

Audiology department

# Removing condensation

## Information for patients, relatives and carers

### Introduction

This leaflet is aimed at patients who have been fitted with hearing aids with ear moulds.

Sound is picked up by the hearing aid, which travels through the tubing and into your ear canal so you can hear sound. If you get a build-up of condensation (moisture) in the tubing of your hearing aid it may block sound from coming through, so you may think your hearing aid is not working.

If you get condensation in your tubing, detach the hearing aid from the mould, blow down the tubing or shake it to get rid of the water in the tubing.

If you are prone to condensation, detach the hearing aid from the mould at night and leave the mould somewhere warm (not too hot) for it to dry out.

Your hearing aid should be re-tubed every six months (this can be done through our postal repair service).

You can use a puffer to manually dry the tubes or you can buy a drying system to help keep your hearing aids and tubing dry - please speak to an audiologist for further advice and help.

### Contact details:

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

| <b>Charing Cross Hospital (Children's)</b>  | <b>St Mary's Hospital (Children's)</b>   | <b>Woodfield Road Medical Centre (Children's)</b>  |
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| Children's hearing department<br>Charing Cross Hospital<br>2nd Floor, north wing<br>Fulham Palace Road<br>London W6 8RF<br><b>Tel:</b> 020 3311 1020<br><b>Email:</b><br><a href="mailto:childrens.hearing@nhs.net">childrens.hearing@nhs.net</a> | Children's outpatients<br>6th Floor, Queen Elizabeth Queen Mother building<br>St Mary's Hospital<br>Praed Street, London<br>W2 1NY<br><b>Tel:</b> 020 3312 2448<br><b>Email:</b><br><a href="mailto:smpaediatic.audiology@nhs.net">smpaediatic.audiology@nhs.net</a> | The Medical Centre<br>7e Woodfield Rd<br>London W9 3XZ<br><b>Tel:</b> 020 3312 2448<br><b>Email:</b><br><a href="mailto:smpaediatic.audiology@nhs.net">smpaediatic.audiology@nhs.net</a> |

## How do I make a comment 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](mailto: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](mailto: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](mailto:imperial.communications@nhs.net)

## Wi-fi

Wi-fi is available at our Trust. For more information, visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)