This booklet provides information about your local Paediatric Hearing Aid Service. We advise you to read the NDCS (National Deaf Children’s Society) leaflets, which will be given to you with this leaflet as it will provide further information about your child’s hearing aids.

Hearing aid clinics are held at:

**Nye Bevan House**, Maclure Road, Rochdale, OL11 1DN
**Phoenix Centre**, Church Street, Heywood, OL10 1LR
**Langley Clinic**, Borrowdale Drive, Langley, M24 5NX
**Croft Shifa Health Centre**, Belfield Road, Rochdale, OL16 2UP
**Fairfield General Hospital**, Rochdale Old Road, Bury, BL9 7TD
**Tottington Health Centre**, Market Street, Bury, BL8 4AD
**Radcliffe Primary Care Centre**, New Church St, Radcliffe, M26 2SP
**Integrated Care Centre**, New Radcliffe Street, Oldham, OL1 1NL

The Paediatric Hearing Aid Team work closely with the Teachers of the Deaf from Local Educational Support Services for Hearing Impaired Children. Often a teacher from the Hearing Impaired Unit will attend the child’s initial hearing aid fitting and subsequent appointments. They can also support the child at home or in their educational setting. We may offer further tests to see if we can find a cause for your child’s hearing loss.

Name: ....................................................................................................................
Audiologists: .......................................................................................................
Teacher of the deaf: ........................................................................................

<table>
<thead>
<tr>
<th>Hearing aid information</th>
<th>Right ear</th>
<th>Left ear</th>
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<tr>
<td>Hearing aid model</td>
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<td>Serial number</td>
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<td>Start-up programme</td>
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<tr>
<td>Ear mould (type, vents etc.)</td>
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<td>Additional details (programmes, volume control etc.)</td>
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**Battery collection**

You can get replacement batteries, free of charge by taking the battery book to any of the following clinics:

**Rochdale, Heywood and Middleton**

Nye Bevan House, Maclure Road, Rochdale
Hamer and Wardleworth Health Centre, Belfield Road, Rochdale
Littleborough Health Centre, Littleborough
Milnrow Health Centre, Stonefield Street, Milnrow
Ings Lane Clinic, Phoenix Street, Rochdale
Castleton Health Centre, Elizabeth Street, Castleton
Whitworth Clinic, Brenbar Crescent, Whitworth
Phoenix Centre, Church Street, Heywood
Durnford St Clinic, Durnford Street, Middleton
Langley Clinic, Borrowdale Road, Middleton
Alkrington Clinic, Hardfield Road, Alkrington

**Bury**

Fairfield General Hospital, Rochdale Old Road, Bury
Tottington Health Centre, Market Street, Bury
Ramsbottom Health Centre, Carr Street, Ramsbottom
Townside Primary Care Centre, Knowsley Street, Bury
Radcliffe Primary Care Centre, New Church Street, Radcliffe
Prestwich Health Centre, Fairfax Road, Prestwich
Mile Lane Health Centre, Mile Lane, Bury
Moorgate Health Centre, Derby Way, Bury
Bury Library, Manchester Road, Bury
Whitefield Library, Pinfold Lane, Whitefield

**Oldham**

Integrated Care Centre, New Radcliffe Street, Oldham
Crompton Health Centre, High Street, Shaw, Oldham
Royton Health and Wellbeing Centre, Park Street, Royton, Oldham
Failsworth Health Centre, Ashton Road West, Failsworth, Oldham
Saddleworth Medical Practice, Smithy Lane, Uppermill, Oldham

**Inserting the Ear Mould**

It is important to insert the ear mould into the ear correctly. If it is not in correctly:

- The hearing aid may whistle
- The mould may be uncomfortable
- The hearing aid could fall out and become lost or damaged

![Image of ear mould with labels: The hook at the top of the ear mould which sits under the fold at the top of the ear, The handle which you hold with your thumb and finger, The tip which goes down into your child’s ear canal.]
How to insert the ear mould and the hearing aid

1. Bring the ear mould up to your child’s ear.

2. Push the hook under the fold at the top of the ear and the tip into the ear canal.

3. If the handle of the ear mould is sticking out, press it flat into the ear.

4. Once the ear mould is in securely, place the hearing aid over the ear.

5. Lift the hearing aid forwards and over the top of the ear so that it sits securely behind the ear.

How to use the hearing aid with the telephone

The telephone must be held in the correct position for optimal hearing when using a hearing aid. If the telephone is positioned in the normal position when wearing the hearing aid, your child will not be able to hear as the ear piece (ear mould) of the hearing aid will be blocking the ear.

The telephone ear piece should be positioned up towards the hearing aid, slightly away from the top of the ear.

Your child can practice holding the phone by listening to the dialing tone or getting a friend or family member to phone them and moving the handset until they find the best position.
Wax removal using olive oil

The presence of excessive wax may be a problem for a few reasons.

Wax is the body’s way of preventing bacteria from entering the ear, however some children may get a build up of wax that can stop the hearing aid system from working effectively. If this is the case, you may be asked to use olive oil drops in your child’s ears and a further appointment may be arranged to see if the wax has cleared.

