

**A Guide to  
The Home  
Oxygen Service**  
For Adult Oxygen  
Users and Their  
Carers

Healthcare  
Helpline  
**0800 373580**

# About Your Equipment

Please refer to these pages when reordering accessories or speaking to our Healthcare Helpline.

You should take this booklet with you to any reviews with your Healthcare Professional (HCP).

**Date of installation:**

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**Technician's name:**

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**Flow rate:**

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**Patient number:**

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**NHS number:**

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**HCP name:**

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**HCP phone number:**

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## Equipment

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## Cylinders

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## Accessories

- Ventimask: .....%
- Medium concentration mask
- Non-rebreathe mask
- High concentration mask
- Tracheostomy mask: .....%
- Nasal prongs: ..... code
- Converter: ..... model
- Coiled tube, clamp & connector
- Portable cylinder bag
- Micro flowmeter
- Low flowmeter



# Welcome

The Home Oxygen Service (HOS) has been designed to provide you with all your oxygen therapy needs at home. Your Healthcare Professional will have chosen the most appropriate oxygen equipment for your condition. Baywater Healthcare will be providing your home oxygen equipment. This guide explains how to use, clean and look after your oxygen equipment safely.

Your oxygen equipment is the property of Baywater Healthcare on loan to the NHS and must be returned if no longer required.

The Home Oxygen Service also provides a free holiday service if you visit anywhere in England, Wales, Scotland or Northern Ireland.

If you have any questions about the oxygen equipment, safety or the service, please call our Healthcare Helpline on **0800 373580** between 8.00am-6.30pm (every day). The service is available 24 hours a day for urgent calls, but remember if you feel unwell you should contact a GP or in an emergency, phone for an ambulance.

The information provided in this booklet was believed to be correct at the time of going to print.

All images are for illustration purposes.

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# General Safety

## When used correctly oxygen is safe

We complete thorough risk assessments and health and safety checks before any oxygen equipment is installed in your home. You also need to follow these guidelines:



### **Do not smoke** **Do not let anyone smoke near you**

Smoking is dangerous when oxygen is being used.



### **E-Cigarettes**

Do not use e-cigarettes or be close to somebody using an e-cigarette when using your oxygen.



### **Keep oxygen away from fire**

All oxygen equipment should be kept well away from candles (including scented candles), barbecues, fires and gas cookers.

## Smoke alarms

Install a smoke alarm. Regularly check your smoke alarm to ensure it is working and its batteries do not need replacing. We inform the Fire and Rescue Service that you have oxygen in your home, who will contact you to complete a safe and well check. You should also tell them what equipment you have and where you store it.

Our Healthcare Technician will check your smoke alarms are in working order when oxygen is installed. Should you not have any working smoke alarms, we will inform the Fire and Rescue Service, who may be able to help install them.



## Keep away from heat

Oxygen helps fires to burn. Keep away from fire. Ensure that any oxygen is kept away from gas fires, cookers and heaters etc. Recommended distance for oxygen therapy equipment from fires 3m (10ft); radiators and heaters 1.5m (5ft).



## Turn it off

Make sure the oxygen is turned off when it isn't being used. When oxygen is being used, always make sure the nasal prongs or mask is not left on any soft material (for example, blankets, clothes, sofas or cushions) for any amount of time. Oxygen may soak into the material and can increase the risk of having a fire.



Remember to wait 20 minutes after using oxygen before getting close to anything that has a flame.

## Fresh air

Always make sure there is fresh air when using oxygen. Try to keep a window or door in the room ajar when the equipment is in use.



## Keeping all equipment clean

Only use a clean damp cloth and mild non-scratch cleaning materials to clean the equipment and allow it to dry properly before using.

## Oxygen and emollients

Lotions, creams, lip balms and skin products contain the ingredients paraffin or oil, these can react when used with oxygen therapy.

Some users of oxygen therapy have creams or emollients prescribed to them for medical skin conditions such as psoriasis or eczema. When using a cream or emollient that contains oil or paraffin it is important that you speak with a Healthcare Professional or pharmacist to ensure your safety.



Emollients and creams that contain petroleum or oil, can soak into bedding, clothing, bandages, and your hair. This can make them more flammable, especially when used with oxygen therapy. When using emollients or creams that contain these ingredients, avoid being close to anything that could start a fire, including matches, lighters, e-cigarettes, cookers, halogen heaters and lit cigarettes. It is also essential that you apply the minimum amount required and wash your hands thoroughly with soap and water after application.



