

## Contact SaPTS

Contact the Sensory and Physical Teaching Service (SaPTS) by email, phone or post:

-  [specialistservices.hub@eastriding.gcsx.gov.uk](mailto:specialistservices.hub@eastriding.gcsx.gov.uk)
-  (01482) 394000
-  The Specialist Services Hub  
Springhead Lane, Anlaby Common  
East Riding of Yorkshire  
HU5 5YJ

SaPTS adheres to the council's Data Protection and Child Protection Policies. When families, children and young people are supported by the service their details are kept securely on our database which will not be shared with any other parties.

**SaPTS** Sensory and Physical  
Teaching Service

## Basic Trouble Shooting of Hearing Aids



### Hearing Aid Care Kits

SaPTS provide hearing aid care kits to all educational settings and give training on hearing aid care to on site staff.

### Useful contacts

-  SaPTS – (01482) 394000
-  Hull Castle Hill Audiology – (01482) 624717
-  York Audiology – (01904) 631313
-  Goole Audiology – 03033 302436



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## Simple steps to maintain hearing aid performance

Maintaining a hearing aid through daily checking is very important.

Correct and proper care will help retain optimum hearing conditions; will extend the life of the hearing aids and will ensure good hygiene. However, problems may still occur, even if hearing aids are well cared for.

Before contacting Audiology, this list of problems and their possible solutions may help. If the problem persists, you can contact SaPTS for professional advice (Please see reverse for contact numbers).

## Hearing Aids

If a child has a problem with their hearing aid it could be a number of issues.

### 1 Is it switched on?

Has the battery door opened or been left open or is there a fault with the hinge of the door? You could switch it off then on, does this help?

If the battery has expired, no sound will be amplified and the battery must then be replaced. Some hearing aid batteries will be locked in with a small plastic cap (a child/baby lock) which will need to be pulled back to release the battery and pushed back over the new battery. Ensure that the + symbol on the battery is at the correct side. When the door is shut, this then will automatically switch the aid back on and a whistling should be heard. Some hearing aids will 'beep' when the battery is about to expire.

If it is a problem with the battery door, you need to contact Audiology to arrange to have it fixed.

### 2 Is the tube blocked or damaged?

A wax blockage prevents the aid from working optimally. Remove the mould from the hearing aid and clean with warm soapy water and a soft tooth brush. If this does not remove the wax your Teacher of the Deaf can re-tube the mould. The tube may have condensation which needs to be removed using a puffer. If tube has gone hard and is not fitting in the mould correctly, it will need to be re-tubed.

### 3 Is the ear mould a good fit?

This will be noticeable if whistling (feedback) is heard. A new ear mould is needed. Contact Audiology to arrange to have an impression to be made for a new mould.

### 4 Is the microphone or filter faulty?

Sound may not be amplified correctly for the child or a fault/damage may be visible on the filter of the aid. This is located on the top of the aid at the front. Dirt may be blocking this area causing sounds to become muffled or distorted. If the dirt cannot be removed with a dry brush then contact Audiology.

### 5 Is the hearing aid elbow damaged?

This is the part at the top of the hearing aid connecting the hearing aid to the tubing. If this is damaged or broken the aid will not be able to amplify sounds correctly. Ordering new elbows can be done through Audiology.

