safety 13-15
When should I change the battery 16
Changing the battery 17
Inserting the hearing aid 18
Cleaning the earmould 19
What to do if the hearing aid stops working 21
Re-tubing the mould 22
Appointments 23
Communication tips 24
Frequently asked questions 27
Other services 29
Community groups 30
Social media 30
Useful contact details 31
Tell us what you think of this leaflet 32
Teaching, training and research 32
Patient Advice and Liaison Service (PALS) 32
Notes 34
Leaflets in alternative languages or formats 36

Welcome to Audiology

Welcome to York and Scarborough Teaching Hospitals NHS Foundation Trust. Your child has been assessed by a qualified audiologist and fitted with hearing aids.

This booklet will explain what to expect from NHS digital hearing aids as well as the specific settings that your child's hearing aids have installed. There is also some useful information on maintenance, troubleshooting and links for further support.

Your child's hearing aids are technically provided to a user 'on loan'; however, we will not ask for them back unless they are of no further use to you.

Hearing aids are expensive and while they are provided to you at no charge, we ask that you take the same reasonable care of them as you would do for any other personal item that you value.

At the present time the maintenance, repair and replacement of hearing aids is carried out at no cost to a user; however, please be aware that if hearing aids are persistently lost or damaged as a result of neglect, we may ask you to contribute to the replacement costs.

Meet the team

The Paediatric Audiology department at York and Scarborough has a dedicated team of specialist paediatric audiologists.

The audiologists can:

- Perform hearing tests and explain the type and level of hearing loss your child has
- Provide and maintain hearing aids
- Provide and maintain earmoulds
- Refer to education support services
- Work with other professionals such as the Ear Nose and Throat (ENT) team, specialist hearing impaired teachers (Teachers of the Deaf/ToD), Consultant Paediatrician and Speech and Language Therapists.

Your child may also see other professionals in the hospital such as the Ear Nose and Throat team. The ENT team may become involved if your child has recurrent ear infections or glue ear which may be managed with grommets. More information about the ENT team can be found on the hospital website here:

https://www.yorkhospitals.nhs.uk/our-services/a-z-of-services/otolaryngology-ear-nose-and-throat/

You may be involved with the speech and language therapists; more information about the speech and language team can be found on the hospital website here:

https://www.yorkhospitals.nhs.uk/our-services/a-z-of-services/speech-and-language-therapy/

Your child may require appointments with paediatricians/children's team. This may be due to an underlying medical condition or to look into the cause of your child's hearing loss. More information about the Paediatric Team can be found on the hospital website here:

https://www.yorkhospitals.nhs.uk/childrens-centre/home/

Understanding hearing loss

☐ Mild

Sometimes children with this level of hearing loss have difficulty following speech, especially in noisy situations. Often voices can sound unclear.

