

Sunshine

Spring 2023 - Issue 45

Bank Holidays

Dates for ordering oxygen around Easter and May bank holidays

Power Cuts

Advice for oxygen users on how to best prepare for a power cut

Mental Health Wellbeing

Help to look after your mental health wellbeing

Sustainability

Start growing your own fruit and vegetables with our simple tips



Providing NHS services



Welcome

Welcome to this issue of Sunshine Magazine.

Spring is here again, and Easter is just around the corner. Hopefully, the weather is starting to warm up, and you can begin to think about getting outside a little more. This is also the time to be thinking about any holidays or trips away from home that you might want to book for the Summer.

We have another packed issue for you this time, with topics ranging from how to best use your portable cylinders to taking care of your mental wellbeing. There are also some important dates for your calendar around Easter and Spring bank holidays, so you can plan any deliveries you might need around this time.

If you have any ideas on content you would like to see in future issues of Sunshine Magazine, please email them to us at comms@baywater.co.uk. We would love to hear your thoughts and any feedback you might have for us.

We hope you have had an excellent start to the year so far.

Best wishes,

The Baywater Healthcare Team

Portable Cylinders

As Spring approaches, you may start planning outdoor activities. If you use portable cylinders when exercising, please ensure that you carry them securely strapped in the bag that we have provided and that they are secured into a seat belt in a vehicle if you are travelling in one.



Multiple cylinders are best secured in the boot of a vehicle in a cylinder box. Portable cylinders are safer to use lying down. We recommend that they be used this way to prevent them from toppling over and hurting your feet or legs.

If you struggle to use your cylinders lying flat, you should speak with your Healthcare Professional to see if a trolley would be suitable for you.

Online Ordering

Did you know that you can reorder your oxygen online?

Visit our website and complete our online ordering form available on the homepage.

www.baywater.co.uk/oxygen-reorder-form

Power Cuts

If you use an oxygen machine, you will have a large emergency cylinder unless your Healthcare Professional has identified a safety concern within your home; in this case, your Healthcare Professional will have provided you with guidance.

Emergency cylinders provide oxygen for you to use during a power cut. You will have enough cylinders to supply at least eight hours of oxygen when they are full.

Keep your cylinder close to your oxygen machine in a place that is easy for you to reach in the event of a power cut. Away from anything with a flammable logo or open flaming fires, such as log burners.

You must have either nasal prongs or a mask (if you use one) attached to your cylinder so it is ready to use.

If you need to use your cylinder, turn the dial, so the number in the window matches the one your Healthcare Professional has told you to use.

Keep a torch nearby with working batteries or charged if it is rechargeable. Do not use candles near oxygen due to the risk of fire.

It's important to keep warm if the weather is cold. Dress in several layers and have a hat, gloves and a blanket ready. You can also reduce heat loss by closing doors and curtains.





If you use a mobile phone, keep it fully charged so you can make telephone calls during the power cut if you need to.

If you live in an isolated area that experiences regular power cuts, please tell your Healthcare Professional to make them aware of this.



Some electricity suppliers will prioritise people who need to use an oxygen machine. Please inform your electricity supplier that you use an oxygen machine to be added to their priority list.



Power cuts will also affect things like stair lifts, bath hoists and adjustable beds. Make sure that any essential medical equipment has a battery back-up. This means you can keep using it, even if the power is out. If you have a stair lift, check it has a manual release handle that you can use to return it to the ground floor if needed.

If you have used your emergency cylinder, please call us on 0800 373580 to have it replaced, or use the online order form on our website at: www.baywater.co.uk

Direct electricity reimbursements to a bank account

We may currently send you a cheque for the electricity used by your oxygen machine. The safest and quickest way to receive this payment is by having it paid directly into a bank account through a process called BACS. Please ask your Healthcare Technician the next time they visit you about a direct payment to a bank account, or visit our website and complete the electricity refund form.

www.baywater.co.uk/electricity-form

How to Contact Us

Our Healthcare Helpline is available for regular calls from 8.00am to 6.30pm every day. We are available 24 hours a day for urgent calls only.

For example, if you need a replacement cylinder, you must call during our regular hours. However, if you have an equipment fault, you can contact us at any time.

We appreciate your feedback. Your concerns, complaints, compliments and ideas are always considered and acted upon.

We receive many kind words from our patients, all of which are distributed amongst the Baywater Healthcare team.

Listening to our patients is very important to us. We take your feedback and continually look to improve the service that we provide.

