

# A Guide to Your Nebuliser Service



# About Your Equipment

To be completed by your Healthcare Technician. Please refer to this page when reordering parts for your nebuliser or speaking to our Healthcare Helpline.

## Nebuliser machine information

<b>Nebuliser machine type</b>	
<b>Serial number</b>	

## Container information

<b>Container type</b>	Standard/Ventstream/Sidestream (please circle)
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## Breathing parts

<b>Mouthpiece</b>	Adult/child (please circle)
<b>Mask</b>	Adult/child (please circle)
<b>Tracheostomy mask</b>	Adult/child (please circle)

## Caution

Please remember that you need to change your filter every  month(s)

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**ENHANCING  
LIVES**

# Safety Information

- Always follow the advice given by your Healthcare Professional
- Do not place the nebuliser machine in water
- Do not spill any medication or liquids on the nebuliser machine
- Never block the grills on the side of the machine
- To use the nebuliser machine, place it onto a clean hard surface such as a table, do not place it on carpets or soft furniture.
- Always keep electrical leads away from items that get hot, such as radiators or fireplaces
- Do not use if the plug or electric power cable are damaged
- Always take the nebuliser machine out of the plug socket when cleaning and when you are no longer using it
- Store in a clean dust-free room
- Do not remove the covers of the machine
- If the machine is not working, do not try to fix it yourself, call **0800 1214524**
- Only use the nebuliser machine and parts as the Healthcare Technician has shown you and in the way your Healthcare Professional has told you
- Store the machine in an area where children cannot reach it
- Do not let children touch buttons on the machine or play with parts
- If the nebuliser medicine does not seem to be helping you, talk to your Healthcare Professional

# Understanding Nebuliser Medicine

## How does a nebuliser machine work?

A nebuliser machine turns liquid medication into a fine mist of spray. This will allow you to breathe your medicine straight into your lungs where it will work faster than inhalers.

The medication used in nebuliser therapy uses a lower dose of your medicine than if you were to take it in a tablet, and a higher dose than your ordinary inhalers. This means that, although side effects are possible, the chances are less than other medicines.

## Why do I need nebuliser?

If you suffer from asthma, Chronic Obstructive Pulmonary Disease (COPD), cystic fibrosis or other breathing problems, your Healthcare Professional may prescribe nebuliser medicine for you.

If you have any questions or concerns about your medicine you should contact your Healthcare Professional.

## **What kind of medicine is used?**

The following types of medicines are used:

### **Relievers or bronchodilators**

These help the airways to open up allowing more oxygen to enter the lungs.

### **Preventers or anti-inflammatory drugs**

These stop your lungs from becoming swollen and inflamed and allow oxygen to enter the bloodstream.

### **Antibiotics**

These are usually taken to stop an infection within the lungs.

You should always follow the instructions given to you by your Healthcare Professional about your medication.

# Medicine Caution/Side Effects

## Relievers or bronchodilators

Side effects may include shaking of the body, dryness, chest feeling tight and finding it hard to breathe. All of which should be reported to your Healthcare Professional. If you are feeling it is more difficult to breathe than normal, and your usual medicine is not helping in the same way as normal, contact your Healthcare Professional for advice or if it is an emergency the Accident and Emergency department of a hospital.

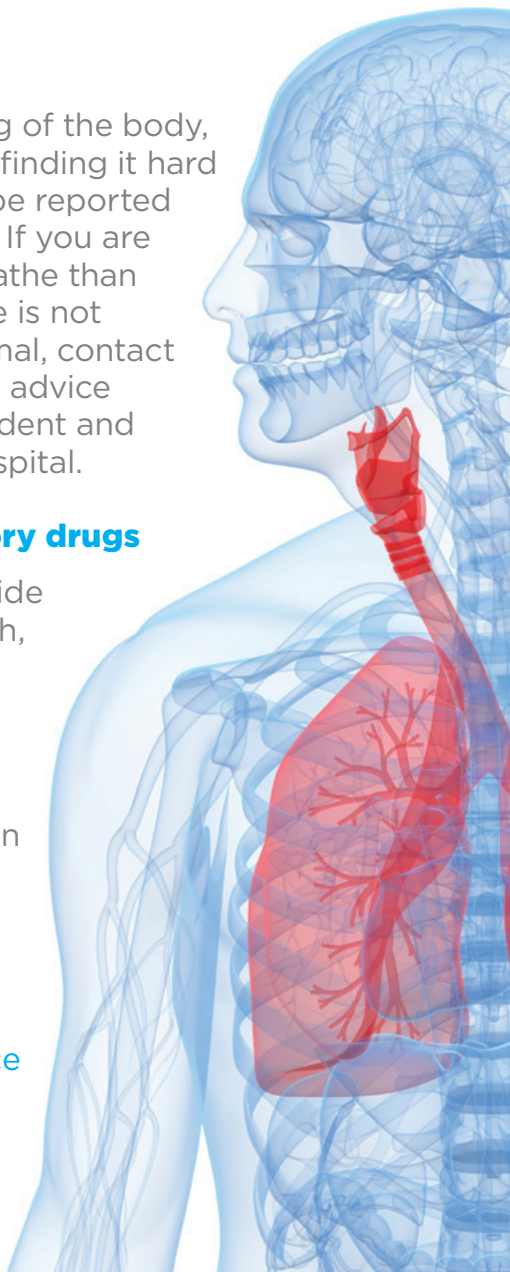
## Preventers or anti-inflammatory drugs

