

SEND – Teaching Support Team Deaf and Hearing Impaired



Daily Checks for Bone Conduction Hearing Aids

NB: If the child or young person has two bone conduction hearing aids then carry out the steps below for each device in turn.

- Carry out a visual check to ensure that all the equipment is there and connected properly and that it is of a good quality, ie no cracks, split wires etc.
- Carry out any checks, specific to the device, as directed by the SEND Teaching Support Team, including listening to the radio aid system in various locations around the school where the pupil uses the system.
- Carry out a listening activity that is appropriate for the child, eg bang a drum or say the child's name from behind and check for a response, ask an appropriate question and monitor the answer, observe how the child is functioning. Older children will often report if they have a problem.

NB: If the child or young person has two devices then carry out the above step when wearing only the right aid and then repeat with only the left aid.

- If there is a radio aid system connected to the bone conduction hearing aid then a further visual check of the radio aid equipment needs to be carried out along with an appropriate listening activity that checks the radio aid system specifically, see below:
 1. The student puts on the aid and all the equipment is switched on. If the student wears two devices then carry out this step with the right aid. The adult asks a relevant but easy question or gives an instruction to the student using the radio aid system from behind a closed door. The student should be able to answer the question or carry out the instruction. The question or instruction needs to be easy but not predictable, for example an easy times table problem or “what day is it tomorrow?” or “touch your toes” are useful. Questions such as “can you hear me?” or “is it working” are not helpful. Neither is it appropriate to ask the same question or give the same instruction every day.
 2. If the student wears two devices then Step 1 above is repeated with the student wearing only the left device.
- Complete a simple tick sheet daily to record that all the above has been done. If there are any problems with the bone conduction hearing aid then record them on the sheet and contact the parents as soon as possible as they are responsible for sorting out any problems and for contacting the hospital if necessary. If there are any problems with the radio aid system then record them on the sheet and report them to the SEND Teaching Support Team as soon as possible, giving as much specific and detailed information as possible.

NB: It is not necessary for school staff to use a BAHA listening device on a daily basis in school. Checks should be carried out daily by the parents/carers. SEND Teaching Support Team staff will have the appropriate equipment and will be able to carry out thorough checks when they visit.

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If there are problems with the radio aid system the following troubleshooting steps can be taken:

No sound picked up through one receiver:

- Change the processor battery if one is available – ear level receivers are powered from the processor battery. There may be enough charge left in the battery to power the processor but insufficient for the receiver too.
- Make sure the battery is attached properly and the receiver is pushed firmly onto the bone conduction hearing aid. The connections can become worn over time and may need to be replaced.
- Check the metal contacts on the receiver. If they are dirty try to clean them gently with a soft cloth. If they are damaged or worn then contact the SEND Teaching Support Team.
- If an ear level receiver is used then try putting the receiver on the other device, if possible, taking care not to confuse the two. This will help to establish whether or not the receiver is faulty and is useful information to pass on to the SEND Teaching Support Team.

No sound through both receivers:

- This means there is likely to be a problem with the transmitter.
- Check the transmitter is switched on.
- For radio aid systems (Genies and some Inspiros) check the correct frequency is displayed on the screen. If a different frequency is displayed then contact the Teaching Support Team.
- For digital systems (Roger Inspiros) check that the receiver is connected to the transmitter by pressing the connect button on the Roger Inspiro when it is next to the Roger receiver which must be connected to a hearing aid which is switched on.
- Make sure the transmitter is fully charged – the level is indicated on the screen.
- Check that the microphone is not on 'mute'.
- If the problem can not be resolved then contact the SEND Teaching Support Team.

Interference or other sounds/voices are heard:

- It is helpful to note the times and specific locations when this problem occurs and contact the SEND Teaching Support Team.

Transmitter not holding its charge:

- Charge the transmitter every night, not just when the battery indicator is low.
- If the transmitter does not have sufficient charge for one working day then contact the SEND Teaching Support Team to arrange for replacement batteries or, if it is a Genie transmitter, you can try different AA batteries.