

A Guide to Your Sleep Service



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Why You Are Using a Sleep Device

You will have been told you have a problem with your sleeping. Your Healthcare Professional may have called this Obstructive Sleep Apnoea (OSA). To help with your sleeping you need to use a sleep device. Please take a few minutes to read through this booklet as it contains helpful information, practical tips, and what to do if you have any problems.

When asleep, if you have OSA, you will stop breathing for a short amount of time, before starting to breathe again. This may happen many times during a night. You may also snore, sometimes you will wake up during the night and will feel tired during the daytime.

Why does this happen?

This happens when the breathing tube in your neck (which we will refer to as your airway), relaxes, causing it to close. Your airway may close due to several reasons:

- Your airway is soft, when asleep it can relax making it hard for you to breathe
- Your muscles may not be strong enough to keep your airway open
- Large tongue
- Large tonsils
- Blocked nose
- Large neck
- Being overweight

What you need to do if you are driving

You must tell the Driver and Vehicle Licensing Agency (DVLA) if you have a health problem that makes you sleepy when driving. Your Healthcare Professional will have told you if this is needed.

You can be fined up to £1,000 if you don't tell DVLA about a medical condition that affects your driving. You may be prosecuted if you're involved in an accident as a result.

Ask your Healthcare Professional if you're not sure how your sleeping problem affects your driving.

Driver and Vehicle Licensing Agency (DVLA)

Questionnaires may be downloaded from:
www.gov.uk/obstructive-sleep-apnoea-and-driving

Drivers Medical Enquiries
DVLA
Swansea
SA99 1TU

Tel: 0300 790 6806 (car drivers and motorcycles)

Tel: 0300 790 6807 (bus, coach and lorry drivers)

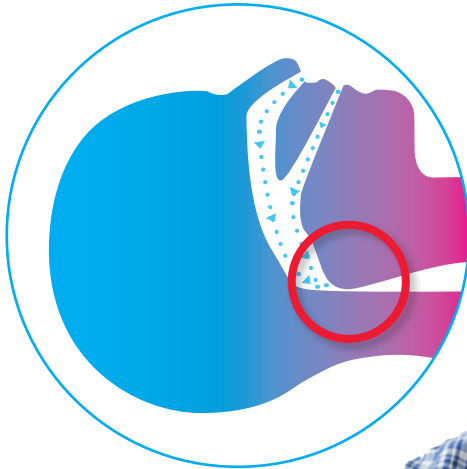
Monday to Friday 8.00am to 5.30pm, Saturday 8.00am to 1.00pm

Your Treatment

Sleep devices are the best treatment for people who have a sleep problem (OSA).

Sleep devices work by blowing air through a mask into your nose or mouth. This stops your airway from closing.

As the airway is kept open, your breathing and sleep usually return to normal.



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

Benefits of using a sleep device

- A good night's sleep
- Able to get to get to sleep more easily
- Stay asleep
- Stop snoring
- Feeling bright in the morning
- No morning headaches
- Do not feel sleepy in the daytime
- Able to remember things
- Able to think more clearly
- Feel happier
- Your partner will sleep better

Sleep devices reduce the risk of

- Car accidents
- Heart problems
- High blood pressure
- Stroke
- Diabetes
- Putting on weight
- Depression



Your sleep problem will come back if you stop using your sleep device.

You should use your sleep device all night every night

Your Sleep Equipment



Sleep device

Your sleep device blows air to keep your airway open.



Mask

You need to wear a mask so the air can keep your airway open.



Long tube

The tube allows the air to go from the sleep device to your mask.



Humidifier

Water chamber makes the air less dry - your Healthcare Professional will tell you if you need one of these. If your mouth or throat feels dry when using your sleep device please call us.

Caution

All masks have small holes that allows air to come out. This is normal. Do not cover the holes.

How to Put Your Sleep Mask On

Your Healthcare Professional will have chosen the type of sleep mask that you need to breathe comfortably.

Your sleep mask will have been fitted to you. It will feel strange to start with, but you should get used to wearing your sleep mask quite quickly.

You will have been shown how to put your sleep mask on when you were given your sleep device. You may also have been given a 'quick fit guide' with your sleep mask. If so please look at this to help you with your sleep mask.



Tip: To help you put your sleep mask on in the right place, look in the mirror until you are used to doing it

Nasal masks

These are called nasal masks as they go over your nose only.

To put your nasal mask on



Undo the quick release clip at the end of the head strap. Place the soft cushion over your nose - all of your nose should fit comfortably inside the cushion



Hold this in place with one hand. With your other hand, pull the headstraps over your head, and then fasten the quick release clip to the sleep mask



Check that the head straps are not twisted, and that they are on straight and level



Get into bed and attach the long tube to the mask. Turn on your sleep device and go to sleep



To take your nasal mask off, first undo the quick release clip, and then pull the mask off your head

Pillows masks

These are called pillows masks as although they are still nose masks, they do not cover the nose, they have little 'pillows' (prongs) that go into the nostrils.