These drugs include steroids. Side effects may include a dry mouth, skin rash and bruises.

## Antibiotics

Side effects may include finding it difficult to breathe, an infection in the mouth and skin rash.

Before and after every time you use the nebuliser machine please rinse your mouth with clean water, then wash your face and hands. If you experience any side effects or problems please notify your Healthcare Professional.



# Your Nebuliser Service

The home nebuliser service has been designed to provide you with all your nebuliser machine needs at home. It aims to ensure your quality of life by giving you the most suitable machine and parts for your condition and lifestyle. Together with telephone, email support, machine care and repairs in your home. This booklet aims to answer questions you may have about your home nebuliser service.

If you have further questions, please call us, ask your Healthcare Technician, email us at [healthuk@baywater.co.uk](mailto:healthuk@baywater.co.uk) or post a question on our website: [www.baywater.co.uk](http://www.baywater.co.uk)

## Our patient charter

Baywater Healthcare is committed to providing a home nebuliser service that puts the needs of patients first.

- 1.** We strive to provide the most suitable nebuliser equipment for your condition and your lifestyle, as prescribed by your Healthcare Professional
- 2.** We provide technical expertise to meet your nebuliser therapy requirements
- 3.** We will endeavour to provide a service of the highest standard.



# 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

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

- 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 1214524** 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.

# Your Machine

The following section provides details of the different nebuliser machines and parts we can supply to patients.

Photographs in the booklet may look different to your nebuliser machine. You will receive a machine and parts ordered by your Healthcare Professionals based on your needs.

## **Nebuliser machine**

This turns your liquid medicine to a mist so that you can breathe it in through a face mask or a mouth piece that you hold in your mouth.

## **Nebuliser pot**

The nebuliser pot is where you put your liquid medicine. There are different types of pot depending on the type of medicine you are prescribed, for example, some medicines such as antibiotics require a special type of nebuliser pot - specific instructions will be provided in these cases.

## **Tubing**

Tubing is used to get air from the machine to the bottom of the nebuliser pot.

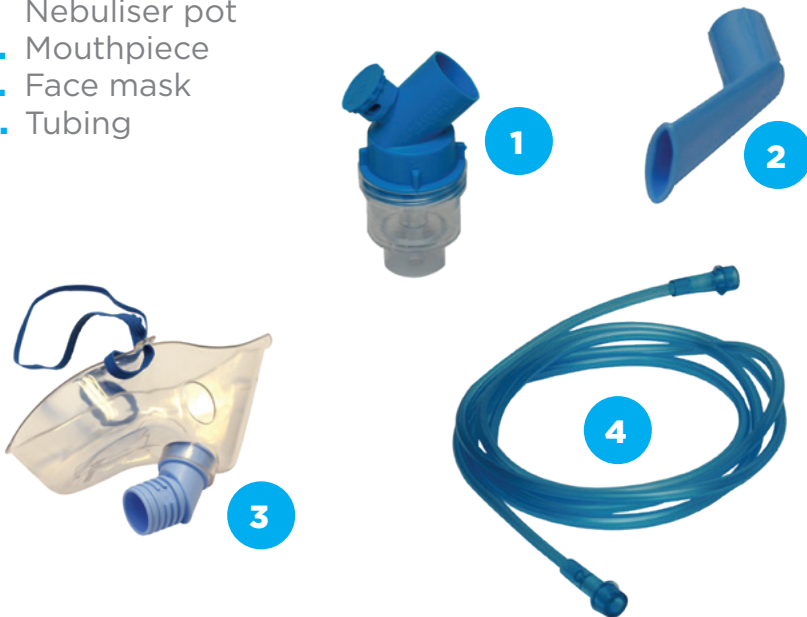
## Mouthpiece/face mask

A mouthpiece or a face mask can be used to provide your nebuliser medicine. Your Healthcare Professional will recommend which is more suitable for you.

Most people prefer a mouthpiece, as it prevents the medicine from getting into the eyes or causing them to become sore or itchy. This is connected to the nebuliser pot and placed between your teeth and sealed by the lips while inhaling the medicine.