Olive oil is used to soften the wax in the ear, making it more likely to come out of the ear.

**Note:** Ear buds should never be used to remove wax.

Excessive wax may:

- Temporarily add to an existing hearing loss until the wax is removed
- Cause the aid to whistle or feedback
- Prevent the audiologist from making an impression for the child
- Be uncomfortable for the child

Instructions for using olive oil drops

1. Warm the olive oil in warm water.

2. Get your child to lie down on one side. Using a pipette, insert 4-5 drops of olive oil into the ear. The number of times a day this should occur will be advised by the audiologist.

3. Massage the front of the ear and then stay still for a few minutes.
Local and national support services

Bury Libraries Sensory Unit
Whitefield Library and Adult Learning Centre, Pinfold Lane,
Whitefield, Manchester, M45 7NY
**Telephone:** 0161 253 7512  
**Email:** l.csaba-ashton@bury.gov.uk  
**Website:** www.bury.gov.uk/index.aspx?articleid=3950

BROCHS Group (Bury, Rochdale and Oldham Hearing Services Group)
**Contact:** Janet Ryan  
**Telephone:** 01706 837 122  
**Email:** janet.ryan1@nhs.uk

BT Try Before You Buy centre
Enables the hearing impaired to test BT telephones before buying  
**Website:** www.bt.com/includingyou/try-before-buy.html

Connevans (wide range of assistive listening devices for sale)
**Telephone:** 01737 247 571  
**Text/minicom:** 01737 644 016  
**Email:** info@connevans.com  
**Website:** www.connevans.com

Deaf Diversity Group
The Deaf Diversity Group meet fortnightly on a Sunday evening between 5:00 pm and 8:00 pm at:
Mahdlo, Egerton Street, Oldham, OL8 3SE.  
**Contact:** Please call Assum Mahmood on 07527 890539 for further details.

NDCS (National Deaf Children’s Society)
15 Dufferin Street, London, EC1Y 8UR
**Telephone:** 020 7490 8656  
**Minicom:** 020 7490 8656  
**Fax:** 020 7251 5020  
**Email:** ndcs@ndcs.org.uk  
**Website:** www.ndcs.org.uk

Rochdale NDCS group: Rochdale (Aiming Hi) Deaf Children’s Society
**Contact:** Razwana Sajid  
**Mobile:** 07544 401 553  
**Email:** rochdale-aiminghi@ndcsgroup.org.uk

Teachers of the Deaf
All Age Disability Service  
**Telephone:** 0161 770 3110  
**Email:** acns@oldham.gov.uk

Rochdale Additional Needs Service (RANS)
**Telephone:** 01706 926 400  
**Fax:** 0845 164 5004  
**Email:** rans/epsadmin@rochdale.gov.uk
**Contact details for the Audiology Department**

**Heywood, Middleton and Rochdale**
Audiology Department
1st Floor, Nye Bevan House
Maclure Road
Rochdale
OL11 1DN
**Telephone:** 01706 261 910  
**Fax:** 01706 261 911
SMS (mobile text) available if required, please ask.

**Bury**
Audiology Department
Ground Floor, Fairfield Hospital
Rochdale Old Road
Bury
BL9 7TD
**Telephone:** 01706 837 122  
**Fax:** 01706 261 911
**Email:** pcn-tr.audiologyservicesbury@nhs.net

**Oldham**
4th Floor, Integrated Care Centre
New Radcliffe Street
Oldham
OL1 1NL
**Telephone:** 0161 621 3472  
**Fax:** 0161 621 3474
**Email:** pcn-tr.oldham-audiology@nhs.net

**Additional information**
- There is limited availability for parking
- We accept calls from Relay, formerly known as Type Talk
- Please contact the department in advance if an interpreter is required or if you would like a copy of this document in large print

If you would like any further information or have any special requirements please contact the department.
Get involved

For regular updates, follow us on Twitter @PennineCareNHS, or like the Pennine Care NHS Foundation Trust page on Facebook
Patient Advice and Liaison Service
The Patient Advice and Liaison Service (PALS) acts on behalf of service users, families and carers to negotiate prompt solutions and help bring about changes in the way that services are developed. As well as providing a confidential advice and support service, PALS will help guide you through the different services available from the NHS. Tel: 0161 716 3178

Comments and complaints
We want to learn from comments and complaints about our services. If you have any, please speak with a member of staff. Every effort will be made to resolve any concerns and complaining will not cause any difficulties in your care with us. You can also contact the Trust’s Complaints Department via post at Trust Headquarters, 225 Old Street, Ashton-under-Lyne, OL6 7SR. Tel: 0161 716 3083 Email: complaints.penninecare@nhs.net

Become a member of our Trust
You can be the voice of your community by electing or becoming a governor, find out more about your local mental health and community services, and receive updates, comment on our plans and get invitations to health events. Tel: 0161 716 3960 Email: ftmembership.penninecare@nhs.net

Alternative formats
If you need help to understand this information, require it in another format such as large print, spoken (on CD) or Braille, or require it in a different language – speak to a member of staff.

Date of publication: November 2014
Reference: 2916/Paediatric audiology services © Pennine Care NHS Foundation Trust