To put your pillows mask on



Place the end of the pillows into your nostrils



Pull the head straps over your head



Make sure the pillows are straight in your nostrils



Get into bed and attach the long tube to the mask. Turn on your sleep device and go to sleep



To take the pillows mask off, just pull the head straps over your head

Full face masks

These are called full face masks as they go over the nose and mouth.

To put your full face mask on



Undo the quick release clip at the end of the head strap. Place the soft cushion over your nose and mouth - your nose and mouth should fit comfortably inside the cushion



Hold this in place with one hand. With your other hand, pull the head straps over your head, and then fasten the quick release clip to the sleep mask



Check that the head straps are not twisted, and that they are on straight and level



Get into bed and attach the long tube to the mask. Turn on your sleep device and go to sleep



To take your full face mask off, first undo the quick release clip, and then pull the mask off your head

Hybrid masks

These are a type of full face mask, but they sit under the nose, they do not cover it, but the mouth is still covered.

To put your hybrid mask on



Undo the quick release clip at the end of the head strap. Place the soft cushion over your mouth and under your nose - your mouth should fit comfortably inside the cushion



Hold this in place with one hand. With your other hand, pull the head straps over your head, and then fasten the quick release clip to the sleep mask



Check that the head straps are not twisted, and that they are on straight and level



Get into bed and attach the long tube to the mask. Turn on your sleep device and go to sleep



To take your hybrid mask off, first undo the quick release clip, and then pull the mask off your head



How to alter the length of your head straps

While you are wearing your sleep mask, undo the velcro on both head straps at the top of the mask. You can then pull back gently to tighten the head straps, or let them out a little to make them longer. You must do both straps at the same time - do not do one side and then the other.

Do the same thing with the head straps at the bottom of your sleep mask.

When your head straps are the right length, you should be able to put a finger underneath each one. Do not make them too tight.

How to Use Your Humidifier

You will need a humidifier if you are getting a dry nose and mouth. A humidifier is a water chamber with a heated plate underneath to warm up the water.

1. Take the water chamber out of your sleep device



2. Fill the water chamber with clean water every night before you use your sleep device. You should use distilled water, but if you cannot get this, use water that has been boiled in the kettle and let it cool down before you use it



3. Fill the water chamber up to the maximum fill level - there should be a line on the side of the chamber to fill it up to



4. Push the water chamber back into your sleep device



5. The humidifier will turn on when you turn on your sleep device. The weather and how warm your bedroom is will make a difference to your humidifier, so you may need to turn it up or down. You can do this by using the buttons on your sleep device. If your nose and mouth are still feeling dry, then you need to turn the humidifier up. If there is condensation (water) in your sleep mask or tube, then you need to turn the humidifier down

6. In the morning, you need to empty the water out of the water chamber

Caution

Leave the water chamber to cool down for at least 15 mins after turning your sleep device off before you empty it.

Never move your sleep device when there is water in the water chamber. Always empty the water out first.

Put clean water in the water chamber when you go to bed.

How to clean your water chamber

1. Take the water chamber out of the sleep device.
2. Open up the water chamber. Wash it in the sink with warm soapy water. Rinse it with clean water and leave it to dry.
3. Close the top of the water chamber and push it back in your sleep device.
4. Do this at least once a week.



Keeping Your Sleep Equipment Clean

Mask

Always wash your face before using your mask, and do not apply any products before you put your mask on.

The mask cushions should be wiped clean daily, with a damp cloth and soapy water.

The whole mask should be cleaned once a week. Most masks (including head straps) can be cleaned with warm soapy water, then rinsed and dried. If your mask has gel or foam inserts, follow the manufacturers instructions or the information provided with your mask.

Tubing

The tube should be cleaned at least once a week with warm soapy water, rinsed thoroughly and hung up to dry. You may need to wash more frequently if using a humidifier.

Sleep device

Your sleep device is a medical device and should be treated with care. It should be kept clean. Dust every week with a dry cloth.

Humidifier

Your humidifier chamber should be washed thoroughly at least once a week with warm soapy water. Always use clean water every night.

Filters

ResMed devices

Filters need changing every 2 months.

Open the filter cover and remove the old filter and throw it away. Place a new filter in the cover and then close the cover.



Any other device

White filters should be checked weekly and replaced when they get dirty (they will turn grey). They should be changed at least once a month. The white filter goes into the sleep device first.



Black filters should be washed weekly in warm, soapy water, rinsed and air dried. The black filter goes on top of the white filter.

Check List

What to do every day

1. Clean your mask cushions (the soft parts that sit on your face and forehead) by wiping with a damp soapy cloth.
2. If you have a humidifier, empty the water out and replace with fresh water.

