

Children's Hearing aid information

Children and Young People's Audiology

Royal Alexandra Children's Hospital, Level 4, BN2 5BE



Content

1. What can cause hearing loss?	3
2. What are the different kinds of deafness?	4
Different levels of deafness	4
Can my child still have help with their hearing while they are having hearing tests?	5
3. What will my child's hearing aids look like?	6
4. How should we take care of the hearing aids?	9
Regular Checks	9
Cleaning	10
Condensation	11
Retubing	11
5. How do I put the hearing aid in my child's ear?	13
6. Troubleshooting Faults	14
7. What should we do if we lose a hearing aid?	16
8. Where can we get new batteries?	17
Battery Safety	19
9. Additional Support	20
Organisations & Charities	21
Local Groups	21
Sensory Needs Service and Teachers of the Deaf	21
Assistive Listening Devices	22
10. Who can I contact for further information and advice?	23

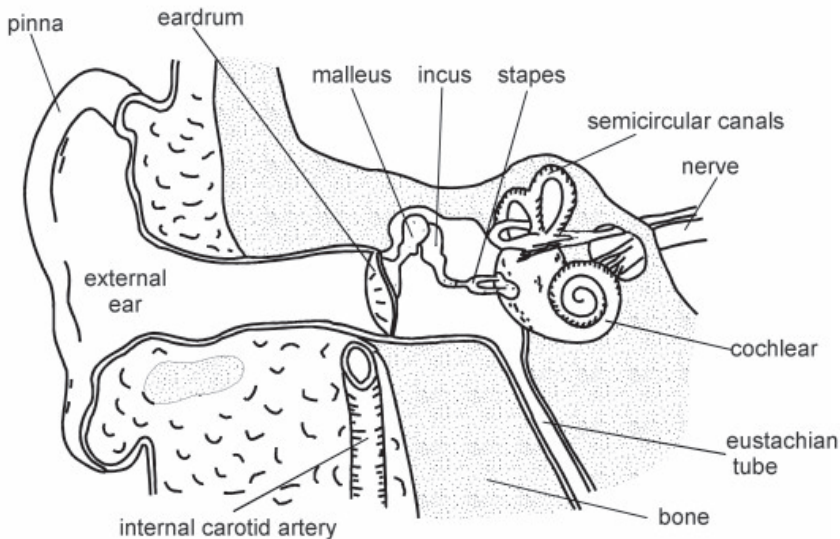
1. What can cause hearing loss?

The parts of our ears that we can see have very little to do with our hearing. Most of what we can see, like the ear canal and eardrum, does not help us to work out whether or not someone needs hearing aids. There are other parts of the ear, that we can't see, that can cause hearing loss.

Behind the eardrum there are middle ear bones which pass the sound through to the inner ear. The inner ear is also called the cochlea.

The cochlea detects sound vibrations. It produces nerve activity in response, which tells the brain that a sound has happened.

Sometimes, the middle ear bones can cause a hearing loss. More commonly it is the cochlea, that does not detect sounds unless they are loud.



CROSS SECTION OF THE EAR

2. What are the different kinds of deafness?

Conductive

This is related to the ear canal, eardrum or middle ear space (including the Eustachian tube). Conductive deafness is often temporary or can sometimes be treated with surgery. Speech is usually heard quietly, but without distortion.

Sensory

This is related to the cochlea. Sensory deafness is usually permanent and is not normally treatable by surgery. Speech is usually heard quietly and distorted. Sensory deafness is typically supported by hearing aids or a cochlear implant (for profound deafness).

