

**Audiology Service  
Loss or damage to NHS property  
(Hearing aids, implants and other equipment)**

This sheet explains the admin charges that may be applicable if you lose your hearing aid, implant or other equipment on loan from the NHS or it gets damaged due to neglect.

There is an administrative charge for each device lost or damaged. This charge is a contribution to the cost of replacement of the device to the service.

Examples of neglect would be:

- Exposure to excess moisture from showers, baths, swimming or rain.
- Damage from domestic appliances such as washing machines, microwaves or ovens
- Tampering with the device, such as gluing parts together or inserting the battery incorrectly
- Adding permanent decoration to a device by glue, paint or varnish
- Marks of damage through neglect or poor storage such as rust, grime, melted casing or teeth marks
- Poor or inappropriate cleaning of a device which causes irreparable damage

The following patient groups will not be charged:

The patient is in receipt of one of the following:

- Pension Credit Guarantee (must state guarantee)
- Income Support
- Working Family Tax Credit
- Low Income Form (HC2 or HC3)
- Universal credit
- The hearing aid was lost during a CDDFT hospital stay. The ward will need to provide an incident safeguard number before the aid can be replaced
- The hearing aid was lost while resident in a care home. In this instance the residential care provider will be invoiced for the lost or damaged aid(s)
- The hearing aid was stolen. If this applies, you must provide the police crime number.
- The patient lives in their own accommodation and has a confirmed written diagnosis of dementia
- The patient is registered blind or partially sighted and lives in their own accommodation
- The patient is under the age of 18 and in full time education
- In exceptional circumstances where there has been multiple losses of hearing aids payment may still be required

If patients feel they should be exempt for any other reason, a written appeal is required. In the case of benefits evidence to confirm the benefit should also be submitted. Appeals must be made in writing to the Appeals Committee via the Audiology Manager to one of the addresses below.

It is not possible to insure a device against lost or damage as it remains NHS property and therefore cannot be insured by individuals. However, it may be possible to have insurance against a charge for the loss or damage of a device. Patients are advised to contact insurance companies directly to enquire about this if they are keen to explore this option. Refunds will not be made if the device is found due to the administration charges involved to arrange a replacement hearing aid.

**Audiology Dept., University Hospital of North Durham, North Road Durham  
DH1 5TW  
Tel. 0191 3332305 email: [cdda-tr.audiologyuhnd@nhs.net](mailto:cdda-tr.audiologyuhnd@nhs.net)**

**Audiology Dept., Darlington Memorial Hospital, Hollyhurst Road, Darlington  
DL3 6HX  
01325 743153 e-mail: [cdda-tr.audiologydmh@nhs.net](mailto:cdda-tr.audiologydmh@nhs.net)**