The Medical Healthcare Regulatory Agency (MHRA) have released specific guidance related to the safe use of creams and emollients. Advice includes, washing of bedding and clothing regularly, keeping creams away from soft furnishings, avoiding smoking and telling your friends and family about their use. Please take note that you should wash fabrics at the highest suitable temperature to remove oils and grease, this can reduce the risk of fire but may not remove the risk altogether.

Baywater Healthcare recommend that you avoid using creams or emollients containing oil or petroleum on your face and hands when using oxygen therapy. It is safer to use a water-based cream or lubricant if you are able. Speak to a Healthcare Professional or pharmacist for guidance on the safest product to use.





## Firebreak

Never remove this small white plastic piece from the tubing and make sure that the blue arrow is pointing to you. A firebreak will stop a fire spreading in your tubing.

A firebreak is not included on the tubing for the small portable cylinders.

## Tubing

Make sure your tubing does not get trapped or crushed under doors/furniture as this can stop/reduce the oxygen flow.

Keep tubing away from your feet when walking and take care not to slip or trip over it. Be aware of where your tubing is at any time, particularly when you stand up. Take particular care when on or near stairs. When you are using oxygen while walking you may find it easier to drape the tubing over your shoulder.

If you are taken into hospital, ensure paramedics leave your tubing in place as you will need it when you are discharged. If your tubing is taken, please call us for replacements in advance of your discharge.

## Fixed oxygen tubing

For safety reasons, fixed oxygen tubing is recommended by your Healthcare Professional. This is when the tubing is secured to skirting boards and around door frames.

## Servicing

Our Healthcare Technician will visit and check your oxygen equipment every six months. If there is a problem with the oxygen machine use your emergency cylinder and call us on **0800 373580**.



## Cylinder safety and storage

Make sure cylinders are firmly secured and cannot be knocked over or fall on anyone.

If a small portable cylinder is being carried in a wheelchair or pushchair make sure that it is safely secured and balanced. If you use the carry straps on the cylinder bag, make sure they are firmly secured.

Oxygen equipment should be stored three metres away from electrical appliances that get hot or warm when in use.

## Emergency cylinders

Emergency cylinders are provided along with an oxygen machine in case of a power cut or machine failure and should only be used in this instance.

The emergency cylinder should be located somewhere that you can easily reach it should it be needed. Keep a torch to hand in case the cylinder is required when it is dark.

## Storage

All oxygen equipment should be stored in a cool place that has good air flow around it. Keep away from any item with the flammable logo or has the ingredient of oil in the ingredients list on the packaging. Cylinders can be laid flat and work equally well.



## Tradespeople in your home

If you have tradespeople working in your home, make them aware of the location of oxygen equipment and any installed fixed tubing along with the precautions required.

## Follow the advice given

Our Healthcare Technicians have had extensive training. We ask that you follow their advice at all times, if you are unsure of anything, please call us on **0800 373580**.

## Your oxygen is for you

Oxygen is a medically prescribed drug, and should only be used by the person it has been ordered for. Under no circumstances should you allow anyone else to use it.



# Masks, Nasal Prongs and Tubing

**You must use only masks, tubing and nasal prongs supplied by Baywater Healthcare.**

Nasal prongs can easily become blocked and masks can become dirty over time, it is very important to keep both clean.

Replace nasal prongs monthly or on the advice of a Healthcare Professional. With regular cleaning, masks will last approx 3-6 months. **You should request new nasal prongs or masks when you start to use your final one.** You can request these and tubing from our Healthcare Technician, or by calling us.

The tubing we supply has been specially designed to prevent crushing (which can restrict the flow of oxygen) but it is always important to check that the tubing is not kinked or trapped.

(open 24 hours, 7 days a week for urgent calls)

## Caution

Nasal prong tips should be cleaned daily with a damp cloth. **Never** immerse nasal prongs in water.

Oxygen masks **must** be cleaned daily in hot soapy water. Rinse and thoroughly air dry before use.

Non-rebreathe masks **must not** be immersed in water. Wipe them daily using a damp cloth.

## Relieving irritation and dryness

Masks and nasal prongs can irritate the nose and skin, especially for people on high flow rates. To relieve skin irritation and prevent dryness use moisturisers that contain no oil in the ingredients list. **DO NOT use gels or creams that contain the ingredient oil, such as petroleum jelly.** If in doubt, consult a pharmacist.