Neural

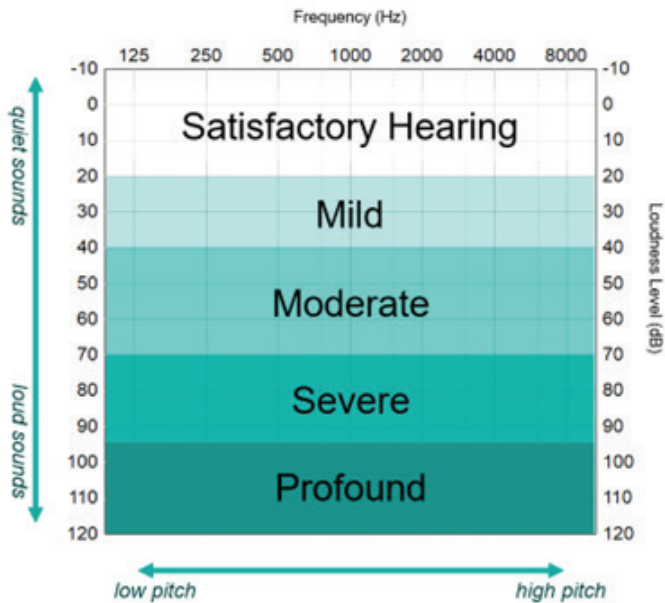
This is related to the nerve of hearing or the brain's ability to process sound information. In babies, this can sometimes resolve spontaneously (get better on its own). In older children, the processing of sound can sometimes be supported by hearing aids or occasionally by a cochlear implant.

Sensorineural

Sometimes the tests cannot identify between sensory and neural and so this term is used.

Mixed

This means that there is a combination of both conductive and sensorineural hearing loss.



There are many different levels of deafness, which explain how difficult it is for your child to hear certain sounds. It is also possible for your child to have different levels of deafness in different pitches or frequencies. For example, they might be able to hear quiet bird song (high pitch) but find it difficult to hear a barking dog (low pitch).

Hearing aids can be used for all types of deafness.

Can my child still have help with their hearing while they are having hearing tests?

Yes. It often takes several appointments to find out the specific level and type of deafness for each ear but we can still provide hearing aids while we gather that information. We will provide the best set up we can, to help your child hear speech and environmental sounds, while protecting them from sounds which could be uncomfortably loud.

3. What will my child's hearing aids look like?

Your child's hearing aid is made of two parts:



Earmould (in red) and hearing aid (in purple)

Earmould

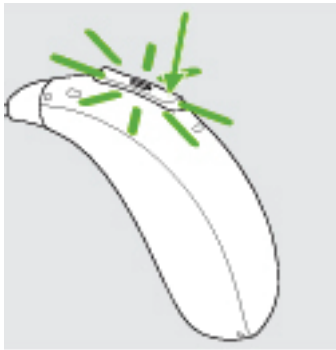
- This is the part that fits into the ear and can be made of different types of material, depending on your child's age and deafness.
- Often, the greater the level of deafness, the fuller the earmould needs to be.
- For older children, we may sometimes choose a thin tube with a dome instead of an earmould.

Hearing aid

- The hearing aid itself attaches to the earmould by the tubing.
- It can vary in size depending on the level of hearing loss.
- It may have a volume control and program button.
- Most hearing aids turn off by disconnecting the battery drawer.
- A red marker indicates the right side and a blue marker indicates the left side – see image below.
- Some of our hearing aids are battery operated and some are rechargeable. The decision depends mainly on your child's level of deafness.

a. **Rechargeable hearing aid**

- The hearing aid itself attaches to the earmould by the tubing.
- It may have a volume control and program button.
- The hearing aid turns off as soon as it is placed in the charger and automatically turns on when removed from the charger.
- You can also turn the hearing aid on and off by pressing and holding the lower part of the button for 3 seconds until the light blinks.



Hearing Air Charger

	Blinking green	Hearing aid is switching on
	Solid red for 3 seconds	Hearing aid is switching off

Hearing air battery status

Battery charging:

- It can take up to 3 hours to fully charge the hearing aid.
- Insert the hearing aid into the charging slot and make sure the left and hearing aid markings match the left (blue) and right (red) indicators. The hearing aid will automatically be switched off.
- The light will show the level of the battery until the hearing aid is fully charged.
- When fully charged the indicator light will be solid green.