☐ Moderate

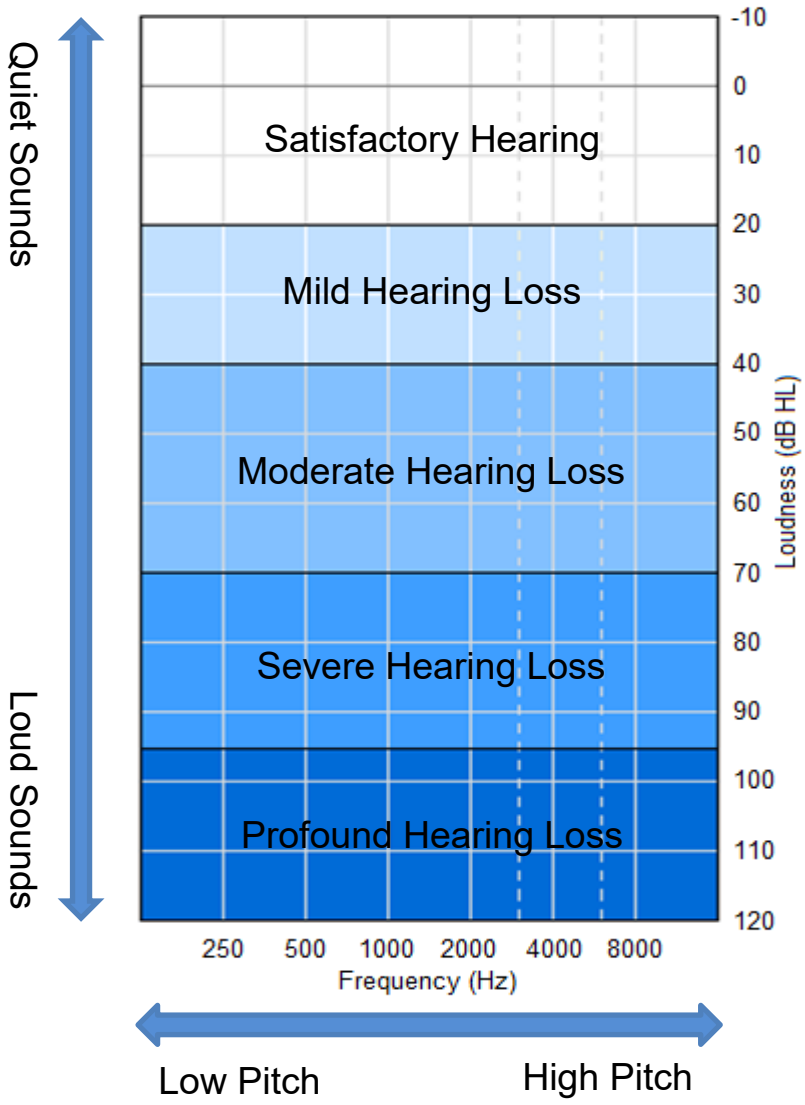
Children may have difficulty following speech and may miss other quiet noises. Amplification with hearing aids is very successful for this loss but good communication tactics can also be helpful.

☐ Severe

Children may be unable to hear average speech, even in quiet surroundings and may not hear general noises such as traffic noise unless they are loud. Amplification with hearing aids is very successful for this loss but it is likely you will also need to use good communication tactics.

☐ Profound

Without hearing aids children would be unable to hear most sounds unless they are very loud. Amplification is often useful, but children and families will need to rely on good communication tactics.



Please note: Hearing can vary depending on the pitch, meaning patients often have hearing levels that fall into more than one category. Hearing can also differ between ears.

The type of hearing loss your child has depends on which part of the hearing system is not working properly. You may notice that we use one of the following terms to describe your child's hearing loss:

☐ Sensorineural

Sensorineural hearing loss is a common type of hearing loss which affects the inner ear. This means either the sensory hearing organ (the cochlea) or the hearing nerve is not working properly. This type of hearing loss is usually permanent.

☐ Conductive

Conductive hearing loss means sounds can't pass efficiently through the outer and middle ear and can be temporary or permanent. Conductive hearing can have many causes including wax blockages, ear infections, perforated eardrums and middle ear fluid.

☐ Mixed

Mixed hearing loss is a term used to describe a hearing loss that has a combination of sensorineural and conductive components to it. For example, you may have sensorineural hearing loss and also develop glue ear.

An introduction to hearing aids

A hearing aid is made up of four main parts and may come in different sizes depending on the level of your child's hearing loss.

Hearing aids on a mould	 
Mould	
Mould tubing	
Hearing aids on Slim Tubes	
Batteries	

How to care for your child's hearing aid/s



Issue Pack

You will be given lots of information at your child's hearing aid fitting appointment. To help you remember everything we give you leaflets like this one. You may also be given a 'kit bag' with some useful tools inside. We will show you how to use these in your appointment. You will find:

1. A battery tester
2. An earmould 'puffer'
3. A drying box
4. A stetoclip (device to listen to the hearing aid)
5. Hearing aid stickers
6. A hearing aid safety line (depending on age of the child)

We will also provide you with batteries, a hearing aid record book, and a box to keep the aid/s safe.

