

Audiology Services in Lanarkshire

Information for patients
Audiology Department



This leaflet is for Hearing Aid users attending Audiology Services in Lanarkshire. It is for general information only. For personalised information please contact a member of our Audiology Team.

AUDIOLOGY SERVICE CENTRAL ADVICE LINE:

01698 456556

Text: 07795 401016

Fax: 01698 457748

email: audiology@lanarkshire.scot.nhs.uk
www.nhslanarkshire.co.uk/services/audiology

Opening hours: 9.00am to 4.00pm

AUDIOLOGY TEAM

Senior Audiologist

Provides a full range of assessments, diagnosis, hearing aid fittings and rehabilitation.

Audiology Associate Practitioner

Qualified practitioner in hearing assessment and fitting of hearing aids.

Senior Assistant Technical Officer (SATO)

A trained assistant within Audiology departments assisting in the provision of hearing aids and their maintenance.

Audiology within NHS Lanarkshire is an accredited training centre for students in Audiology.

If you do not wish to be seen by or have a student present at your appointment, please inform a member of staff upon arrival.

GETTING THE BEST FROM YOUR HEARING AID

A Hearing Aid cannot restore normal hearing but using a Hearing Aid will make a real difference to your quality of life.

The degree of benefit you obtain from a Hearing Aid will depend on the type and severity of your hearing loss.

In most cases a period of adjustment will be required while you learn to use your Hearing Aid and learn to listen again. You will obtain maximum benefit from your Hearing Aid if you use it regularly.

SAFETY PRECAUTIONS

Remove your Hearing Aid in the following situations:

- ❖ Before showering/washing your hair.
- ❖ Before using a hair dryer.
- ❖ Never put your Hearing Aid near water.

COMMON PROBLEMS

Aid not working:

- ❖ Check mould is free of wax.
- ❖ Ensure there is no moisture in ear mould or tubing.
- ❖ Check battery is inserted properly. Remove new battery from packet and remove tab.
- ❖ Make sure tubing is not kinked, hard or brittle. If so have it replaced.

Whistling Sound

- ❖ Check mould is free of wax.
- ❖ Check mould is not loose and is fitted correctly.
- ❖ Check Hearing Aid is securely connected to tubing.

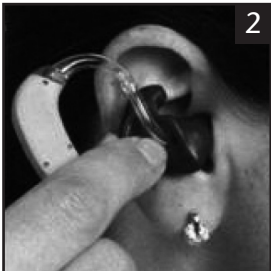
INSERTING YOUR EAR MOULD AND WEARING YOUR HEARING AID

With any Hearing Aid, it is important to fit the ear mould in your ear properly. The audiologist will have shown you how to do this and practised with you in the clinic.

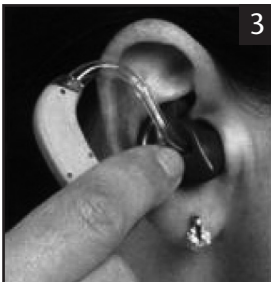
Try following these instructions:



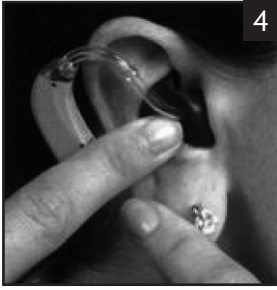
- 1) Hold the ear mould at the back with your finger and thumb.



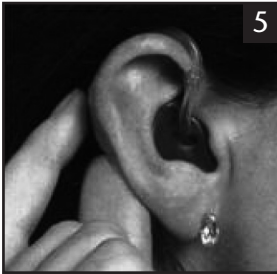
- 2) Insert the tip into your ear canal.



- 3) Then insert the top process into the crease at the top of your ear.



- 4) Use your other hand to gently pull down on your ear lobe. Push the ear mould firmly and gently in.



- 5) Tuck the hearing aid behind your ear to achieve a correctly fitted ear mould and hearing aid.

LOOP SYSTEM

T = Loop Program in Digital Hearing Aids

An induction loop is provided for the benefit of hearing aid users. To use please switch your hearing aid to 'T'.



You will see this sign wherever a loop system has been fitted in a public place. This will allow you to hear more clearly as it reduces or cuts out background noise. A loop system may also be incorporated in a Hearing Aid compatible phone.

CLEANING YOUR EAR MOULD

- ❖ Ear moulds should be wiped clean every night with a tissue/wet wipe.
- ❖ Do not use any chemicals as these can damage it.
- ❖ Use a pin to remove any wax or debris that accumulates in the channel that runs through the Ear mould.
- ❖ If the mould is blocked it will stop you hearing correctly.

If you are still having problems please contact the Audiology Services Central Advice Line.

EMERGENCY SMS

This is a trial of a UK service allowing people to contact Emergency Services by Text Message (SMS).

People can register for the system by texting the word “Register” to 999.

For more information go to: **<http://emergencySMS.org.uk>**

LISTENING TACTICS

- ❖ Tell others that you use a Hearing Aid and ask them to speak clearly and not to shout.
- ❖ 3-6 feet is the ideal listening distance from the person that is speaking.
- ❖ Face the person speaking and ask them to face you. Make sure the light is falling on their face.
- ❖ Use visual clues and make use of what you can see as well as what you can hear.

HEARING AID REPAIRS

Appointment Repair Clinics

Repairs are by appointment only. Please contact Central Advice and Appointments Line to arrange an appointment at one of the following clinic sites:

- ❖ Douglas Street Clinic, Hamilton
- ❖ Princes Gate, Hamilton
- ❖ Stonehouse Hospital
- ❖ Hairmyres Hospital
- ❖ Central Health Centre, Cumbernauld
- ❖ Monklands Hospital
- ❖ Wishaw General
- ❖ Lanark Health Centre
- ❖ Carluke Health Centre

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The first available appointment may not be at your nearest site.