- When fully charged the charging process will automatically stop.
- For more information please refer to your user guide or download the **Phonak user guides**

www.phonak.com/content/dam/celum/phonak/master-assets/en/documents/hearing-instruments/lumity/sky-l/ph-user-guide-sky-l-pr-92x125-029-1307-02-en.pdf.coredownload.inline.pdf

Indicator light	Charging state	Approx. charging times
	0 – 10%	
	11 – 80%	30 min (30%) 60 min (50%) 90 min (80%)
	81 – 99%	
	100%	3 h (charging time may be affected by temperature conditions)

Hearing Air Battery status

b. Battery operated hearing aid

- The hearing aid itself attaches to the earmould by the tubing.
- It can vary in size depending on the level of hearing loss.
- It may have a volume control and program button.
- Turns off by disconnecting the battery drawer.

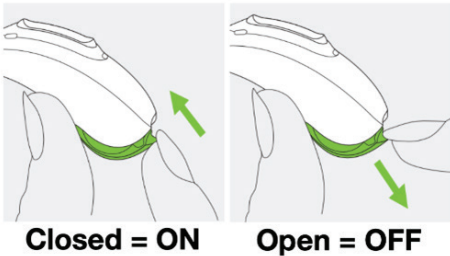
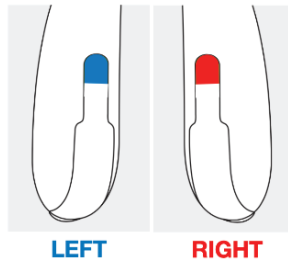


Diagram showing how to open and close a hearing aid



Second diagram showing how to open and close a hearing aid

- A red marker indicates the right side and a blue marker indicates the left side.
- For more information please refer to your user guide or download the Phonak user guides

Be aware,

If your child swallows a battery call 999 or take them to the nearest Emergency Department immediately, even if they are showing no symptoms.

It is useful to take a pack of the batteries along with you to show the hospital staff. This will help the doctor identify the type of battery and make treatment easier.

4. How should we take care of the hearing aids?

Regular checks

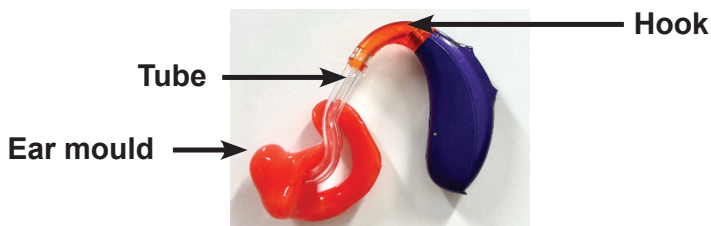
1. Check the hearing aid is working by cupping it in your hand and checking for a whistling sound.
2. Make sure the earmould is clean and the tube is clear of debris.
3. Replace the battery every week, or if there is no sound from the hearing aid. Dispose of used batteries safely in a battery recycling bin (or return to us).
4. Charge the hearing aid every night.

Cleaning

The earmould should be thoroughly cleaned at least once a week to ensure it is free of wax and bacteria. A daily wipe with a tissue, damp cloth or wet wipe is fine.

If the earmould is dirty, follow the instructions below for cleaning:

1. Detach the earmould from the hearing aid. To do this, squeeze the tubing near the hearing aid and pull the aid from the tubing.



2. Wash the earmould in warm soapy water. You can use normal hand soap. Don't use any strong detergents!
3. Remove any wax that is blocking the mould with a pin.
4. Run warm water over and through the mould to clear the soap.
5. Dry the mould with a tissue and leave to fully dry. Make sure no water is left in the tubing, as this can damage the hearing aid.
6. Re-attach the earmould to the hearing aid by squeezing the tube. Insert the aid into the tubing so that the mould's curve faces the same direction as the hearing aid's curve (like the picture above).

Please remember to not get the hearing aid wet, as this can damage it. If it does get wet, remove the battery, and leave to dry fully. You can dry it in a box with rice or a drying pot provided by the audiology department.

Condensation

After a day's use, there can be some build-up of moisture in the hearing aid and tube.

