

# Sunshine

Summer 2023 - Issue 46

## Fire Safety

**Tips on keeping safe from fire while using oxygen**

## Bank Holidays

**Dates for ordering oxygen around the August bank holiday**



## Cluster Headaches

**Learn about cluster headaches and how oxygen therapy can bring relief**

## Safeguarding

**Advice on protecting yourself from scam calls and visits**



Providing NHS services

# Welcome

Welcome to the summer edition of Sunshine magazine. In this issue we have lots of information for you.

You can find helpful advice about avoiding scams, electricity reimbursements and fire safety. There is also an article on cluster headaches, which is just one of the conditions treated with oxygen. We also have an update on the filling plant upgrade.

We hope you enjoy reading this issue and wish you a fantastic summer.

Best wishes,

*The Baywater Healthcare Team*

# Summer Bank Holiday Dates

Important dates for upcoming bank holidays are shown below:

**For a delivery on**      **Place your order by**

Friday August 25      Thursday August 24

Tuesday August 29      Sunday August 27

**Emergencies only on**

Bank Holiday Monday August 28

## Away from home

As we enter the summer period, you may be considering booking a break away. Please give us at least two weeks' notice if you are going away so we have time to put all the arrangements in place. If you will be staying away for longer than you stated, please notify us of this.

When ordering your equipment, advise us if it is for a trip away. We will need the full details of your holiday destination, booking number, name the booking has been made in, arrival and departure dates, and a mobile number.

Always contact your holiday destination prior to booking to ensure they are happy for your oxygen to be delivered and stored for your stay.



# Safeguarding

## Scam Calls

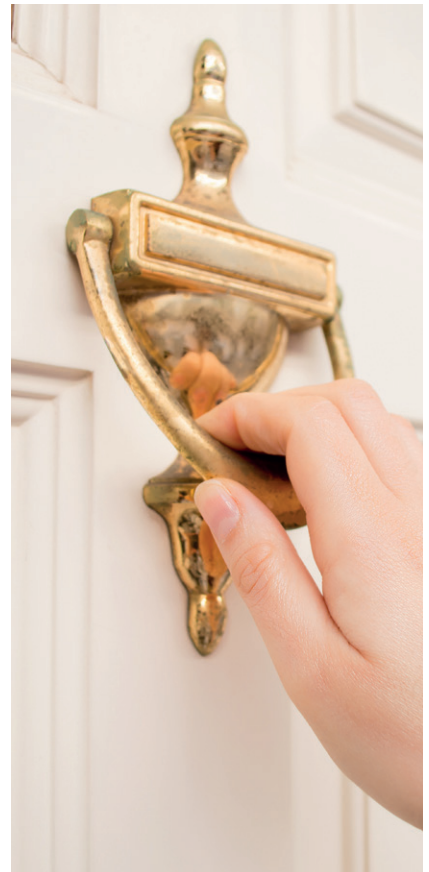
Baywater Healthcare will never make a cold call to request your bank or personal details. The only time that we would ever ask for bank details is to arrange electricity reimbursements for using your oxygen machine.

If you receive an unexpected call from somebody claiming to be from Baywater Healthcare requesting bank details or personal details, please do not provide these and call our Healthcare Helpline on 0800 373580 to confirm the request is legitimate.

## Visits from our technicians

Our Healthcare Technicians clearly display Baywater Healthcare identification badges. You can ask to see our Technician's ID badge to verify their identity before allowing them to enter your property. Our Healthcare Technicians will also always be wearing Baywater Healthcare uniform.

If you are concerned call our Healthcare Helpline 0800 373 580 to check that it is a Baywater Healthcare employee who is visiting you.





# Cluster Headaches

Cluster Headaches are a pain in one side of the head, often felt around the eye or temple. Affecting approximately 1 in 1,000 individuals, these intense headaches occur in cyclical patterns or clusters. Cluster headaches can reoccur for weeks or months. These episodes are followed by periods of remission, where no headaches occur. The duration of the pain during a cluster headache can vary, with each episode typically lasting between fifteen minutes and three hours.

Oxygen is an effective way of treating cluster headaches. It can significantly reduce the severity and duration of an attack. Oxygen therapy works by constricting the blood vessels in the brain, which have widened during the attack causing the pain.

Using oxygen during a cluster headache can provide rapid relief, often within 15 minutes, making it the fastest source of pain relief.