There are many ways that you can contact us:

Phone

[0800 373580](tel:0800373580)

Email

healthuk@baywater.co.uk

Social media

Facebook: [Baywater Healthcare](#)

Twitter: [@BaywaterHealth](#)

Post

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

Complaints

complaints@baywater.co.uk

Online ordering

www.baywater.co.uk/oxygen-reorder-form

Please call 999 if you have a medical emergency and need assistance immediately.

Scan to visit our website



Bank Holidays 2023

Important dates for upcoming bank holidays are shown below:

Easter

For a delivery on

Thursday April 6

Saturday April 8

Tuesday April 11

Place your order by

Wednesday April 5

Thursday April 6

Saturday April 8

Emergencies only on

Good Friday April 7

Easter Sunday April 9

Easter Monday April 10

May bank holidays (including King's Coronation)

For a delivery on

Friday April 28

Tuesday May 2

Friday May 5

Tuesday May 9

Place your order by

Thursday April 27

Sunday April 30

Thursday May 4

Sunday May 7

Emergencies only on

Bank holiday Monday May 1

Bank holiday Monday May 8

Spring bank holiday

For a delivery on

Friday May 26

Tuesday May 30

Place your order by

Thursday May 25

Sunday May 28

Emergencies only on

Bank holiday Monday May 29



Mental Health Wellbeing

1 in 6 people in the United Kingdom will experience a mental health problem this year. While it is natural to feel low sometimes, we must take care of our mental health.

Here are some tips to help you manage your mental health.



Keep active

Try to move around for as long as you feel able to. Being active is about spending less time in your seat (if possible) and more time moving.

Eat healthy meals and stay hydrated

A healthy diet includes foods that provide sources of protein and calcium, fruit, and vegetables, as well as regular hydration. Eating a varied and balanced diet will help with your general wellbeing.



Sleep

Aim for at least seven hours of sleep per night. Avoid drinking caffeine four hours before bed and avoid using electrical devices such as your phone and laptop before bed.



Stay connected

Consider joining an online community, such as Clic. Clic provides a safe and welcoming environment where users can support each other through friendly chats and helpful advice.

Look for local support groups through your local library, local newspaper or ask your Healthcare Professional.



Here are a few for you to check out:

Clic
clic-uk.org

NHS Mental Health Services
www.nhs.uk/nhs-services/mental-health-services

Time to Change
www.time-to-change.org.uk

Mind
www.mind.org.uk

Sustainability

When it comes to the environment, growing your own fruit and vegetables can reduce the amount of energy and fuel used to transport food from the farm to supermarket shelves. Additionally, a garden can provide a habitat for birds, bees, and other beneficial insects.

Homegrown fruits and vegetables are often fresher and tastier than store-bought produce and may provide more vitamins and minerals. Growing your own food can also help to save money, as you can avoid paying higher prices at the supermarket. Here are some simple gardening tips you may find helpful:



1

Start small. Select a few plants you would like to grow and use this to learn about caring for your plants.



2

Before planting, look at your region's first and last frost dates. While some plants need to be started early indoors, others may be sowed directly into the ground.



3

After sowing, make sure you water the planting bed thoroughly. Soil should be kept consistently moist until germination occurs.



4

Consider options for weed control and monitoring plants for signs of stress related to irrigation, pests, and disease.

Compassion in Practice

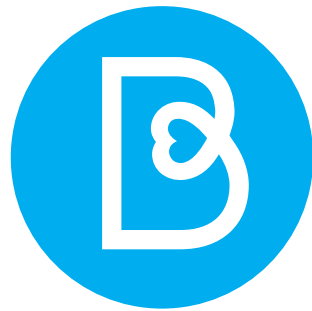
We value the feedback that you provide. We take anything you tell us seriously, as the information you provide helps us improve the service we can offer you.

From listening to members of our patient participation group and reviewing surveys and feedback, we recognised that we could do more to assist our employees with understanding the challenges that you may face completing every day tasks.

We have launched a training program for our staff called 'Compassion in Practice.' Working with patients we have developed a range of videos that will educate our staff about some of the conditions that patients live with, the challenges that living with a long-term condition presents, the impact of needing oxygen therapy, and what we can do to help within the services that we provide.

We hope this campaign will enhance our communications with you, your families, and, if appropriate, your carers. We value your feedback and welcome your contribution to this program. If you want to share a story or your experiences with us, please email: comms@baywater.co.uk.





Sunshine Magazine

The magazine for oxygen users and their carers
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Baywater Healthcare

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For more information visit www.baywater.co.uk