## Your oxygen supply tube

The oxygen supply tube carries oxygen from the cylinder or oxygen machine to the mask or nasal prongs. It is an important piece of equipment.

Check the oxygen tubing regularly for any obvious signs of damage such as kinking, flattening or splitting. If you notice any damage, replace it immediately.

Ensure that tubing does not become trapped, for instance in furniture or doors, as this will restrict, or even stop the flow of oxygen.

Please also take care to minimise problems which can be caused by pets in your home ie puncturing the tubing.

## Caution

Under no circumstances should the oxygen supply tube be totally immersed in water.

# Travelling and Holidays

## Transporting oxygen equipment

Follow this advice when transporting oxygen equipment:

- Inform your insurance company that you will be carrying oxygen (see the following page for a sample letter).
- Secure cylinders safely in the boot of the vehicle, behind the front seats or on the back seat (see 'Travelling with cylinders').
- Never transport cylinders in the front passenger seat.
- If transporting several small portable cylinders always carry them in a green safety box; we can provide this if needed.
- Individual portable cylinders should be kept in the carry bag.
- Never use oxygen in a fuel station and never smoke while oxygen is being used.



## Public transport

You are able to use your oxygen on public transport, however different companies will have different rules and regulations. Please check with the transport company before travel. Your local council has details of taxis that are registered to carry passengers with special requirements.

Ensure the cylinder is secure when using public transport.

(open 24 hours, 7 days a week for urgent calls)

# Example Insurance Letter

Sample Motor/Home Insurance LTD  
1 Sample Street  
Sample Town  
SA1 MPL

Policy No: 123456789  
Policyholder: Mr A Sample

Dear Sirs

I am writing to notify you that, as a user of oxygen for medical purposes, I am required to transport/store oxygen equipment in my vehicle/home.

I will of course follow all the safety guidelines on transporting/storing oxygen equipment provided to me by my oxygen service provider.

If you would like any further information please do not hesitate to ask.

Yours faithfully

Mr A Sample





## Travelling with cylinders

If you transport cylinders in your car remember:

- Safely secure cylinders in the boot of the car, behind the front seats or strapped in the back seat.
- If you have other passengers in your car, you can secure your cylinder by placing the bag over the back of the front seat.
- If you are transporting several cylinders you could use a cylinder safety box – ask your Healthcare Technician for one or call our Healthcare Helpline.
- Never smoke while oxygen is being used.
- Never use oxygen in a fuel station.
- Never store cylinders in the car.
- If you have to leave cylinders unattended in the car put them out of view in the boot.

(open 24 hours, 7 days a week for urgent calls)

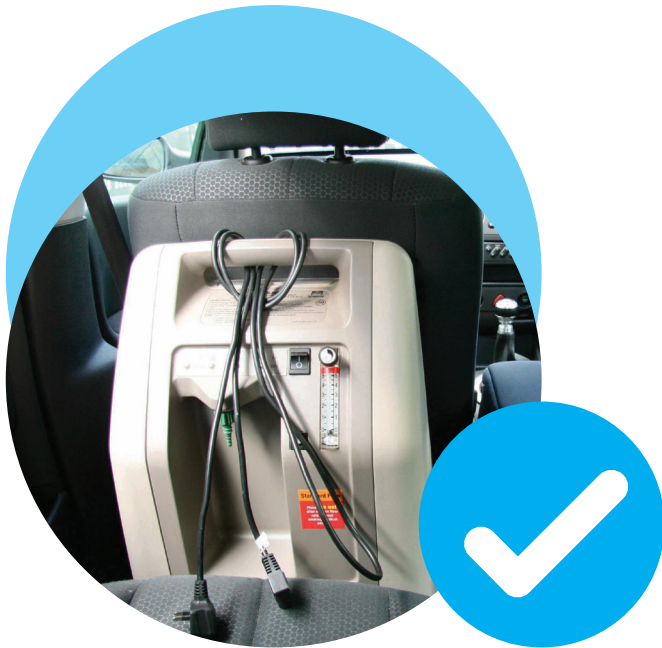
## Travelling with an oxygen machine

When transporting an oxygen machine please remember:

- Keep it in an upright position.
- Take the emergency cylinder with you as well (ensure this is safely secured when moving or travelling).
- Do not leave it on view in your car whilst it is unattended.
- If you have any problems during travel with your oxygen, please call us.