What to do every week

1. Wash your mask in warm soapy water, rinse and dry (If there are any foam/gel parts, these should be wiped over, but not washed).
2. Wash your tube in warm soapy water, rinse and dry.
3. If you have a humidifier, remove the water chamber and wash in warm soapy water, rinse and dry.
4. Dust your sleep device.
5. If you have a sleep device that is not ResMed - wash your black filter in warm soapy water, rinse and dry.
6. If you have a sleep device that is not ResMed - check your white filter. If still clean, put it back in the device. If dirty, throw it away and put a new one in.

What to do every month

1. If you have a sleep device that is not ResMed, and you have not already changed the white filter in your device in the last month, then throw the white filter away and put a new one in.

What to do every six months

1. If you have a ResMed sleep device, replace the white filter.

Getting Started at Home

Your sleep device may be different from the one pictured. For further info on your device, please refer to the manufacturer hand book.

Start by placing your sleep device securely next to your bed and plug it in. An ideal place would be a bedside table or on the floor. Make sure you have good airflow around the sleep device and the filters are not blocked.

If you have a humidifier attached to your sleep device, please ensure it is placed below the level of your head when you are lying down. When using a humidifier make sure that your sleep device is kept on a level surface at all times.

1. Place next to your bed and plug in



2. Attach the tubing to your sleep device. It can then be left until it is ready to be used



Caution

DO NOT move your sleep device if you have a water chamber that is filled with water. Always empty the water chamber first.

The water chamber can get hot. Always allow it to cool before emptying it.

3. When you go to bed, first put your mask on and make sure it is in the correct position – you may need to look in a mirror for the first few times until you are used to doing this. Most masks will have quick release clips for you to use so you do not need to keep readjusting the head straps



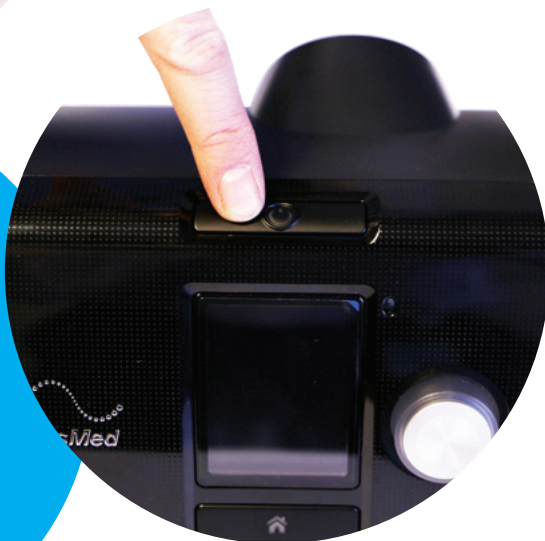
4. Attach the tubing to your mask, get comfortable in your bed (you may find it easier laying on your back to start with). Then turn the device on, by pressing the on button





5. Try to relax and go to sleep. Leave your mask on all night. Turn your sleep device off and back on again to reset the air if you wake up overnight

6. In the morning, turn the device off, using the off button, and remove your mask



Always make sure you turn your device off by pressing the off button. NEVER unplug your device while it is still blowing air.

Getting used to your sleep device

When using a sleep device for the first few times it may feel unusual with the strong air blowing in the mask. Try to relax and breathe normally. Some people may get used to using a sleep device within the first few nights; others may take a little longer. The key is to keep using it, you will start to feel better soon.

Auto start function

You may find the sleep device starts running automatically when you have your mask on and your tubing is attached.

It is designed to do this. If this is uncomfortable, make sure the tube is disconnected from the device while you put your mask on. Once you are comfortable with your mask, attach the tubing again and press the 'on' button.

If you have any problems, do not stop using the sleep device, call our Helpline on **0800 1214524**, 8.00am - 5.00pm Monday to Friday (open 24 hours, 7 days a week for urgent calls only)

Getting in touch

After receiving your sleep device we will be in contact to check everything is going well with your treatment.

If you have any problems with your sleep device, please contact our Helpline on **0800 1214524**, 8.00am - 5.00pm Monday to Friday (open 24 hours, 7 days a week for urgent calls only).

Do not just stop using your sleep device.

Using Oxygen with Your Sleep Device

Your Healthcare Professional will advise you if you need to use oxygen overnight with your sleep device. If you do, you will be given an oxygen port and some extra tubing to attach your oxygen supply to your sleep device.

Safety tip

When using oxygen with a sleep device, you must always turn the sleep device on first, then turn your oxygen on. When turning them off, always turn the oxygen off first before turning your sleep device off. This is to make sure that oxygen does not build up and cause a fire risk.