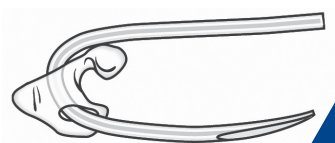
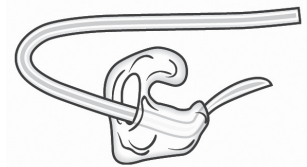
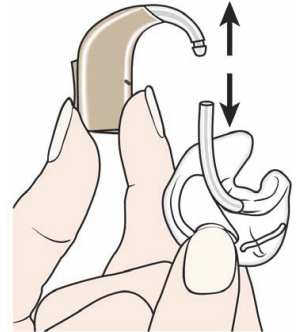
This is quite normal and should be dried out on a regular basis before there is a blockage in the tube. You can use a hearing aid puffer if you have one.

When the hearing aid is not being used, open the battery drawer and leave the hearing aid somewhere safe and dry. This should be away from young children and animals. Avoid extreme heat or cold.

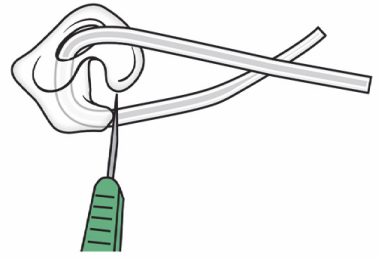
Retubing

Your child's earmould needs to be retubed every six months. You can do this yourself or if you prefer, book a repair appointment and we would be happy to do it for you.

1. Remove the old existing tubing with either your hand or pliers.
2. Thread the tube into your earmould from the outside-facing side, through to the part that fits inside the ear.
3. Next, pull the tubing through the earmould so that the remaining tubing is facing upwards, so as to point towards the top of the earmould.
4. Using a sharp pair of scissors, carefully cut the tapered tubing flush with the end of the earmould.



5. You can use the old tube to judge where to cut the new tube. **Or,** place the mould in your child's ear, together with the hearing aid, and choose a length such that the tubing just reaches and overlaps the end on the hook (see picture on page six). reaches and overlaps the end on the hook (see picture on page six).



Images of retubing an earmold

Further useful videos can be found at C2Hear and NDCS YouTube.



**National
Deaf Children's
Society**

Search:

“NDCS How to change the tubing in your deaf child's hearing aids”

<https://www.youtube.com/watch?v=CVJeA4FEjhQ>

5. How do I put the hearing aid in my child's ear?

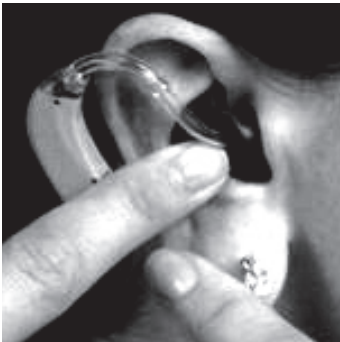
It is important to insert the earmould into the ear correctly to prevent feedback (whistling), discomfort, or loss of the hearing aid.



Hold the ear mould by the curved edge and place the tip of the mould into the ear canal.



Twisting slightly, make sure that the top part of the earmould is pushed under the crease at the top of the ear.



Use the other hand to pull down the earlobe. Push the earmould firmly in.



With the earmould correctly positioned in the ear, place the hearing aid behind the ear.

6. Troubleshooting faults

Problem	What to do
Feedback	• Clean earmould. • Ensure mould is properly inserted. • Replace earmould tubing. • If moulds are too small, make appointment for new moulds. • Ask your GP to examine ears for wax. • Reduce the volume if possible (temporary solution).
No sound	• Insert new battery. • Ensure hearing aid is switched on. • Ensure hearing aid is on correct program as advised by your audiologist (where applicable). • Increase the volume (where applicable). • Clean the earmould and unblock the tubing. • Make sure the hearing aid is fully charged by placing it in the charger.
Condensation in earmould tubing	• Detach mould from the aid and leave to dry out. • Use a puffer to blow air through the tube once the mould is detached from the aid.
Hardening or discolouring of earmould and tubing	• Wash mould (NOT THE AID) in soapy warm water. Rinse mould thoroughly and let it dry out completely before attaching it to the hearing aid. • Retube the mould. • Make appointment for new earmoulds.