### Caution

Oxygen machines are heavy. Always take care when moving them.



## Away from home service in the UK

Please call our Healthcare Helpline with the address that you will be staying at and the dates you will be arriving and departing. We will organise a delivery of oxygen supplies to your destination and have this supply removed once you leave.

Please note this only applies if the oxygen equipment required for your stay is the same as you have at home. If you require different equipment please see your Healthcare Professional.

Please give us at least two weeks notice of any stays away from home.

## Secondary addresses

We can provide an oxygen supply exactly the same as the one supplied at your home to another address. This could be a holiday home, a family members' house you visit regularly or respite care. Please call our Healthcare Helpline for more information.

**Inform us  
two weeks in  
advance of any  
PERMANENT  
change of  
address**

## Moving home

If you are moving home, call us with the date and address of where you are moving too and the name of your new doctors surgery (if you are changing).

## Home insurance

You should inform your insurance company that oxygen equipment will be used and stored in your home. See the example insurance letter earlier in this section.

## Going outside the UK

If you are travelling abroad you will need to arrange for oxygen supplies yourself. We can provide details of suppliers, please call our Healthcare Helpline.

## Flying

Our oxygen equipment is for use in the UK only and is not available for flights.

Speak to your Healthcare Professional before planning a flight, you may need to complete a flight assessment.

If oxygen is needed during a flight, we recommend that you always speak to the airline you are flying with. You may have to pay for an oxygen supply when you are flying, but this depends on the individual company.

## Cruises

Oxygen equipment is for use in the UK only and is not available for cruises

**Please note:** We **cannot** supply oxygen to a tent, and an oxygen supply should never be used in a tent. As oxygen can help fires burn more fiercely we recommend that anyone using oxygen stays at least 3m (10 feet) away from flames – this includes campfires, firepits, chimineas, barbeques and gas heaters.

# Privacy Notice

In line with the General Data Protection Regulation (GDPR) we would like to let you know how we will use your personal data.

## The types of personal information we collect

We collect information about you which is provided to us, this includes:

- Your name, address and contact details
- Date of birth, contact phone numbers, contact email address
- Payment information (if appropriate) which includes your personal bank account details
- Any other information that you choose to provide to us

## How we use personal information

We use your information in accordance with the Data Protection Legal and Regulatory principles and in order to provide the services which have been prescribed for you:

- We will comply with the Law
- To process orders for your service provision
- To send you satisfaction questionnaires in order to provide support and improve the services we offer
- To communicate with you and your healthcare professionals and provide customer support
- To support our financial invoices in order to secure payment from our customers for the service provision

- To send you system alert messages – for example, we may inform you of temporary or permanent changes to our services such as planned outages, new features, releases, abuse warnings and changes to our Privacy Policy
- To send you information about your therapy and safe use - for example, you may receive copies of our Sunshine Magazine
- Your information is stored on a secure record on our servers, that is only accessible by our dedicated staff
- We will record and monitor telephone conversations to or from you in order to offer you additional security, resolve complaints, improve our service standards and for staff training purposes
- Phone call recordings are retained for legal reasons:
  - to evidence the obtaining of bank details for the NHS contract to supply the services
  - for financial audit purposes
  - to provide any evidence required relating to complaints or for clarification of your requirements of service
  - to provide any evidence required in any legal investigation
  - to confirm correct information has been collated for any electricity reimbursements for equipment use under contract
- We will store your information for the duration of our service provision to you
- The information will only be retained for as long as necessary to fulfil the purposes we collected it for which includes satisfying any legal, accounting or reporting purposes

- Your information may be archived in order to comply with legal obligations

## **How we may share and disclose personal information**

As a recipient of our service, you will have signed a consent form and agreed to us sharing your information with:

- Your hospital care team
- Your GP
- The home care team
- Other teams (e.g. NHS administration and the Fire and Rescue Service)
- Your electricity service provider

We also have a legal obligation to share your information with any Government department, public body, or other third party where we believe in good faith we are legally obliged to do so.

## **Safeguarding your privacy rights**

Whenever we have contact with you or your representative by phone we will always ask for the following information:

- Your postcode
- Your first line of the address
- Your full name
- Your date of birth

It is very important that we make sure that when accessing our patient records we are certain that we are looking at the correct file so that we are only discussing private and personal information with a patient or their representative who has the right to know.