If you would like more information visit - [www.ouchuk.org](http://www.ouchuk.org)

# Electricity Reimbursements

We have answered the most asked questions that we receive regarding electricity reimbursements.

## What is the best way to receive my reimbursements?

The easiest and most secure method is via direct payment into your bank account or that of a nominated person.

## How can I provide my bank details?

Our Healthcare Technician can take your bank details on their PDA upon installation. This is safe and secure. Details can also be provided via our web form at [www.baywater.co.uk](http://www.baywater.co.uk).

## Can I have a cheque reissued?

Yes, please return it along with your bank details so that we can process your payment quickly via a direct bank transfer.

## When will I receive my first reimbursement?

We will service the machine(s) three months after the initial installation. The first payment is issued at the end of the fourth month following installation. After that, your machine will be serviced every six months. In between services, payments are issued based on readings taken. We usually make an estimated payment based on your historical usage. This aims to provide you with regular payments. Any estimates will show as a minus figure on your statements. This is an accumulative total of all estimates issued and will be adjusted when the next readings are taken.

## Can I provide you with a reading myself?

We are always happy for you to provide us with a current reading from your machine. This will enable us to keep payments as accurate as possible. Details can be submitted via our web form at [www.baywater.co.uk](http://www.baywater.co.uk), via email to [electric@baywater.co.uk](mailto:electric@baywater.co.uk).

**Please note that this is not a substitute for a machine service. These must still be carried out at regular intervals to ensure the continued safety of your equipment.**

# Bank Details

We are trying to collect as many bank details as possible for patients who receive electricity reimbursements. By sharing your details with us, we can make an online payment for your electricity reimbursements directly into your bank, which is quicker and more secure than sending you a cheque.

An online payment is the safest, most secure, and fastest method of us reimbursing your money.

**Safe** - This is not a direct debit. We will only be able to put money into your account and will never take any payments.

**Secure** - Payments are made using a secure electronic system. Millions of UK customers trust this system.

**Fast** - Payments are sent directly to a bank and cleared within five working days. Meaning there is no need to visit the bank to deposit a cheque.

You can share your bank details with our Healthcare Technician the next time they visit you, or you can visit [www.baywater.co.uk/electricity](http://www.baywater.co.uk/electricity) and complete our secure online form.



Scan to visit  
our website



# Faulty Equipment

## Things to check

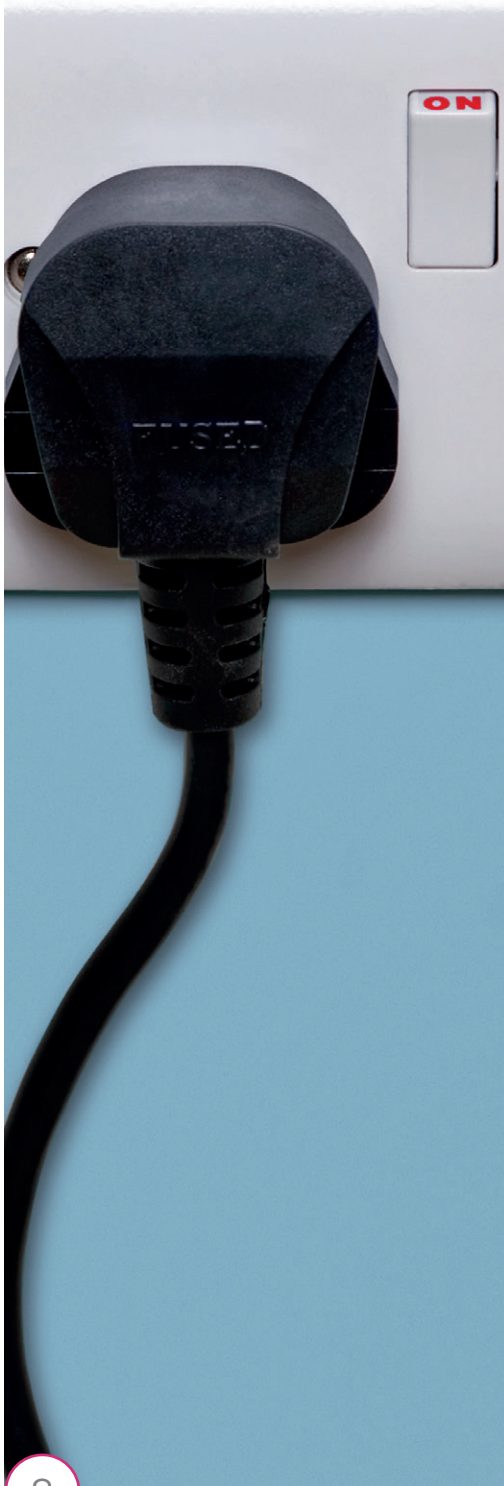
If you have an issue with your equipment, there are several checks that you can do.