It is now a national safety standard that children under five years old (or children with siblings under five years) must have a lockable battery compartment on their hearing aids. If required, we will provide a tool to help open the lockable battery compartment (see later).

Left and right hearing aid markings

These are found on the inside of the hearing aid battery drawer in most of the hearing aids we issue. The left aid has a blue marker and the right aid has a red marker.

On/Off

To turn the aid **OFF**, open the battery compartment so it is slightly ajar.
To turn the aid **ON**, close the battery compartment fully.

Opening a lockable battery compartment

You will be provided with a small tool to help you open the battery drawer. The way the drawer opens will depend on the type of aid issued. Your audiologist will show you how to open the drawer with the tool.



IMPORTANT NOTICE

Battery safety

Button batteries can cause serious harm and death in as little as two hours if swallowed and can cause serious injury if they become lodged in the nose or ear.

Remember to keep your hearing aid batteries out of sight and out of reach from children and pets.

If you drop a battery, pick it up straight away. If your child has swallowed a hearing aid battery, seek immediate medical attention. If your pet has swallowed a hearing aid battery, seek veterinary attention as soon as possible.

When changing out hearing aid batteries avoid placing the battery in your mouth or holding it between your lips. This can contaminate the battery, or more seriously lead to accidental ingestion. When the batteries run out, keep them somewhere secure and safe until such a time that you can take them to a place for safe disposal via recycling.

How should I store my batteries?

- Store your hearing aid batteries at room temperature.
- Avoid storage in hot places as this shortens the life span.
- Do not store batteries in the refrigerator.
- Batteries should be stored in the supplied dial packs and not carried loose in your pocket as metal objects can cause a battery to short out, leak or rupture.

IMPORTANT NOTICE
Battery Safety

If you suspect a child has swallowed a button battery:

Take them straight to your nearest Emergency Department or dial 999 for an ambulance.

Tell hospital staff that you think they have swallowed a button battery.

Take a similar battery and the packaging with you. This will help the doctor identify the type of battery and make treatment easier.

Do not let your child/ relative eat or drink.

You must attend A&E even if your child/ relative is showing no symptoms.

Do not make them sick.

Keeping hearing aid batteries safe

Keep new/spare batteries in their original blister packaging in a sealed container and out of the reach of children and vulnerable adults.

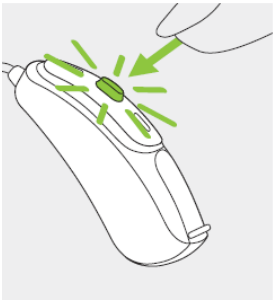
When opening the battery package, take care to ensure they do not fall on the floor.

Batteries have occasionally been mistaken for pills. Therefore, patients should check their medicine carefully before swallowing any pills.

Batteries should be kept in a different place from medicines.

Recycle batteries safely and as quickly as possible. Batteries have occasionally been

When should I change the battery



Hearing aids often have a warning beep to tell you to change the battery however for young children we tend to turn this off as it can be confusing.

We recommend changing the batteries once a week because your child may not know how to tell you they have run out.

If you would like to be able to see when the battery needs changing we can activate the flashing indicator light on the aid.

The indicator light can also be used to show when the hearing aid is switched on.

Hearing aid status	
Hearing aid is powered on	Repeating single blink
Low battery	Repeating triple blink

Changing the battery

Your battery size is:

☐ 312 (brown) ☐ 13 (orange) ☐ 675 (blue)

Your child or someone in your household are under five years of age. This means that you have had a lockable battery drawer fitted.

☐ Yes ☐ No

Inserting the hearing aid

See our website for some videos on how to put your aid into your ear.

1. Raise the aid to your ear as shown. Tuck the top point of the mould into the upper fold of your ear.



2. Push the bottom half of the mould down into your ear.



3. Press the mould piece firmly into your ear. You may need to use your other hand to stretch your ear to ease fitting.



4. Hook the aid over the top of your ear.



Inserting the earmould can be tricky until you are used to it. Take your time and practice to make sure that it is correctly fitted in your child's ear.