(open 24 hours, 7 days a week for urgent calls)

## Your rights and choices

We want you to be in control of how your personal information is used by us. You can do this in the following ways:

- You can request a copy of the information we hold about you
- You can tell us about any changes to your personal information which we hold
- You can ask us to amend any of the personal information we hold about you to ensure it is correct and accurate
- You can ask us to erase the personal information we hold about you, although we are legally obliged to inform your Healthcare Professional of this decision
- You can request changes to the way we use your information
- Where we process your personal information based on legitimate interest or the public interest, you have a right to object at any time to the use of your personal information
- In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time
- You can withdraw your consent for us to share your information in the ways described above



To withdraw your consent, please contact Baywater Healthcare on **0800 373580** in the first instance.

Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.



# Getting in Touch

## Questionnaires

Soon after oxygen has been installed we will contact you to complete a brief questionnaire (by phone). The NHS may also contact you to ask that you complete a questionnaire.

You have the right to opt out of these surveys. This can be indicated on the Home Oxygen Consent Form completed by your Healthcare Professional, or alternatively you can call us.

Advice on how to access any information that you provide will be supplied at the time.

## Feedback procedure

If our service does not meet your expectations, please call us immediately on **0800 373580**. If you are still unhappy, a complaint should be put in writing and sent to:

Customer Feedback  
Baywater Healthcare  
Wulvern House  
Electra Way  
Crewe, Cheshire  
CW1 6GW

or emailed to: [healthuk@baywater.co.uk](mailto:healthuk@baywater.co.uk)

## If you have problems

Baywater want to ensure that all users of home oxygen are safe and do not have any problems with their equipment. It is important for people to report problems experienced with their oxygen or equipment by calling **0800 373580**.



## Useful Contacts

### **Baywater Healthcare**

**[www.baywater.co.uk](http://www.baywater.co.uk) - [healthuk@baywater.co.uk](mailto:healthuk@baywater.co.uk) -  
0800 373580**

Our website provides information regarding the service.

### **British Lung Foundation**

**[www.blf.org.uk](http://www.blf.org.uk) - 03000 030 555**

This UK charity supports those affected by lung disease.

### **Breathe Easy Support Groups**

**[www.blf.org.uk/support-for-you/breathe-easy](http://www.blf.org.uk/support-for-you/breathe-easy) -  
03000 030 555**

230 support groups across the UK supported by the British Lung Foundation.

(open 24 hours, 7 days a week for urgent calls)

## **Cystic Fibrosis Trust**

**[www.cysticfibrosis.org.uk](http://www.cysticfibrosis.org.uk) - 0300 373 1000**

Offers support for both sufferers and their carers.

## **National Fire Service**

**[www.fireservice.co.uk](http://www.fireservice.co.uk)**

Free information on fire safety. You can also arrange a free safe and well test.

## **NHS Choices**

**[www.nhs.uk](http://www.nhs.uk)**

Official site of the NHS in England.

## **NHS Scotland**

**[www.scot.nhs.uk](http://www.scot.nhs.uk)**

Official site of the NHS in Scotland.

## **NHS Wales**

**[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)**

Official site of the NHS in Wales.

## **Ouch**

**[www.ouchuk.org](http://www.ouchuk.org)**

Raising general awareness of cluster headache.

## **Pulmonary Hypertension Association**

**[www.phauk.org](http://www.phauk.org) - 01709 761450**

Provides information on Pulmonary Hypertension.

## **Smoke Free**

**[www.nhs.uk/smokefree](http://www.nhs.uk/smokefree) - 0300 123 1044**

A website dedicated to helping people quit smoking.

# Notes

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(open 24 hours, 7 days a week for urgent calls)

# Notes

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For more information please contact:

**Baywater Healthcare**

Wulvern House  
Electra Way  
Crewe  
Cheshire  
CW1 6GW

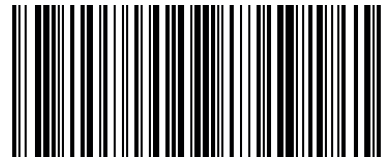
Call: 0800 373580

 [healthuk@baywater.co.uk](mailto:healthuk@baywater.co.uk)

 @BaywaterHealth

 Baywater Healthcare

 Baywater Healthcare



Mae'r llyfryn hwn ar gael yn Gymraeg

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**ENHANCING  
LIVES**