- Is the plug all the way into the socket?
- Is the socket switched on?
- Does the tubing have any kinks, or is it trapped anywhere?
- Replace your nasal prongs or mask to see if this makes a difference.
- Has the filter been cleaned in the last seven days? Weekly cleaning of the filter in your machine contributes to maintaining its condition and enhancing its life span.

Please note that the Visionaire 3, Kroeber, and Everflow do not use filters.

- Is there anything near the bottom of the sides of your machine that could be blocking airflow? Avoid clutter around your machines as this could also be a fire danger.

If you cannot solve the issue, please call our Healthcare Helpline on 0800 373 580.





# Cylinder Filling Plant Upgrade

## **Do you ever wonder where your oxygen cylinders come from or how they are filled?**

Every week Baywater Healthcare deliver over 30,000 oxygen cylinders to patients on behalf of the NHS. Most cylinders support patients who need to get out of the home, mobilise around their home, help manage Cluster Headaches or act as an emergency cylinder if their oxygen machine fails.

Recently our cylinder filling provider completed a significant project to modernise their filling plant. This upgrade to the filling plant was essential to meet the increasing demand for oxygen cylinders and to ensure the highest quality control for the oxygen we provide to you.

Oxygen is delivered to the filling plant in the form of liquid oxygen. Liquid oxygen is produced by taking air and reducing the temperature to -183C using a process called Cryogenic Separation, turning it from a gas into a liquid. The oxygen we use is a very high grade, certified for medical use. Specially insulated tankers transport the liquid to one of our filling plants. Here the liquid is converted back into a gas and compressed into the cylinders up to a pressure of over 4000 pounds per square inch. That is 100 times greater than a car tyre! It is a complex and highly specialised process.

Before any oxygen cylinders are released for us to deliver to you, they undergo strict quality checks and must be approved by a Qualified Person (QP) who ensures the product is in line with the relevant medicines' regulations.

To enable this upgrade during April, May and June, the filling plant had to close and move filling to another site. Despite lots of planning and the alternate cylinder filling site producing the number of cylinders we would usually expect to need during this period, we were only able to fully deliver some of the oxygen cylinders that were being requested. We are sorry if during this period, you experienced disruption to your routine.

We are pleased that the new filling plant is now fully operational, and we are returning to our usual service.

# Fire Safety

Oxygen concentrators contain sensitive components that can be damaged by exposure to high temperatures and strong, direct sunlight.

When using portable oxygen concentrators outdoors, it is important to take extra precautions to keep them safe in the sun. Use a sunshade or umbrella to provide shade for the equipment. This can help reduce the amount of direct sunlight the equipment is exposed to, which can help prevent damage.

When using portable concentrators outdoors, it is important to keep them away from other heat sources. This includes grills, barbecues, heaters, and fire pits, which can generate high temperatures and potentially damage the equipment. If using oxygen concentrators near these items is unavoidable, it is important to take extra precautions to keep the equipment cool and protected. The recommended distance for oxygen therapy equipment from open flames such as fires is 3m (10ft) and closed heat sources such as radiators and heaters is 1.5m (5ft).

Do not keep oxygen concentrators in hot places such as conservatories, or greenhouses. Do not leave portable concentrators unattended in vehicles where your concentrator could be exposed to high heat levels for a prolonged period.



# 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](mailto: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](mailto:complaints@baywater.co.uk)

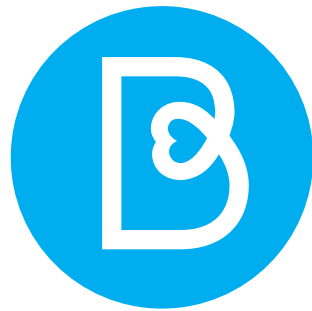
## Online ordering

[www.baywater.co.uk/oxygen-reorder-form](http://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





# Sunshine Magazine

The magazine for oxygen users and their carers  
Summer 2023 - Issue 46

## **Baywater Healthcare**

Wulvern House, Electra Way  
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**0800 373580**

For more information visit [www.baywater.co.uk](http://www.baywater.co.uk)