If your child is older, they may be able to fit the earmould themselves, but they may need help to begin with.

The most common fault is failure to get the top point behind the ridge of skin at the top of the ear, which may cause the aid to whistle and feel uncomfortable. See the example below.



Correctly inserted earmould



Incorrectly inserted earmould

Cleaning the earmould

- Generally, we recommend that the earmould (still attached to the hearing aid) is wiped with a wet wipe every night to keep it hygienic. Do not get the aid wet.

- If you find that the tubing is blocked with water (condensation), then gently flick the ear mould; this should dislodge the water. Do not blow down the tubing as your breath is warm and wet, and this will lead to further condensation problems.

- You can separate the tubing from the elbow and us the earmould puffer to blow through the tube and dislodge the water.

- To clean the hearing aid itself, a wipe with dry cloth should suffice.

Servicing: Earmould tubing should be changed every four to six months. Generally we will do this during your child's hearing aid review appointment.

If you find the hearing aid needs to be repaired/ re-tubed you can contact us to arrange an appointment.

You may wish to re-tube the mould yourself. Instructions for this can be found on page 22-23.

What to do if the hearing aid stops working

Has your child's hearing aid stopped amplifying sound?

Turn the hearing aid off and on again. You may have accidentally altered the program or the volume. This should reset the aid.

If the problem persists, you could try this extra check:

- Separate the hearing aid from the earmould (this should be done by twisting the elbow if you have an earmould). Turn the hearing aid on and cup it in your hand.
- No whistling - Try a new battery and if it still does not whistle, please book a repair appointment.
- It whistles - Check the earmould tubing for signs of blockage (e.g. wax or moisture). If you cannot see a problem, then please book a repair appointment.

If the earmould tubing is blocked:

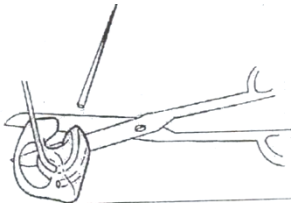
- Please follow the instructions on page 19-20.

Re-tubing the mould

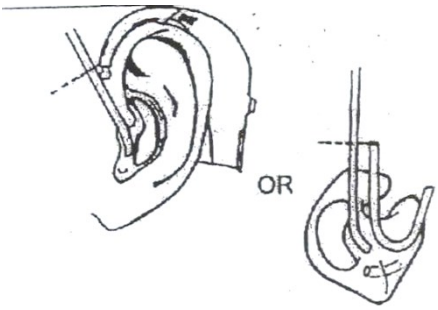
We will re-tube your child's earmould or take impressions for a new mould when they visit us for appointments. You may however find the tube becomes loose and falls out of the mould in between appointments particularly if your child likes to play with/ pull their hearing aids out. This step by step guide can be helpful for you to re-tube the hearing aids at home. You can request spare tubing at your appointment or contact us to send you some by post.

Step by step guide:

1. Cut off the tapered end as close to the mould as possible.



2. To adjust the tubing to the right length, place the mould in the ear and the hearing aid over the top of the ear. Make a mark where the tubing and end of the hook/ elbow meet.



3. Once you have removed the mould you can cut the tube. Alternatively, you can hold the old piece of tubing against the new piece and trim to the same length.

4. Squeeze the top of the tubing and wiggle it on over the end of the elbow/ hook.



Appointments

Your child has been fitted with digital hearing aids. 'Digital' means that they are programmed by a computer to a prescription suitable for your child's hearing loss.

Children usually require frequent visits to the Audiology Department for the likes of ear impressions, hearing tests and fine tuning of their hearing aids. We will often send you an appointment for these things to be done with a member of the paediatric team.
If the appointment is not suitable, we ask that you advise us as soon as possible so that we can organise a new one. The appointments generally last one hour and 15 minutes for a full hearing aid review.

If you have any concerns regarding your child's hearing or hearing aids, you can contact us at any time to request advice or an appointment.