Caution

Never smoke anywhere near an oxygen supply



Sleep Device Homecare Service

1. Getting your sleep device

- You will be seen either at your home or in clinic.
- You will be given a sleep device, and an information booklet and contact phone numbers. You will also be given a mask, tubing and filters which will last you for 12 months.
- You will be asked to complete a sleepiness questionnaire.
- We will give you full instructions and training so you can use your sleep device straight away.

2. After you have your sleep device

- You may be contacted by telephone, or be seen at home (or possibly clinic) several times in the first few months to see how you are getting on with your sleep device.
- You will be asked to complete a sleepiness questionnaire each time. This is so we can see if your sleep device is making you feel better or not.
- We will take a reading from your sleep device and send this to your Healthcare Professional. This is so your Healthcare Professional can see if your sleep device is working for you.
- If you are having problems and your Healthcare Professional has requested it, we may make changes to your sleep device. It is important that you continue to use your sleep device every night and tell us as soon as possible if you have any issues or concerns.

Sleepiness Score

You will be asked to complete a sleepiness score every time we take a reading from your sleep device. This is so your Healthcare Professional knows how sleepy you are, and they can make sure that your sleep device is still making a difference to how you are feeling.

It is important that you complete the questionnaire every time you are asked as it is a requirement of your sleep treatment.

Make sure you only select one answer on each row, and you answer all eight questions.

Chance of dozing

0 = would never doze, 1 = slight chance of dozing

2 = moderate chance of dozing, 3 = high chance of dozing

Situation

	0	1	2	3
Sitting and reading	☐	☐	☐	☐
Watching TV	☐	☐	☐	☐
Sitting inactive, in a public place	☐	☐	☐	☐
As a passenger in a car for an hour	☐	☐	☐	☐
Lying down in the afternoon	☐	☐	☐	☐
Sitting and quietly talking to someone	☐	☐	☐	☐
Sitting quietly after lunch without alcohol	☐	☐	☐	☐
In a car, while stopped for a few minutes in traffic	☐	☐	☐	☐

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

Help with your sleep device

- If you need help with your sleep device, then ring our free helpline on 0800 1214524, 8.00am - 5.00pm Monday to Friday.
- If you need urgent support our helpline is open 24 hours a day/365 days a year.
- If any of your sleep equipment is broken or you need new filters etc then please let us know and we can organise replacements.

Caution

Our helpline is for problems with your sleep device only; not for medical emergencies. If you have a medical emergency you should always dial 999.



Holidays

Can I take my equipment on holiday with me?

If you are flying then you may need to take your prescription with you or get a letter from your Healthcare Professional. Your sleep device is a medical device and you will need to carry it as hand luggage.

It is also advisable to contact the airline you are travelling with to find out if there are any special conditions before you travel. You may need to take a plug adapter. The manufacturer's handbook contains more information.



Do I need to insure my equipment?

If you are travelling overseas, please make sure your equipment is appropriately insured in the event of theft, loss or damage, as you will be liable for the cost of the device.

Can I still use my device if I go camping or somewhere without a mains electricity supply?

Yes you can. You will need a suitable inverter which will allow your sleep device to run from a battery. For advice, please call us before you travel.

Batteries and small travel sleep devices can be purchased by visiting www.cpap.co.uk or by calling 0800 024 8050.

Caution

You will be held responsible if you lose or damage your equipment. Please take care of it at all times.

Useful Contacts

Asthma + Lung UK

www.blf.org.uk - 0300 222 5800

Asthma + Lung UK is dedicated to helping people with lung diseases and those with suspected sleep apnoea.

Driver and Vehicle Licensing Agency (DVLA)

www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency - 0300 790 6801

The DVLA maintain the registration and licensing of drivers in Great Britain. They also maintain the registration and licensing of vehicles, together with the collection and enforcement of Vehicle Excise Duty, in the UK.

Intus Healthcare

www.cpap.co.uk - 0800 024 8050

Intus Healthcare have specialised in Sleep Disordered Breathing/Obstructive Sleep Apnoea for over 10 years. They offer a wide range of patient support literature and sleep equipment to private paying individuals.

The Sleep Apnoea Trust

www.sleep-apnoea-trust.org - 0845 038 0060

The Sleep Apnoea Trust Association (SATA) exists to improve the lives of sleep apnoea patients, their partners and their families. Managed entirely by volunteers, SATA is the leading UK charity working in the field of sleep apnoea.

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
- 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 services 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 and promotional content in accordance with your marketing preferences
- 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 –
 - 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
- 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 (eg NHS administration and the fire and rescue service)

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.

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 121 4524 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.

Notes

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Notes

[illegible]

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



For more information please contact:

Baywater Healthcare

Wulvern House
Electra Way
Crewe
Cheshire
CW1 6GW

Call: 0800 1214524

Fax: 0800 214709

✉ healthuk@baywater.co.uk

🐦 @BaywaterHealth

f Baywater Healthcare

in Baywater Healthcare

