

Moving to Adult Audiology



Helping you move to the Adult Audiology Service

So, you're 16 and it's time for us to say goodbye. We understand that this this can be a really scary time so this booklet explains what will happen and answers some of the questions you might have. If there is anything else you would like to know, just ask and please tell us if you are worried about anything, no matter how small it may seem.

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What's going to change?

The Adult Audiology Service gives you:

- **more responsibility.**

You will be responsible for organising your hearing aid care. The contact details for the adult service that will support you are listed below. You will be expected to contact the centre as and when you need help.

- **more independence.**

The audiologist will treat you as an adult and will involve you in all areas of your care. Your parents/carers do not have to attend.

- **a different approach.**

The adult service is quite different to the children's service and the type of appointments may not be what you are used to. This booklet tells you more about the appointments you might have.

- **different hearing aids.**

Very often, the adult service stocks different hearing aids to the children's service. This means you may be expected to change hearing aids if your current hearing aid cannot be supported.

Where is the Adult Audiology Service?

Depending on where you live, you will go to one of the services below:

Maidstone Hospital, ME16 9QQ

Phone: 01622 226198

Email: mtw-tr.audiology@nhs.net

Appointments can be made from 8.45am to 4.30pm, Monday to Friday.

Medway Maritime Hospital, ME7 5NY

Phone: 01634 825041

Email: met-tr.audiologymedway@nhs.net

The reception desk is open Monday to Friday, 9am to 5pm.

It is closed for lunch between 1 and 1.30pm.

Tunbridge Wells Hospital, Pembury TN2 4QJ

Phone: 01622 226198

Email: mtw-tr.audiology@nhs.net

Appointments can be made from 8.45am to 4.30pm, Monday to Friday.

What do I need to do to see an audiologist?

Make an appointment.

You will need to make the appointment yourself. You can contact the service by email, phone, typetalk, fax or by post. If you need more support, you could also contact Adult Deaf Services. The adult department will not contact you to book appointments, you have to request appointments when you need them.

Some adult services offer an open repair session where you can drop in without an appointment. You will need to find out if this is available and the opening days and times.

If your problem requires anything more technical then you need to book an appointment.

How do I know what type of appointment I need?

Hearing aid repair appointment

This is if your hearing aid needs to be adjusted in any way, is broken or has stopped working. This appointment will last 30 minutes.

Impression

This is when you need new moulds. This appointment will last 15 to 30 minutes.

A hearing test or reassessment

This is if you feel your hearing has changed or it has been more than three years since your last assessment. This appointment will last 45 minutes to one hour.

If you are not sure which appointment you need, contact the service and explain your problem. The team there will be able to help and book you the most suitable appointment.

What is my brown book for?

You should already have a brown book from the children's service. You will need to take it to **every appointment** and when you are **collecting batteries**.

You can collect batteries with your brown book from any audiology service in the UK.

Please note: Adult services may need you to return your old batteries, so please make sure you do not throw them away.

How do I get more batteries?

From a Hi Kent clinic.

Visit www.hikent.org.uk, phone 01622 691151 or text 07939 593030 to find your nearest clinic.

Visit an audiology service with your brown book and ask for new batteries. A list of clinics that you can collect batteries from will be available from the adult service. You should be given this list at your first appointment.

Post your brown book to the Adult Audiology Service.

You'll need to pay for the postage. A new pack will be sent to you.

A pack of six batteries will last between one and two months.

How often do I need to change my battery?

Batteries usually last for seven to 14 days but this depends on the type and strength of your hearing aid. Most hearing aids have a low battery warning beep. This sounds about 10 minutes before the battery runs out. Change the battery as soon as you can after you hear the warning beep.

How do I know if my mould is ok?

Your earmould should be in good condition and fit your ear comfortably. If it is loose or damaged, it may cause feedback (whistling) and could need replacing.

If your hearing aid is whistling when it's in your ear, it can mean a number of things. It could mean:

- you are not inserting the mould correctly. Ask your audiologist for advice.
- your mould does not fit properly or is damaged. Ask your audiologist for a new mould.
- you have lots of ear wax. Visit your GP to get the wax removed

How do I keep my hearing aid clean?

Hearing aids and earmoulds should be removed from your ear and wiped with a tissue, cloth or wet-wipe at the end of each day.

If your mould requires a really good clean follow these instructions:

1. Hold the soft tubing and plastic elbow and gently tug them apart. This will detach the mould from the hearing aid.
2. Keep the tubing in place and wash the ear mould in warm soapy water. Use a pin or a nailbrush to remove any ear wax.
3. Blow down the tubing to get the water out. Put it in a warm place to dry, ideally overnight.
4. Re-attach the ear mould to the hearing aid by gently pushing the plastic elbow and the tube back together. **Make sure that the earmould bends in the correct way. See the picture for help.**



What happens if my hearing aid breaks?

You will need to contact the adult service to make an appointment.

The hearing aid(s) you wear may not be used by the adult service so if your hearing aid breaks, it will be replaced with one it keeps in stock.

It is your responsibility to look after your hearing aid. The tubing should be changed every three to six months; this can be done at an appointment or at home. You can ask your audiologist to show you how to change the tubing or use the guide below.

A guide about re-tubing your mould

Here are six steps to help you re-tube your earmould. If you would like to view a podcast on how to change the tubing in your earmould, this can be accessed from the National Deaf Children's Society website www.ndcs.org.uk.