Your Healthcare Professional may tell you to use a facemask. This is usually used by patients with severe breathing problems or children. A face mask is placed over your mouth and nose and kept in place by a head strap.

1. Nebuliser pot
2. Mouthpiece
3. Face mask
4. Tubing



# Types of Nebuliser

The type of nebuliser you receive will depend on what your Healthcare Professional has ordered for you.

## Mini-Neb/Mini-Plus

The Apex Mini-Neb and Mini-Plus have been designed to operate from mains electric plug sockets (120 VAC/60Hz, 230 VAC/50Hz). They should not be used continuously for more than 30 minutes.

1. Switch On/Off
2. Inlet filter
3. Outlet nozzle
4. Mains lead

Mini-Neb



Mini-Plus



## ECONOneb

The ECONOneb has been designed to operate from mains electric plug sockets (230 volts  $\pm$  10% 50Hz).

These are suitable for patients who need to use them for longer, to use medicine more often, or for specific medications. Your Healthcare Professional will order the most suitable nebuliser machine for your needs.

1. Switch On/Off
2. Inlet filter
3. Outlet nozzle
4. Mains lead (on rear)



## Airmed 1000

The Airmed 1000 is designed to operate from mains electric plug sockets (AC 230V 50Hz).

1. Switch On/Off (on side)
2. Inlet filter
3. Outlet nozzle
4. Mains lead (on side)



# Nebuliser Pots

The nebuliser pot is where you insert your liquid medicine. It is in this pot the liquid will be turned into a fine mist for you to breathe into your lungs.

This pot is suitable for most medicines.

Some medicines such as antibiotics may need a different type of pot. Your Healthcare Professional will order one of these if it is needed.



Baffle



# Using Your Nebuliser Machine

## Taking your medicine

1. Unscrew the top of the nebuliser pot.
2. Open your liquid medicine by twisting off the top. Ensure the baffle is in place.
3. Put the prescribed amount of your medicine into the nebuliser pot.  
The medicine normally comes in individual doses.
4. Screw on the top of the nebuliser pot and attach the mouthpiece or face mask to the top of the pot.

Your Healthcare Professional may tell you to increase the amount of your medicine by adding another liquid to it. You must follow your Healthcare Professionals advice and mix it the way they have told you to do so.

**Always read  
the instructions  
provided with  
your medication**

Sometimes on the top of the nebuliser pot, there may be a dial that can be turned to speed up or slow down how fast the mist comes out. Start by turning the dial half way then you can open or close it, to how you feel comfortable.

## Caution

Never use tap or distilled water to mix your medicine.

Not all medicines can be mixed, always check with your pharmacist before trying to mix them.

## Getting your nebuliser machine ready to use

Please refer to the your nebuliser equipment section for a diagram of your device.

1. Plug the mains lead on the nebuliser machine into the wall socket.
2. Connect one end of the tubing to the outlet nozzle.
3. Connect the other end of the tubing to the nebuliser pot.

## Taking your medicine

1. If you are using a mouth piece, place it between your lips. If you are using a face mask place it over your mouth and nose and place the strap over your head.
2. Sit up in a well-supported position. Keep the pot upright.
3. Switch on the power and breathe in the mist at your normal speed of breathing. Avoid talking while taking your medicine. If you are using a mouthpiece you may need to remove it to swallow any fluid in your mouth.
4. Relax when using the nebuliser, perhaps by watching TV or listening to music. While your nebuliser machine is in use, small drops of medicine may form on the sides of the nebuliser pot. This is quite normal. You can knock these droplets back into the medicine liquid by gently tapping the nebuliser pot with your finger. A small amount of liquid may be left in the pot at this stage but this is also normal.
5. Nebulising your medicine can take up to ten minutes depending on your machine and the quantity of liquid. When the liquid in the nebuliser pot starts to spit and sounds dry, the treatment has finished.
6. Switch off the machine and disconnect the pot from the tubing.

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

# Cleaning and Maintaining Your Nebuliser Machine and Parts

## After each time you use your nebuliser machine

1. Wash your face, rinse your mouth and wash your hands.
2. Disconnect the pot and wash in warm soapy water and then rinse thoroughly with clean water and dry well. Remove the baffle from the pot, clean separately, allow to completely air dry and replace.
3. Unplug then clean the machine with a damp cloth.
4. Store the machine in a dust and smoke free area.
5. Check your tubing regularly for kinks or holes as these may affect how well you receive your medicine.

## Every two months

1. Replace the pot, tubing and mouthpiece/face mask.

## Filters

Your filter will require changing every one to three months. Please look on the inside front cover where your Healthcare Technician will have told you how often the filter requires changing for your machine.

## Caution

Do not put the nebuliser machine in water. If you run out of parts for your nebuliser please call our helpline on **0800 1214524** and we will arrange to send you more.

