Useful links

- Cochlear: [www.cochlear.com/wps/wcm/connect/uk/home](http://www.cochlear.com/wps/wcm/connect/uk/home)
- MED-EL: [www.medel.com/uk/team](http://www.medel.com/uk/team)
- Connevans Deaf Equipment: [www.DeafEquipment.co.uk](http://www.DeafEquipment.co.uk)

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

Freephone: 0800 183 0204
From a mobile or abroad: 0115 924 9924 ext. 65412 or 62301
E-mail: pals@nuh.nhs.uk
Text message (for deaf or hard of hearing): 07812 270 003
Letter: NUH NHS Trust, c/o PALS, Freepost NEA 14614, Nottingham NG7 1BR

www.nuh.nhs.uk

If you require a full list of references for this leaflet please email patientinformation@nuh.nhs.uk or phone 0115 924 9924 ext. 67184.

The Trust endeavours to ensure that the information given here is accurate and impartial.

NUH04734N

Keeping processors secure

Information for parents/carers of children with cochlear implants

Nottingham Auditory Implant Programme

This document can be provided in different languages and formats. For more information please contact:

Nottingham Auditory Implant Programme (NAIP)
Ropewalk House
113 The Ropewalk
Nottingham NG1 5DU

Tel: 0115 948 5549  Minicom: 0115 948 5503
Mobile/Text: 07976 190 003
Keeping sound processors secure

We know that this can sometimes be difficult, especially in the early days and with young children who are always on the go.

Sometimes I am frightened that she will lose them outside.

They fall off a lot when he crawls around.

It upsets me because I know she needs to hear me talking.

He pulls them out all the time. He thinks it is a bit of a game.

However, the processors must be secure so that your child can hear.

You know that your child needs to make up lost time in listening and they will only do so if they wear their processors all the time while they are awake. If your child’s processors are secure, your concerns will be reduced and there will be fewer frustrations, allowing you and your child to enjoy their progress in listening.

The sound processors are highly specialised pieces of equipment, each one can cost up to around £8000. This is equal to the price of a small car.

It is important for you to secure the processors using the most effective methods.

In one year NAIP had a quarter of a million pounds worth of processors lost or damaged beyond repair.

Each processor costs thousands of pounds and we all need to do what we can to avoid loss or damage of the processors.

What happens if my child’s processor is lost or badly damaged?

- Contact NAIP as soon as you realise the processor has been lost or damaged
- Search thoroughly everywhere that the processor may have been lost - eg. it may have stuck to something metal.
- If it was at school, check that staff have searched thoroughly
- Contact the police to check if it has been handed in

If your child’s processor is lost, damaged beyond repair or you fail to return it a broken processor your next upgrade will be delayed for 3 years. This will help towards the cost of replacing the device. If further processors are lost, further delays will apply.

For more details check the NAIP website or contact our Helpdesk.

Contacts

NAIP Helpdesk
Tel: 0115 948 5538
Text: 07976 190 028
Email: naip@nuh.nhs.uk
Open: 10.30am to 4pm
(closed on England and Wales bank holidays)

Cochlear Care helpline (cochlear users only)
Tel: 01932 263 630
Text: 07767 167 824
www.nuh.nhs.uk/naip

It is your responsibility to ensure the processors do not get lost or damaged.
Ear moulds

Ear moulds can be worn with sound processors and are often good for children who were happy wearing ear moulds with their hearing aids. They can also be customised which makes them more fun to wear.

An open ear mould might be preferable as it is only used to anchor the processor.

If you would like to have ear moulds made to use with the sound processors, you need to talk to your local audiologist.

Safety lines, cords and clips

Safety lines are sometimes referred to as ‘Critterclips’ or ‘kiddi clips’. A loop fastens around the processor and the other end of the cord is clipped to clothes. It helps prevent the processor getting lost or damaged if it falls off the ear. One size fits all ear level processors. Bilateral or unilateral versions are available.

Safety lines are provided with some new processors. Where this is not the case they can be supplied by NAIP on request.

Some companies produce personalised clips with favourite characters attached to the clips and the child’s name on the cord. These can be purchased privately.

Wearing the processors securely and our policy

At all your appointments we will talk to you about how to keep your child’s processors safe and secure.

In accordance with NAIP’s Lost and Damaged Beyond Repair Policy:
All children aged 7 and under must use at least 2 methods of securing the processors at all times, unless they use a pilot cap or headband as their main method. Adults and children over the age of 7 must use at least 1 method of securing the processor for everyday use and 2 when doing physical activities and sports.

Usually a cord and clip is used to attach the processors to the child’s clothing, together with one other means of securing them (see below).

Ask your Nottingham Auditory Implant (NAIP) audiologist or outreach professional about these.

For some children a headband or a pilot cap works better to help secure the processors in place. If your child uses either of these, they do not need to use another form of securing the processors in addition.
**Wearing the battery pack clipped to clothes**

Some sound processor systems have a battery pack worn clipped on the child’s clothes. The processor remains in a good listening position behind the ear. We may refer to this as ‘Lite Wear’, ‘baby-worn’, ‘off-the-ear power option’ or ‘body-worn’. If you would like to change the way the processor is worn, ask a member of the NAIP team for advice and help.

- **LiteWear** - for those who have Cochlear Nucleus 5 or 6 processors.
- **Clips or power adapter** - for those who have Advanced Bionics Naida CI processors.
- **ActiveWear or BabyWear** - for those who have MED-EL Opus2 or Sonnet processors.

Ask your NAIP audiologist or outreach professional about these.

**Wig/toupee tape**

This double-sided sticky tape will help to hold the processors in place and can be used in addition to the other forms of retention. It particularly helps when the processors flop off the ears. It should be used only when scars are fully healed.

Available from shops or online outlets selling wigs. Connevans Deaf Equipment: [www.DeafEquipment.co.uk](http://www.DeafEquipment.co.uk)

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**Headbands**

These can either be bought, homemade or adapted by sewing pockets on a shop-bought headband. If your child uses a headband they do not need to use another form of retention as well. For younger children, NAIP will supply one Hearing Henry headband per patient. If any more are required they will need to be purchased privately, directly from the supplier.

A variety of different ready-made headbands are available online.

- [hearinghenry](http://www.hearinghenry.com)
- Joy Bands - [www.joybandsllc.com](http://www.joybandsllc.com)

**Bonnets and pilot caps**

Bonnets and pilot caps are good for stopping babies and toddlers grabbing the processors and pulling them off. It is important that the sides are made of material or mesh that does not muffle the sound (sound transparent). If your child is using a pilot cap/bonnet they may not need to use any other form of retention.

If you cannot make your own, bonnets and pilot caps are available to buy on the internet.

- Silkawear Bonnets: [www.silkawear.com](http://www.silkawear.com/)
- Anchor Your Hearing: [www.etsy.com/shop/anchoryourhearing](http://www.etsy.com/shop/anchoryourhearing)