

## Patient information factsheet

# HearGlueEar app

This factsheet explains what the HearGlueEar app is and how to use it. If you have any questions or concerns, please contact a member of our team.

### What is HearGlueEar?

HearGlueEar is an app for children aged two to six who have hearing loss due to glue ear. When a child has hearing loss, there may be delays in their learning and development. The HearGlueEar app is designed to help reduce these delays.

The app helps children to develop 'auditory processing' (processing sounds in the brain) and listening skills through specially designed songs, games and audiobooks.

The app also provides useful information and resources for parents and guardians, including a basic hearing check to give you an idea of your child's level of hearing.

The app is free and is available from the Apple App Store or Google Play. It looks like this:



### How do I use the app?

You will need to download the app on your phone. Once you have downloaded it, you will need to register you and your child's details in order to use the app.

When you register, you will be asked to consent to your data being used, to help improve the service and performance of the app. There is also a sentence about sharing data with medical professionals, but this is related to a study in Cambridge and is no longer relevant. Once you have registered, you will be taken to the home page (shown below).



# Patient information factsheet

## How do I perform a basic hearing check for my child?

To perform a basic hearing check, you will need to:

1. Select the 'How is my hearing?' button.
2. Select 'Setup' (you will need to do this each time you use the app).
3. Select 'Start' on the 'Ambient Noise' page to make sure the background noise level is acceptable.
4. Select 'Play Tone' on the 'Device Volume' page to make sure your child can clearly hear the tone.

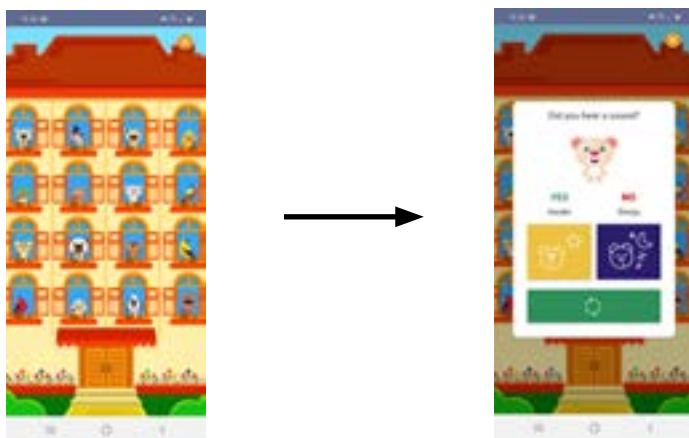


The person carrying out this check should have normal hearing. Ideally, you should not change the settings on the phone once the setup has been completed.

If your child uses hearing aids, they will need to take them out for the basic hearing check. Your child can complete the basic hearing check with or without headphones.

## What does the basic hearing check involve?

For the hearing check, your child will be shown a building containing lots of different animals (shown below). They will need to click on the windows and then decide whether or not the animal makes a sound ('awake' or 'asleep'), and if it is a quiet or a loud sound.



## How can I find out my child's results?

When your child has finished their hearing check, select either the home screen menu (three horizontal lines) and then 'analytics', or select the bar chart at the top of the home page, and then select 'plays' to get their results. You will need to put in the pin number you created when you registered for the app.

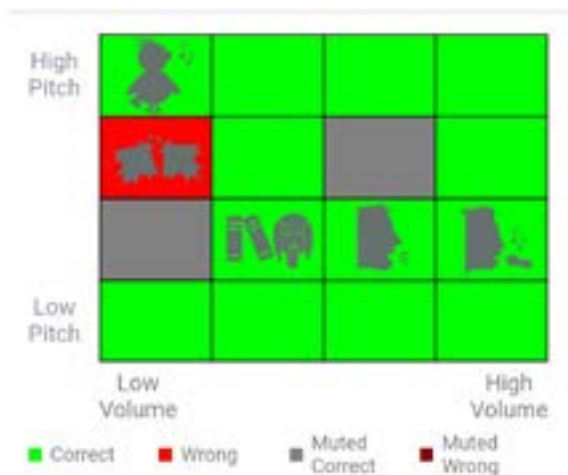
# Patient information factsheet

## What do my child's results mean?

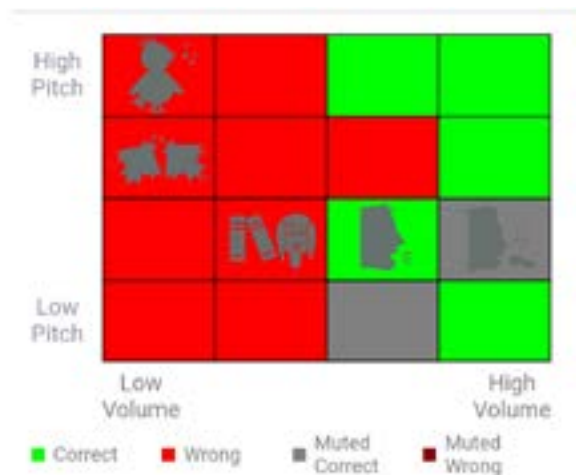
The squares in the left half of the chart indicate low volume (quiet) sounds and the squares in the right half of the chart indicate high volume (loud) sounds. The squares along the bottom half of the chart indicate low pitch sounds and the squares in the top half of the chart indicate high pitch sounds.

The number of green squares represents your child's level of hearing. The more green squares there are and the further they stretch to the left side of the chart, the better your child's hearing is.

For each hearing check, two of the animals will be silent (the grey boxes). This is to make sure your child is not just randomly guessing.



An example of a good hearing result



An example of a poor hearing result

## What should I do with my child's results?

### There are hardly any red squares

This is a sign that your child's current hearing levels are good.

If your child has hearing aids, we suggest they stop wearing them for the time being to stop sounds being too loud for them. It may take a few days for your child to get used to listening without their hearing aids.

You may wish to repeat the check after a few weeks to make sure your child's hearing level is still good.

### There are a few red squares

This is a sign that your child may have a mild hearing loss.

If your child has hearing aids, we suggest they continue wearing them for listening activities. We recommend that you repeat the check after a few weeks to see if there is any change to your child's hearing level.

### There are six or more red squares

This is a sign that your child is struggling with their hearing currently.

# Patient information factsheet

If your child has hearing aids, we suggest you encourage them to wear them as much as possible. If your child does not have hearing aids, we recommend that you repeat the check after a few weeks to see if their hearing level has improved naturally. If there is no improvement, please contact our audiology department for advice. During this time, it will be important to get your child's attention before talking to them and to reduce background noise where possible.

## Songs, games and audiobooks

Your child can also listen to songs and audiobooks, and play games on the app (a few examples shown below). Please note that the speech therapy button is not currently in use.



## Contact us

If you have any questions or concerns, please contact us.

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The Royal South Hants Hospital  
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If you are a patient at one of our hospitals and need this document translated, or in another format such as easy read, large print, Braille or audio, please telephone **023 8120 4688**.

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit [www.uhs.nhs.uk/additionalneeds](http://www.uhs.nhs.uk/additionalneeds)