Patients attending appointed repair clinics will usually be seen by a Senior Audiologist or Audiology Associate Practitioner.

Your hearing instrument remains NHS property on loan to you and should be returned when no longer required.

HOME VISITS

Home visits can be arranged by contacting the Central Line.

If the answer to any of these questions is YES then you are not eligible for a home visit.

- ❖ Can you walk? (no disability/medical condition)
- ❖ Do you normally travel by public transport?
- ❖ Do you or your carer have a mobility car or allowance?
- ❖ Do you have any friends/relatives who could take you to a clinic?
- ❖ Are there any local agencies that provide transport such as Local Authorities, Social Services, Dial-a-ride?
- ❖ Are you entitled to claim travel expenses through DSS or Hospital Cashier?

A Postal Service is available for Replacement Batteries.

Please adhere to current postal regulations and enclose a SAE for return of batteries.

Audiology Services

1st Floor Princes Gate
Castle Street, Hamilton ML3 6BU

ACCESS TO BATTERIES, TUBING, EAR MOULDS AND ADVICE

Open Repair Clinics

Patients attending open repair clinics will usually be seen by Audiology Associate Practitioners or SATO's.

You can attend these clinics without an appointment as detailed below:

Location	Day	Time
Douglas St Clinic, Hamilton	Tue - Fri	1:30pm - 4.00pm
Stonehouse Hospital	Tue	2.00pm - 4.00pm
	Thu	9:30am - 11:30am
Hairmyres Hospital	Mon - Wed	9:30am - 11:30am
	Tue	2.00pm - 4.00pm
Cumbernauld Health Centre	Mon	9:30am - 11:30am
Monklands Hospital	Mon - Thu	1:30pm - 4:00pm
Wishaw General	Mon, Tues, Wed & Fr	9:30am - 11:30am
Lanark Health Centre	Fri (2nd & 4th)	9:30am - 11:30am

Replacement Batteries can be obtained at the following Health Centres Receptions:

- ❖ Princes Gate, Castle St, Hamilton
- ❖ Douglas Street Health Centre, Hamilton
- ❖ Blantyre Health Centre, Victoria Street, Blantyre
- ❖ Larkhall Health Institute, Low Pleasance, Larkhall

- ❖ Hunter Health Centre, Andrew Street, East Kilbride
- ❖ Greenhills Health Centre, Greenhills Square, East Kilbride

- ❖ Strathaven Health Centre, The Ward, Strathaven
(Mon, Tues & Thurs 9.30am - 11.00am only at Strathaven)

- ❖ Shotts Health Centre, Station Road, Shotts
- ❖ Viewpark Health Centre, Burnhead Street, Uddingston
- ❖ Motherwell Health Centre, Windmillhill Street, Motherwell
- ❖ Wishaw Health Centre, Kenilworth Avenue, Wishaw
- ❖ Carluke Health Centre, Chapel Street, Carluke
- ❖ Biggar Health Centre, Biggar

- ❖ Coatbridge Health Centre, Centre Park Court, Coatbridge
- ❖ Airdrie Health Centre, Monkscourt Avenue, Airdrie
- ❖ Central Health Centre, North Carbrain , Cumbernauld
- ❖ Kilsyth Health Centre, Burngreen Road, Kilsyth

There are various Organisations that offer support and advice for patients with a hearing impairment.

Social Work South Lanarkshire

- ❖ Hamilton 1 Leechlee Road, Hamilton, ML3 0XB
email: swlohamilton@southlanarkshire.gov.uk
01698 455400
 - ❖ Larkhall 01698 884656
 - ❖ Blantyre 01698 527400
 - ❖ Lanark 01555 673000
 - ❖ East Kilbride 01355 807000
 - ❖ Rutherglen 0141 613 5000
- Janine Pollock, Social Worker for Sensory Impairments
0141 647 9977

Social Work North Lanarkshire

- ❖ Cumbernauld 01236 638700
- ❖ Airdrie 01236 757000
- ❖ Bellshill 01236 346666
- ❖ Coatbridge 01236 622100
- ❖ Motherwell 01698 332100
- ❖ Wishaw 01698 334820

Deaf Connections

email: deafconnections.co.uk

Phone: 0141 420 1759

Provides a range of Specialist Services including Lip Reading classes available at Princes Gate.

Royal National Institute for the Deaf (R.N.I.D.)

RNID Scotland, Empire House, 131 west Nile Street, Glasgow, G1 2RX

Tel: 0141 341 5330

Text: 0141 341 5347

Fax: 0141 354 0176

email: midscotlandrnid.org.uk

Free Phone: 0808 808123

Text Phone: 0808 808900

Provide information and equipment for people who are deaf and hard of hearing.

Deafness Research UK

330-332 Gray Inn Road, London, WC1X 8EE

Tel: 020 7833 1733

Text: 020 7915 1412

Fax: 020 7278 0404

Scottish Council on Deafness

Central Chambers, Suite 62, 93 Hope Street, Glasgow, G2 6LD

Tel: 0141 248 2477

Text: 0141 248 2474

email: Scod.org.uk

NHS Lanarkshire Audiology Service Central Advice Line

Tel No: 01698 456556

Text 07795 401016

FAX 01698 457748

[www.nhslanarkshire.co.uk/
services/audiology](http://www.nhslanarkshire.co.uk/services/audiology)

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