1. Pull the old tubing out of the earmould. Do not throw it away as you will need it later.
2. Cut the last 5cm (2 inches) of a pre-bent piece of tubing to a tapered end. Thread this through the earmould until it comes out the other end.
3. Pull the tube until the bend reaches the mould. All the tapered section should have come through the other side.
4. Cut the tapered tubing as close as possible to the earmould. Any tube sticking out could rub your ear and make it sore.
5. Take the old piece of tubing you saved and line it up with the newly threaded tube. Cut the end to the same length.
6. Push the end of tubing on to the plastic hook on your hearing aid. Make sure that it bends in the right direction, as shown in the picture.

What do I do if I lose my hearing aid?

It is important to look after your hearing aid(s) as it is NHS property that is on loan to you. It may cost you up to £140 before your hearing aid can be replaced with a new model.

If you need a replacement hearing aid, contact the adult service to make an appointment

Extra support

Teacher for the Hearing Impaired (ToD)

Your local ToD may still support you even after you move to the adult service. Please check with your ToD to find out how long they can help for.

Assistive listening devices

You may have been loaned an FM system while you were at school. Most of the time this belongs to the school, so now you are moving on into a job or higher education you will need to find something to help you hear better in different environments. Your local deaf services may help with this. Their contact details are at the back of this booklet.

College or university

If you want to go to college or university, you need to get in touch with your university/college disability resource centre, which will give you with all the information you need.

They will be able to tell you about Disabled Students Allowance (DSA) and other equipment or services that you might be entitled to.

Your ToD might be able to help, as well, if you are still in contact.

Work

If the help you need at work is not covered by your employer making reasonable adjustments, you may be able to get help from Access to Work.

You'll be offered support based on your needs, which may include a grant to help cover the costs of practical support in the workplace.

An Access to Work grant can pay for:

- special equipment, adaptations or support worker services to help you do things like answer the phone or go to meetings
- help getting to and from work

You might not get a grant if you already get certain benefits.

How to apply

Check your eligibility and apply by:

Web: www.gov.uk/access-to-work

Telephone: 0800 121 7479

Textphone: 0800 121 7579

Monday to Friday, 8am to 6pm

A British Sign Language (BSL) video relay service is also available via the website.

Useful information

Details correct at the time of publication.

Action on Hearing Loss (trading name of RNID)

Phone: 0808 808 0123

Textphone: 0808 808 9000

SMS text: 0780 0000 360

Web: www.actiononhearingloss.org.uk

Email: informationline@hearingloss.org.uk

Address: 1-3 Highbury Station Road, London N1 1SE

British Deaf Association (BDA)

Phone: 0207 697 4140

SMS: 07795410724

Web: www.bda.org.uk

Email: bda@bda.org.uk

Careers advice and job vacancies

Web: www.gov.uk/contact-jobcentre-plus

Web: www.prospects.ac.uk

Disability Benefit Helpline

Personal Independence Payment (PIP)

Phone: 0800 121 4433

Textphone: 0800 121 4493 (Monday to Friday, 8am to 6pm)

Attendance Allowance

Phone: 0800 731 0122

Textphone: 0800 731 0317 (Monday to Friday, 8am to 6pm)

Disabled Persons Railcard

With your brown battery book you can apply for a Disabled Persons Railcard. This means you can save when you travel.

Email: disability@raildeliverygroup.com

Phone: 0345 605 0525 (7am to 10pm Monday to Sunday)

Minicom/Textphone: 0345 601 0132

Web: www.disabledpersons-railcard.co.uk

Department for Education

Web: www.dfes.gov.uk

Hi Kent

Web: www.hikent.org.uk

Phone: 01622 691151

Hospital locations and facilities

Web: www.nhs.uk

Kent Deaf Services (Kent County Council)

Web: www.kent.gov.uk

Email: sensoryandautism@kent.gov.uk

Phone: 03000 41 81 00 (Monday to Friday, 9am to 5pm)
or 03000 41 91 91 (outside office hours)

Text relay: 18001 03000 41 61 61

Medway Deaf Services (Medway Council)

Deaf Services is a small team of specialist workers who provide services to people who are deaf, hard of hearing or who are deafblind, to help them resolve issues in connection with their deafness.

The team also provides an equipment service for people up to 65-years-old to help them be as independent as possible in their own homes.

Phone: 01634 334466

Email and Skype: deaf.services@medway.gov.uk

SMS Text: 07795 951465

Visit: Twydall Community Hub every Wednesday, 9.30am to 12.30pm.

Website: www.medway.gov.uk

National Deaf Children's Society (NDCS)

Email: ndcs@ndcs.org.uk

Phone: 020 7490 8656

Minicom: 020 7490 8656

Fax: 020 7251 5020

Address: 15 Dufferin Street, London EC1Y 8UR

Specialist Teacher for Hearing Impairment (ToD)

Kent: 07824 306233

Medway: Jane Elworthy - 01634 334144

Notes

Do you have feedback about our health services?

Phone: 0300 123 1807, 8am to 5pm, Monday to Friday

Text: 07899 903499

Email: kentchft.PALS@nhs.net

Web: www.kentcht.nhs.uk/PALS

Patient Advice and Liaison Service (PALS)

Kent Community Health NHS Foundation Trust

Unit J, Concept Court

Shearway Business Park

Folkestone

Kent CT19 4RG

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another format, please ask a member of staff or contact us.



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Registered charity no. 1139134



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