



Contact us

Address: Alder Hey Children's Hospital, Eaton Prescott Rd.,
Liverpool L14 5AB

Phone: 0151 252 5943 or 0151 228 4811

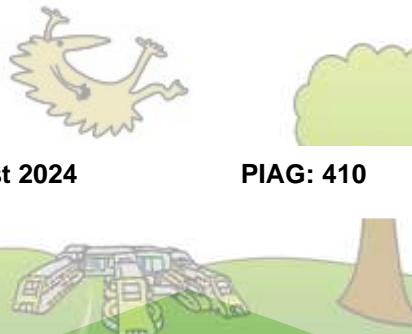
Email: Audiologymail@alderhey.nhs.uk

Website: www.alderhey.nhs.uk

Twitter: @AHAudiology

This leaflet only gives general information. You must always discuss the individual treatment of your child with the appropriate member of staff. Do not rely on this leaflet alone for information about your child's treatment.

This information can be made available in other languages and formats if requested.



ALDER HEY CHILDREN'S HOSPITAL LIVERPOOL



CHILDREN'S AUDIOLOGY DEPARTMENT

FOR PARENTS/CARERS



Softening ear wax

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Wax in the ear is natural and should never be removed by anyone other than a trained health care professional.

Never put anything into your child's ears.



Cotton buds must NOT be used!

Olive oil drops can be used to help soften any ear wax.

You will need to have some ordinary olive oil (at room temperature, do not heat up) and a teaspoon or a dropper.

Once a day, for two weeks, insert 2-3 drops of olive oil into the ear/s which needs to have the wax removed.



For full instructions, please refer to our website at <https://alderhey.nhs.uk/services/audiology>





Noise sensitivity

What is it?

It is not uncommon for children to be sensitive to sounds. It can affect people of all ages, including adults, but it is most common in young children under the age of six.



The child may shy away from or become uncomfortable when confronted with loud noises.

How to help:

- Provide reassurance
- Take control; explain the sounds to your child
- Behavioural desensitisation: help break down the association between the noise and fear

For further information, please refer to our website at <https://alderhey.nhs.uk/services/audiology>



About us...

We are a Paediatric audiology department with an audio vestibular medicine service. We are committed to providing the highest standard of care to our patients aged 0-19 years of age.

Our team is made up of:

- 2 audio vestibular consultants, 17 audiologists, 3 audiometrician's and 1 audiology nurse specialist

We run clinics in Alder Hey, Garston, Southport, May Logan, and Yew Tree.

If you have hearing concerns for your child, you will need to obtain a referral into audiology from your GP or other healthcare practitioner.

Contact information: Please see back of leaflet

Department Opening Times

Monday to Friday

08:30am to 17:00pm



Our services



Hearing assessments for children ages 0-18



We assess hearing in various ways depending on the development and age of the child.

Hearing aid fitting and servicing



We provide and fit different types of hearing aids specifically to meet the needs of the child.

When something goes wrong with the hearing aids, we will take care of it.

Vestibular assessment and management



Our audio vestibular consultants assess and manage certain types of vestibular symptoms and disorders.



Communication skills

Good communication and listening skills are important for everyone even with normal hearing but extra important for those with a hearing impairment. Here are some tips.



Make sure you can see people's faces clearly



Minimise background noise



One person speaks at a time



Speak up, but do not shout



Slow down speech



Tell the speaker you have difficulty hearing



Repeat, rephrase, or write it down



Use hand gestures and facial expressions

For further information please refer to our website on <https://alderhey.nhs.uk/services/audiology>



Useful websites:

Alder Hey Audiology

www.alderhey.nhs.uk



Deaf active, Liverpool

www.deafactive.org

National Deaf Children's Society

www.ndcs.org.uk



British Deaf association

www.britishdeafassociation.org.uk

British Tinnitus Association

www.tinnitus.org.uk



Merseyside Society for Deaf People

www.msdp.org.uk



Our commitment

TO YOU...



- Provide services that meets each patient's individual needs
- Ensure our patients feel confident and happy with their hearing aids
- Offer help whenever there are problems relating to the hearing loss or hearing aids
- Provide a service that works in partnership with health, education, social and voluntary services with you and your child at the centre

YOUR COMMITMENT TO US...

- Make every effort to attend your appointments and be punctual
- Inform us as soon as you know that you will be unable to attend an appointment
- Respect our staff





Hearing aid repairs/ Earmould service



BY APPOINTMENT ONLY:

Please phone as soon as you notice any problem with the hearing aid(s) and we will make every effort to arrange the earliest available appointment at your convenience.

Tel: 0151 252 5933

Email: AudiologyMail@alderhey.nhs.uk

If we are unable to answer the phone, please leave a message on the answerphone.

Hearing Aid Supplies

Batteries, tubing, drying capsules and other supplies can be given without an appointment if you call in or phone the department and request them to be posted home to you.

We will make every effort to be as quick as possible in assisting with your repair/supplies etc.



Local contacts

Hearing support services

Liverpool: 0151 233 5970

Sensoryservice@liverpool.gov.uk

Sefton: Hearingneeds@sefton.gov.uk

West Lanc's: Patricia.pinder@lancashire.gov.uk

Helen.hodkinson@lancashire.gov.uk

Merseyside Society for Deaf People

Tel: 0151 228 0888

Email: reception@msdp.org.uk

Liverpool Deaf Children's Society

Tel: 0151 280 7204

Email: contact@ldcs.org.uk