In some cases, we may recommend a short 15 minute repair appointment to take new impressions or repair/ replace a broken hearing aid in between the longer hearing aid reviews.

Hearing aid reviews will be conducted by a member of the paediatric team, but general repairs may be conducted by another qualified member of the audiology team.

Communication tips

Sometimes it can be helpful to use simple communication strategies to help your child to hear better even with their hearing aids, particularly if they are in difficult listening situations like shops or play areas.

Hints and tips for you and your child:

- **Make sure you can see people's faces clearly when they are talking to you.** Seeing you face can help you child understand what you are saying more easily as they know you are talking directly to them. They can also use your gestures and facial expressions to help them understand.

- **Positioning.** In conversation the best place to be is directly in front of your child. However, if you are reading together or they are studying and have better hearing in one ear, then it can be helpful to position yourself to your child's better hearing ear.

- Minimise background noise. Background noise, such as television or radio, can make it more difficult to understand what is said and your child may mishear or misunderstand you, particularly if their attention is taken up by the TV or other fun activities.

- **Get your child's attention before giving instructions.** Your child may be distracted by something they are doing and may not realise you are talking to them. Call their name or get closer to them to get their attention, then give them the instruction/ ask the question. You will probably find they hear you better this way.

- **Repeat or rephrase.** Some children may not understand what you have asked, particularly at a young age. Try repeating or rephrasing what you have said.

Hints and tips for family and friends:

Speak one at a time. Having several speakers at once will increase background noise and will make it more difficult to follow the conversation. In large groups it can help your child if you take turns in speaking.

Speak up, but do not shout. Shouting does not improve clarity of speech. Instead, it can make the hearing aid create distorting sounds which make it more difficult for your child to understand you.

Slow down speech and do not exaggerate words. Slowing down the pace of the conversation can often be more helpful than raising your voice. However, going too slow or exaggerating words can disrupt the natural rhythm of speech, making it more difficult to follow the context of the conversation. **Use hand gestures and facial expressions appropriately.** Non-verbal communication can support what we hear.

Frequently asked questions

How long will the batteries last?

Batteries should last up to seven to 10 days depending on your usage and battery type. Check the expiry date on the back of the dial pack before using the battery. **Remember we recommend changing the battery once a week for most children.**

Do I have to pay for replacement batteries?

No, as your child's hearing aids were supplied by the NHS. Your child will be given a brown battery record book at the issue appointment which you should bring with you whenever you attend appointments or go to collect batteries for your child. You can collect batteries from the Audiology Department, as well as various other places locally such as some GP surgeries and libraries.

What should I do if the hearing aid stops working?

Firstly, try a new battery. If that does not work, check that the tube is not blocked. The Audiology Department's page on the Trust website has a number of resources showing you how to carry out basic repairs. See: https://www.yorkhospitals.nhs.uk/our-services/organdonation/a-z-of-services/audiology/
If your hearing aid is still not working, please contact the department to arrange an appointment. The clinician will assess the aid and try to fix it.

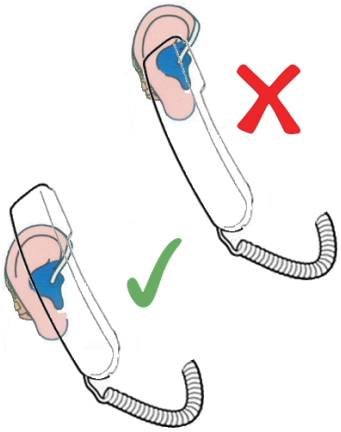
When should my child wear their hearing aid?

Your child should be able to wear their hearing aid throughout the day. The more they wear the hearing aid the better it sounds. There are however times they should not wear the aids such as:

- In the bath or shower
- Swimming
- In bed/ when sleeping
- Playing vigorous sports

When using the phone, where is the best place to put the handset?

Many children will be using a phone at home or socially. The microphones are on the top of the hearing aid and not near the ear canal. Position the handset nearer to the top of the ear, not down by the ear canal like you usually would. This will take practice.