Tubing pulls out of earmould	• Retube the earmould. • Make appointment for new earmoulds.
Hearing aid keeps falling off the ear	• Huggies: these are rings which go around the whole ear and hold the aid in place. Please contact us if you would like some • Hooks: adult hooks are often too wide for infants. Fitting a paediatric (child-sized) one may improve the fit. • Toupee Tape: this is double sided tape which helps secure the aid to the skin behind the ear.

If the problem persists, you can either:

- 1. Contact us** for advice or to book a **Paediatric Hearing Aid Repair** appointment. These appointments are usually available at short notice and are used to deal with hearing aid and earmould problems **only**.
- 2. Post the hearing aid** and earmould to the Audiology Department via recorded delivery. You will find the address at the end of this leaflet. Please include a note with the child's name and date of birth, the problem, and a contact number. We will repair the hearing aid or post a replacement one, provided a suitable one is in stock. If the same colour is not available, then a temporary hearing aid of a different colour can be posted and exchanged at a later date.

7. What should we do if we lose a hearing aid?

NHS hearing aids are provided on a free loan basis and remain the property of the government.

Currently, the Audiology Department in Brighton does not charge parents or carers for lost or damaged hearing aids. We understand that equipment, which is used on a daily basis by children, might occasionally be lost or damaged. However, we do expect children, young people, and their families to take every reasonable care of the equipment provided to them.

If your child loses their hearing aids:

- Contact us to let us know. Depending on which parts of the hearing aid have been lost or damaged, we may need to arrange a hearing aid repair appointment to make earmould impressions. Although hearing aid repair slots are available every day, they get booked up quickly.
- We may issue a loan hearing aid if required while we order the replacement aid.
- New earmoulds and hearing aids can be posted to you or collected from the Audiology Department. Please note that they may arrive separately, depending on when we receive them.
- Please remember to return loan hearing aids as soon as possible. You can bring them directly to the Audiology Department or post them to us.

8. Where can we get new batteries?

For the most up to date list of places please visit our website :
UHSussex Audiology www.uhsussex.nhs.uk/services/audiology

Please also see section: **Rechargeable hearing aid**
www.uhsussex.nhs.uk/resources/childrens-hearing-aid-information-booklet/#rechargeable-hearing-aid

You can collect batteries from any of the below centres
or from our department at the Alex or Sussex House.
You will need to present your battery card.

Audiology Department		
		University Hospitals Sussex NHS Foundation Trust
Hospital ref:		
Name:		
Battery type:		
Hearing aid type:		
Information:		
		



Or, you can email us and we will post them to you.

Brighton

County Oak Medical Centre Carden Hill, BN1 8DD
Telephone: 01273 545922

Moulsecombe Clinic Hodshrove Lane, BN2 4SE
Telephone: 01273 260010

Sussex House Abbey Road, Brighton, BN2 1ES

Portslade

Mile Oak Medical Centre Chalky Road, BN41 2WF
Telephone: 01273 426200

Hove

Charter Medical Centre 88 Davigdor Road, BN3 1RF

Telephone: 01273 738070

Hove Poly Clinic Nevill Avenue, BN3 7HY

Telephone: 01273 696011

Lewes

Outpatients Department Lewes Victoria Hospital

Neville Road, BN7 1PE **Telephone: 01273 402508**

Hearing and Maintenance support group

House of Friendship, 208 High Street, BN7 2NS

3rd Wednesday of every month 10:30-12 noon

Telephone: 01273 476469

(run by East Sussex hearing resource centre: **01323 722505**)

Burgess Hill

Burgess Hill Clinic The Brow, RH15 9BS **Telephone: 01444 248901**

Hassocks

Hassocks Health Centre Windmill Avenue, BN6 8LY

Telephone: 01273 845771

Haywards Heath

Outpatients Department

Princess Royal Hospital, Lewes Road, RH16 4EX

Haywards Heath Health Centre Heath Road, RH16 3BB

Telephone: 01444 414100

Newhaven

Quayside Medical Practice Chapel Street, BN9 9PW

Telephone: 01273 615000

Newhaven Polyclinic Church Hill, BN9 9HH **Telephone: 01273 511800**

Peacehaven

Children & Family Centre Meridian Way, BN10 8BN

Telephone: 01273 612417

Battery safety

Button batteries can cause serious harm if ingested.

