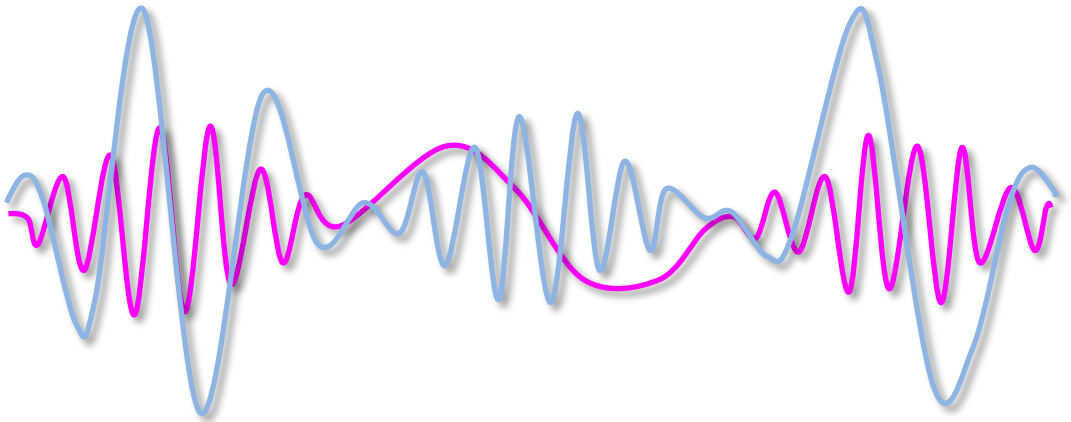


# A quick guide for carers of patients with hearing aids



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# A quick guide for carers of patients with hearing aids

## Correct insertion

All moulds need to be correctly inserted into the ear. If they are not they can tend to whistle, which is known as feedback.

For further information please refer to the “Putting in your Hearing Aid” information card.

## Troubleshooting

### Hearing aid whistling

1. Check mould is inserted correctly
2. Have ears checked for wax
3. Check mould is not a loose fit
4. Check the tubing is not hard
5. If the aid has a volume control check it's not too high

### Hearing aid stops working

1. Change the battery
2. Check the mould is not blocked with wax because the sound has to come out of the end of the tubing

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3. Check the tubing is not kinked, blocked with condensation/water or twisted
4. Check aid is not on the T or loop setting

If you hold the hearing aid in the palm of your hand and close it, the aid should whistle when switched on.

**Basic mould hygiene:** remove from the ear and wipe over with a damp flannel/wet wipe. See over leaf for instructions on weekly cleaning.

**Tubing:** The tubing should be changed roughly every six months. Or when it becomes discoloured and stiff. You can book an appointment to do this on the number below. (It is not always essential for the patient to attend this appointment; the aid can be brought in on their behalf.)

**Batteries:** can be obtained from the RD&E Wonford and various other places. Please see the “batteries” card that was issued with the hearing aids.

**If you have further problems** after applying the troubleshooting, then please ring the Audiology department (01392 402223).

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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).

**Open:** 09:15-16:00 hours (Wonford); 08:30-16:00 (CHC)

**Bookable:** contact Chime to arrange an appointment

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Wonford (RD&amp;E)</b>	Open	Open	Open	Open	Open	Bookable
<b>CHC Queen St. Exeter</b>	Open	Open	Open	Open	Open	Open
<b>Budleigh</b>					Bookable	
<b>Crediton 2nd &amp; 4th Friday</b>					Bookable	
<b>Cullompton 2nd Friday</b>					Bookable	
<b>Exmouth</b>			Bookable			
<b>Honiton</b>					Bookable	
<b>Okehampton</b>				Bookable		
<b>Seaton</b>		Bookable				
<b>Sidmouth</b>				Bookable		
<b>Tiverton</b>	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](mailto:cse.audiology@nhs.net)

**Website:** [www.chimehealth.co.uk](http://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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