They may find it useful to use a phone with a loudspeaker rather than using the handset, as then they can listen with both ears.

Other services

Teacher of the Deaf (ToD)

The specialist teaching teams across York, North Yorkshire and East Riding work closely with children with hearing loss of all types and severity at home and school to support them with their hearing and education. They can give support and advice regarding hearing loss, communication, language development and the possible benefit of additional devices.

Find more information about the specialist teaching teams here:

City of York	https://www.york.gov.uk/HearingSupport
North Yorkshire	https://www.northyorks.gov.uk/children-and-families/send-local-offer/send-information-parents-and-carers/send-groups-parents-guide
East Ridings	https://www.eastriding.gov.uk/local-offer/find-a-send-service/
Leeds	https://www.leedsforlearning.co.uk/Page/43559

Community groups

There are groups which offer opportunities for children and young people with any degree of hearing loss and their families to meet and build friendships with others, with whom they share their experiences of deafness. It is often helpful to ask your ToD about what is available in your particular area.

Toy Like Me

Toy like me is a company built by a woman with hearing loss. She wanted to see more representation of disability in children's toys so they provide dolls, teddies and other items which represent all people including those with hearing loss. Some children enjoy having a toy or teddy who wears a hearing aid too! It can sometimes be a useful tool to help explain their hearing aids to friends or other children at school. You can find their website here: https://www.toylikeme.org/

Social media

There are many groups available online through social media which can provide advice and support from professional bodies and from other children/ families with hearing loss. You might find it helpful to look for some of these as your child starts their hearing aid journey.

Useful contact details

National Deaf Children's Society

NDCS UK wide charity offering support and information to hearing impaired people and their families
Website: www.ndcs.org.uk

Hearing Link

Hearing Link is a UK wide charity offering support and information to hearing impaired people and their families
Website: www.hearinglink.org

YorSensory

YorSensory is the local social services support for hearing and visually impaired people in the City of York

Website: www.yorsensory.org.uk

Royal National Institute for the Deaf (RNID)

A registered UK charity supporting individuals with hearing loss. They also have a hearing aid support service which is run by trained volunteers who can help you get the best out of your hearing aids

Website: https://rnid.org.uk/

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Audiology Department, York and Scarborough Teaching Hospitals NHS Foundation Trust, York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 726741 option 2.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

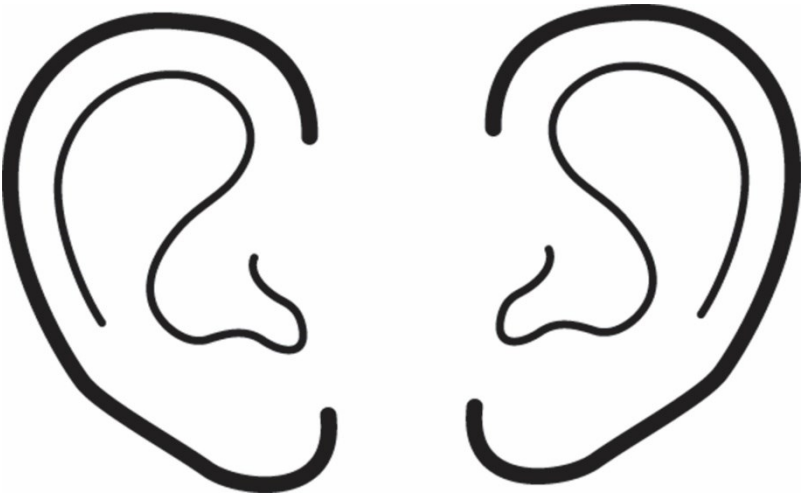
PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Draw your hearing aids!

The best thing about my hearing aid is…



Notes

Notes

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website: www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

Owner	Kate Iley, Head of Audiology
Date first issued	February 2021
Review Date	December 2028
Version	3 (issued January 2026)
Approved by	Audiology Department
Document Reference	PIL 1433 v3

© 2026 York and Scarborough Teaching Hospitals NHS Foundation Trust. All Rights reserved