If your child is under five (or if there are other children under five in the household), we will automatically fit a lockable battery drawer on their hearing aids. This is a national safety requirement.

Even if your child is above five, we can still add lockable battery drawers for additional safety. Please let us know and we will change them.

9. Additional support

Organisations and charities

National Deaf Children's Society (NDCS)

Phone: 0808 800880

Website: www.ndcs.org.uk



Action on Hearing Loss

Telephone: 0808 808 0123

Email: informationline@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk

Hearing Link

Telephone: 0300 111 1113

Website: www.hearinglink.org

British Tinnitus Association

Telephone: 0800 018 0527

Email: info@tinnitus.org.uk

Website: www.tinnitus.org.uk

Ewing Foundation

Telephone: 07778 599939

Email: info@ewing-foundation.org.uk

Website: <https://ewing-foundation.org.uk/>

Local groups

Some families choose to get involved in local parent-led groups. These groups often organise events, which offer an informal way to meet other families with deaf children. They welcome all types and levels of deafness. It can be a great way of sharing information and receiving emotional support.

Local National Deaf Children's Society (NDCS) Groups

Brighton, Hove, and West Sussex Local NDCS

Telephone: **07591 074011**

Email: committee@bhwsdcs.org.uk

Website: <https://www.facebook.com/bhwsdcs/>

East Sussex NDCS

Telephone: **07591 074011**

Email: eastsussexdcs@gmail.com

Website: <http://www.eastsussexdcs.org.uk/>

Sensory Needs Service and Teachers of the Deaf

We partner with all Sensory Needs Services across Sussex, a network of specialist Teachers of the Deaf that work closely with children with all types of deafness.

They will usually visit you at home if your child is a baby or toddler and after this will visit your child in their pre-school and school settings. How often they visit will depend on the level and type of deafness.

They can give advice on communication, tips for easier listening in class, language development, and advice on how to encourage your child to wear their hearing aids. They can also provide information or training to schools, to make sure your child is well supported in their learning environment.

Assistive listening devices

While hearing aids provide great benefit, there are certain situations, such as noisy environments, where your child might still have some difficulty. Additional equipment can sometimes be used along with your child's hearing aids to help them hear better in these situations.

This equipment is not required, but you may find it useful depending on your child's needs. You can find further information in the resources below:

National Deaf Children's Society (NDCS)

Website: www.ndcs.org.uk/advice-support/all/hearing-aids-implants-assistive-technology

Connevans

Telephone: 01737 247571

Email: info@connevans.com

Website: www.connevans.co.uk

10. Who can I contact for further information and advice?

Royal Alexandra Children's Hospital

Audiology Department

Level 4, Eastern Road, Brighton BN2 5BE

Clinic locations

- Royal Alexandra Children's Hospital (RACH)
- County Oak Medical Centre
- Mile Oak Medical Centre
- Princess Royal Hospital

Please note, not all clinic types are available at all locations.

Telephone: **0300 303 9640**

Text: **07551 360721**

Email: **uhsussex.audiologybrighton@nhs.net**

Website: **<https://www.uhsussex.nhs.uk/services/audiology>**

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That's why UHSx is proud to be a research-active Trust.**

Find out how you can get involved. Visit our website
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information-for-patients-and-public](http://www.uhsussex.nhs.uk/research-and-innovation/information-for-patients-and-public)**
or scan the QR code



This leaflet is intended for patients receiving care in
Brighton & Hove or Haywards Heath

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