**You may have been given specific advice regarding your face masks or mouthpieces from your Healthcare Professional, please follow this advice**

# Your Questions Answered

## What are Baywater Healthcare's responsibilities?

To provide and maintain the best nebuliser equipment to suit your needs and to support the advice that your Healthcare Professional has given you to help you manage your condition.

We supply all nebuliser equipment including machines, pots, tubing, mouthpieces and masks. Once we receive an order from your Healthcare Professional, we will arrange to deliver your nebuliser machine and parts.

On the first visit, the Healthcare Technician will explain your nebuliser machine and parts and will make sure you are comfortable using it.

Your Healthcare Professional will still be responsible for assessing your condition and providing medical advice.

## How do I contact Baywater Healthcare?

Call us on **0800 1214524** between 8.00am-5.00pm, Monday to Friday. Our helpline is open 24 hours, seven days if you need urgent support.

If you need emergency medical assistance, you should contact your Healthcare Professional or call 999.

## Will my nebuliser be serviced?

Yes. We will do this every twelve months.

In between services, you need to perform some simple maintenance, such as replacing the filter to ensure it is clean. Refer to the cleaning and looking after your machine section for more details.

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

## **What if I have a problem with my machine?**

You should refer to the troubleshooting section in this booklet or the manufacturers user manual. If you cannot fix the problem using these instructions please call our Healthcare Helpline.

## **How do I order more mouthpieces, masks or tubing?**

At each service visit your Healthcare Technician will supply you with a year's supply of tubing, masks or mouthpieces and will advise you on ordering more. This will depend on the type of nebuliser machine you are using. If you need to order more before your next service is due, call our Healthcare Helpline during normal hours and we will arrange to post some to you.

## **Who do I contact if my breathing condition changes?**

If you are feeling unwell, or feel that your current nebuliser medicine is not helping your condition, please contact your Healthcare Professional.

You should not alter your medication without consulting your Healthcare Professional. If you need urgent medical assistance you should contact your Healthcare Professional or call **999** for an ambulance.

## **What do I do if I move house?**

If you are moving house it is important that you tell us so that you can continue to get your machine serviced and tubing, masks or mouthpiece replaced at your new address.

# Troubleshooting

If you are having problems with your machine, read this troubleshooting guide, or the manufacturers user manual to see if it solves the problem. If you cannot fix the issue, call our Healthcare Helpline.

## Minineb/Mini-Plus Troubleshooting

<b>Problem</b>	<b>Probable cause</b>	<b>Solution</b>
Device does not turn on	There is no electricity reaching the machine	Check the power lead is securely connected to the machine and that the machine is plugged into the wall and turned on
	The machine has turned off because it has been used for 30 minutes or more	Leave machine turned off for 30 minutes before next use
	Fuse has blown inside the machine	Contact us
Nebuliser pot bubbles or produces little or no mist	Filter is blocked or baffle missing from pot	Remove and change filter or change baffle
	Nebuliser pot blocked	Wash nebuliser pot and change if needed
	Nebuliser machine is blocked	Contact us
	Tubing is kinked or leaking	Change the tubing

## ECONOneb troubleshooting

<b>Problem</b>	<b>Probable cause</b>	<b>Solution</b>
Nebuliser machine will not turn on - green light in mains is switched on	The nebuliser machine is faulty	Contact us
Nebuliser machine will not turn on - green light is switched off	There is no electricity reaching the machine	Check the lead is connected at the machine and also is plugged into the wall and turned on
	Fuse has blown inside the machine	Contact us
Nebuliser pot bubbles or produces little or no mist	Filter is blocked or baffle is missing from the pot	Remove and replace filter or replace baffle
	Nebuliser chamber blocked	Wash the nebuliser pot and change if needed
	Tubing is kinked or leaking	Change the tubing
	Nebuliser machine is blocked	Contact us

# Useful Contacts

We understand that changing your tablets or inhalers to nebulised medicine can be a worrying time for you and your family. We have developed our service to support your comfort and safety at all times.

There are also a number of voluntary services and organisations available to provide you with more information and support.

## **Asthma Society UK**

Summit House  
70 Wilson Street  
London  
EC2A 2DB  
Tel 020 7786 4900  
Fax 020 7256 6075  
Email [info@asthma.org.uk](mailto:info@asthma.org.uk)  
[www.asthma.org.uk](http://www.asthma.org.uk)

## **Asthma + Lung UK**

73-75 Goswell Road  
London  
EC1V 7ER  
Tel 0300 222 5800  
[www.asthmaandlung.org.uk](http://www.asthmaandlung.org.uk)

## **What if I have a complaint?**

If our service does not meet your expectations, please call us immediately on **0800 1214524**. 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

You can also email us at: [healthuk@baywater.co.uk](mailto:healthuk@baywater.co.uk) or visit our website: [www.baywater.co.uk](http://www.baywater.co.uk)

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

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