

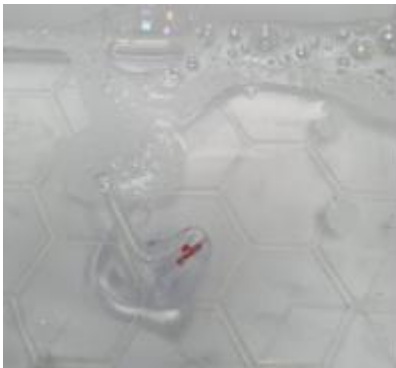



Adult audiology department

Cleaning and sterilising ear moulds

Information for patients, relatives and carers

This leaflet is aimed at patients who have been given hearing aids with ear moulds. It is important to look after your hearing aid and clean your ear mould regularly. You can find sterilising fluid or tablets or Milton[®] in your local supermarket – please follow the steps below:

<p>1</p>  <p>Hold here</p> <p>Hold your hearing aid as shown above.</p>	<p>2</p>  <p>Detach your ear mould from your hearing aid. You may need to twist it slightly. Remember to keep your left and right ear moulds separate.</p>
<p>3</p>  <p>Wash your ear mould in warm soapy water or Milton[®] if you are prone to ear infections. You can soak it overnight. You can use a small brush to remove wax from the tubes.</p>	<p>4</p>  <p>Rinse your mould to ensure it is free of debris. Please note any previous discolouration may still be there – this is normal and happens over time.</p>

5



Allow your ear mould to fully dry before re-attaching, perhaps overnight. If there is water in the tubing you may not be able to hear well.

6



Re-attach the correct ear mould to your right or left hearing aid, aligning the curve of the hearing aid and ear mould as shown above – squeeze the hearing aid hook into the tube and check it is secured.

Please note that ear moulds can easily get contaminated if you have an ear infection. If you are treating your infection with ear drops or oral antibiotics but the ear mould is not thoroughly disinfected, you might carry on having the infection for a long time or even make it worse.

Contact details

Charing Cross Hospital	St Mary's Hospital	St Mary Abbots Hearing Aid Centre
Adult audiology department Charing Cross Hospital 1 st floor, south wing Fulham Palace Road Hammersmith W6 8RF Tel: 020 3311 1021 Email: audiology.imperial@nhs.net	Adult audiology department St Mary's Hospital Basement, Mary Stanford Wing Praed Street W2 1NY Tel: 020 3312 1015 Email: ichc-tr.imperialaudiologystmarys@nhs.net	St Mary Abbots Hearing Aid Centre 2 Beatrice Place Marloes Road W8 5LW Tel: 020 3315 6011 Email: audiology.imperial@nhs.net

How do I make a comments or suggestion?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments**, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross Hospital) or **020 3312 7777** (St Mary's Hospital). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information, visit our website: www.imperial.nhs.uk