

Sunshine

Winter 2023 - Issue 47

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quickly and securely



Providing NHS services

Baywater Healthcare's Magazine for oxygen users and their carers



Welcome

Hello Everyone!

Welcome to the last Sunshine of 2023. Another year has almost passed and it's time for the Christmas festivities to begin. We hope you have had a great year so far.

This issue has lots of articles including: dates for ordering oxygen over the festive period, information on vaccines, an update on your feedback about Healthcare Technician visits, and important information about safeguarding to keep you and your family safe.

We also have a small article on keeping pets contained during Healthcare Technician visits. We have seen an increase in dog bite incidents so please help to keep our Healthcare Technicians safe.

If you have questions about any of the information here then please ask your Healthcare Technician during their next visit, email us at healthuk@baywater.co.uk or call our Healthcare Helpline on [0800 373580](tel:0800373580).

We would like to wish you and your family a happy festive season and a fantastic New Year.

Best wishes,

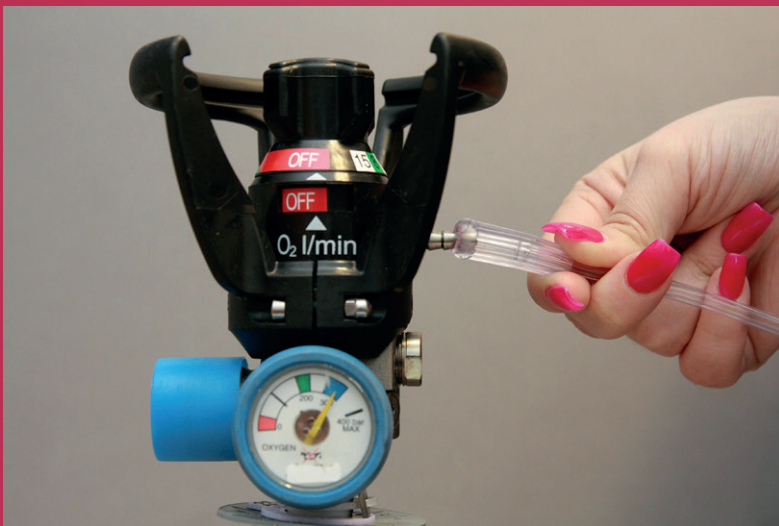
The Baywater Healthcare Team

Cold Weather

As we approach winter and its colder temperatures, it is essential that you keep warm. Keeping warm reduces the risk of chest infections and flu. Aim to keep the rooms where you live and sleep to a temperature of 18-21 degrees Celsius.

Sudden changes in temperatures can cause you to cough more. We recommend covering your nose and mouth with a scarf when outside in cold conditions.

Cold conditions can also affect oxygen equipment and stop it from working as it should. Do not leave oxygen cylinders or machines in cold vehicles or sheds overnight.



When oxygen cylinders are cold, the contents gauge can indicate less oxygen than there actually is. The gauge finger moves slightly towards empty even if the cylinder is full. It is important to keep cylinders stored at a normal room temperature for accurate amounts of oxygen to be displayed with the indicator.



Bank Holiday Ordering

Important dates for upcoming bank holidays are shown below:

Christmas

For delivery on

Friday 22nd December 2023

Wednesday 27th December 2023

Place your order by

Thursday 21st December 2023

Sunday 24th December 2023

Emergencies only on

Monday 25th December 2023

Tuesday 26th December 2023

New Year

For delivery on

Friday 29th December 2023

Tuesday 2nd January 2024

Place your order by

Thursday 28th December 2023

Sunday 31st December 2023

Emergencies only on

Monday 1st January 2024





Sustainability

We are committed to making changes to reduce negative environmental impacts and support the communities where we deliver our services. We want to share with you the work we have done throughout the year to create a more sustainable future for all.

- We introduced initiatives to reduce our emissions, including using hybrid vehicles.
- We introduced a Volunteering Policy to allow our employees to give up their time during working hours to support local charities.
- We have donated money to charities throughout the UK through our Employee Donation Request Policy. Employees who work with a charity or social group in their own time can request a charity donation from Baywater Healthcare.

We are proud to give something back to the communities in which we deliver services and will continue to find new ways to reduce any negative impact we have on the local environment.

Bank Details



We continue to collect as many bank details as possible for service users who receive electricity reimbursements for their oxygen machines. 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 and complete our secure online form.



Scan to visit
our website



Vaccines

Flu and COVID-19 vaccines were released early this year, so many of you may have already been vaccinated. If you haven't, please consider contacting your GP surgery to arrange. Combined with the one-off pneumonia vaccine, these vaccines can help reduce the risk of developing severe chest infections for people with breathing conditions and vulnerabilities. More information about the vaccines and their benefits can be found at www.nhs.uk

Shingles vaccine

Shingles is a painful skin rash caused by the reactivation of the chickenpox virus in people who have previously had chickenpox.

Symptoms include a burning sensation in the skin and a rash of painful fluid-filled blisters that can burst and turn into sores before they heal. Usually, one side of the body is affected, often the chest, but sometimes the head, face, and eye. Shingles can cause pain for several years after the rash has healed.

A vaccine to prevent Shingles is available on the NHS for people in their 70s. The vaccine lasts for at least five years.

You can still have the vaccine even if you have had Shingles in the past; the vaccine will prevent further attacks. Your GP will advise you how long to wait for the vaccine if you have recently had Shingles. Usually, this is up to one year.

If you are aged between 70 and 79, you should be contacted automatically by your GP practice to arrange a vaccine. If you wish to book this sooner, please call your GP surgery to book an appointment.



Safeguarding

With the threat of scams increasing, we would like to raise awareness of ways that we ensure that you are protected against scams and potential fraud while using our service.

Scam Calls

Please be aware that we never make an unsolicited 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 an oxygen machine.

If you receive an unexpected call from somebody claiming to be from Baywater Healthcare requesting your bank details or personal details, please do not provide these and call our Healthcare Helpline on [0800 373580](tel:0800373580) to confirm the request is legitimate.

Visits from our Healthcare Technicians

All our Healthcare Technicians wear Baywater Healthcare identification badges. You should ask to see our Healthcare Technician's ID badge to verify their identity before allowing them to enter your property.

You can call our Healthcare Helpline on [0800 373580](tel:0800373580) if you have any concerns or to check that it is one of our employees who is visiting.

For more advice on safeguarding and cyber security, visit the safeguarding page on our website www.baywater.co.uk/safeguarding



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You Said We Did

We take the feedback that we receive very seriously. We review what is said to us and use the information to improve our services. Several service users reported that they prefer to have a familiar Healthcare Technician visiting, as it makes them feel more secure.

We were also informed that some prefer being visited in the daytime rather than later in the evening. We have reviewed our Healthcare Technicians' working patterns, meaning that you will now be much more likely to receive your deliveries before 5 p.m., and the visits we make are more likely to be from a Healthcare Technician you are familiar with.

Pets

Sometimes, when our Healthcare Technicians visit your home, pets can become distressed, viewing them as a threat. Unfortunately, we have seen a recent increase in our Healthcare Technicians being bitten by animals. To ensure the safety of our staff, we politely request that pets are not in the room when our Healthcare Technicians visit. We hope you understand the reasoning for this request, and thank you for your co-operation.





Ordering

You should only reorder cylinders when you have less than half of your prescribed amount remaining. For example, if you require six cylinders, order when you have three or less remaining.

You can order on our easy online ordering form on our website: www.baywater.co.uk. Alternatively, you can call our Healthcare Helpline on [0800 373580](tel:0800373580).



Scan to visit
our website



Replacement cylinders

To meet your oxygen prescription, we can only leave the number of cylinders requested on the order from your Healthcare Professional. If you order replacement cylinders, we can only leave the same number of cylinders as we collect. If you have requested a doorstep drop, please leave out the number of cylinders to be replaced.

If you feel the number of cylinders requested by your Healthcare Professional no longer meets your needs please contact them to discuss this.



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 service users, all of which are distributed amongst the Baywater Healthcare team.

Listening to our service users 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

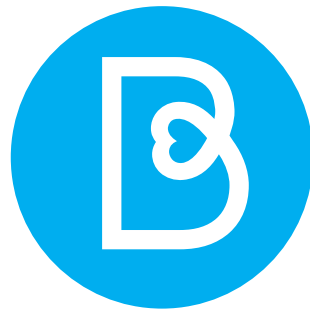
Online ordering

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





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Baywater Healthcare

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0800 373580

For more information visit www.baywater.co.uk